



Call before you dig

Planning a home improvement job? Planting a tree? Installing a fence or deck? Know what's below – call before you dig. Smart digging means calling 811 or visiting call811.com before each job.

This service is free and calling before you dig is required by law. Call at least two full business days before you start any digging project. Even on your property and in your yard, damages caused by hitting an underground utility can be expensive and even deadly. Once utilities are marked, be sure to hand excavate within 18 inches on each side of markings. If you ever hit a gas line, call 911 and NorthWestern Energy immediately. Even minor damage to a pipeline can result in future leaks.

Notice: Responsibility of buried gas lines

The maintenance of buried gas piping downstream of the gas meter to gas-fired appliances or other structures on the property is the responsibility of the home/property owner or current occupant.

NorthWestern Energy is required to inform customers with privately owned natural gas or propane service lines of their responsibility to inspect and maintain their piping (Code of Federal Regulations 49 CFR 192.16). Customers should have the pipes periodically inspected for leaks, and metallic pipes should also be inspected for corrosion by qualified professionals, such as your local plumber. Any unsafe conditions should be repaired immediately or the flow of gas should be shut off.

Recognizing a gas pipeline leak

Call 911, if you notice any of these signs of a pipeline leak:

- An unusual blowing or hissing sound coming from the ground.
- Dirt or dust blowing from a hole in the ground.
- Bubbling ponds.
- Dead or discolored vegetation in an otherwise green area near a pipeline right of way.
- A fire close to a buried pipeline.



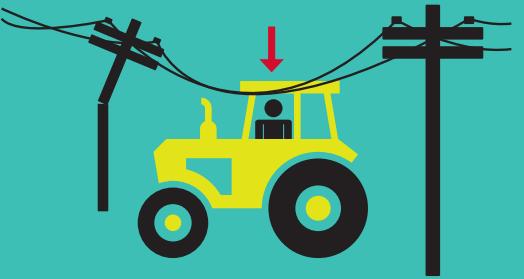
What to do if you smell natural gas

NorthWestern Energy makes it easy for you to detect natural gas leaks by adding an unpleasant rotten egg or skunk-like smell to natural gas. If you smell this odor:

- Leave the area immediately.
- Do not use phones, matches, light switches or anything else that could trigger the ignition of the gas.
- When at a safe distance, call 911.

What to do if your vehicle contacts a power line

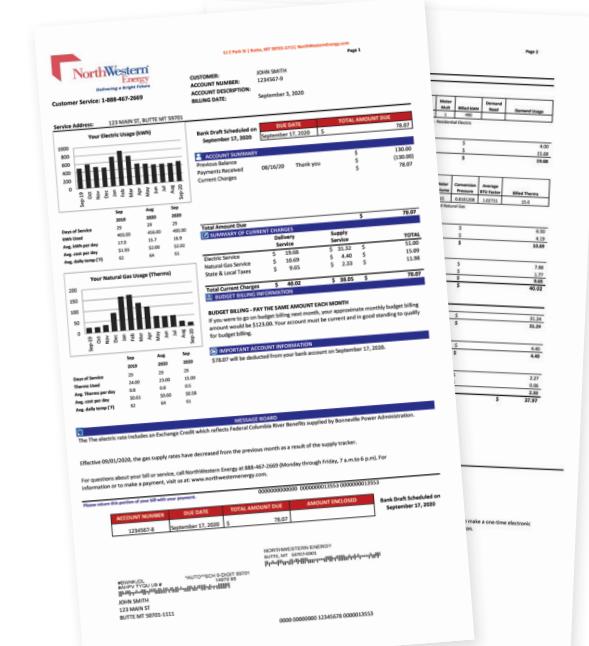
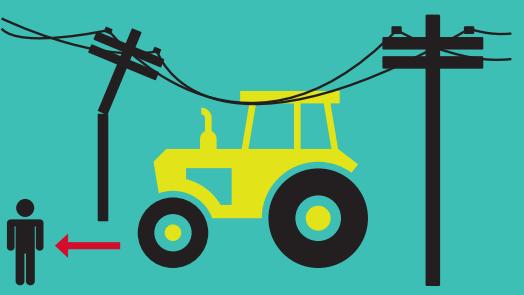
Stay in the vehicle and call 911 for help.



If you must exit the vehicle because of a fire, tuck your arms across your body and jump clear of any wires with your feet together, never touching the equipment and ground at the same time. Then hop or shuffle at least 40 feet away, keeping your feet together.



Stay away from the equipment until the authorities tell you it is safe.



How to read your bill

When we get our energy bill every month, many of us only look at the amount due. However, your NorthWestern Energy bill contains much more information, and the more you know about your energy use, the better you'll be able to manage it.

Here are three things to pay attention to on your bill:

1. Review the 13-month graph to see how your energy use this billing cycle compares to recent months and to the same month one year ago.
2. Look at the information under the graph to compare days of service and average daily temperature. This can sometimes explain why a bill is higher or lower than normal.
3. Read the information in the Message Board area of the bill. It includes important information about rates and updates.

We also have a page on our website dedicated to explaining every item on your bill, everything from where to find your account number to how we calculate therms.

For more information, visit NorthWesternEnergy.com/ReadYourBill