



Delivering reliability during a rough winter

To say winter was challenging this year is an understatement. From record cold temperatures to consistent snow fall, Montana experienced, and continues to experience, extreme weather conditions. In February alone, temperatures were 35 percent colder than the 15-year average. Area schools, such as Butte, had their first weather-related closures in nearly 40 years. And some towns saw 46-below-zero temperatures ... in March!

Through it all, NorthWestern Energy employees, across the entire company, worked safely and diligently to deliver continuous gas and electric service to our customers. But it was not without experiencing record-breaking demands on our system. With every dramatic drop in the temperature outside, customers' heaters were working in overdrive to keep up. And unfortunately, that will be reflected in higher-than-normal energy bills.

We know accruing this extra cost will be difficult for many of us. If you're worried about paying your winter utility bills, call NorthWestern Energy at **888-467-2669** right away. We have also provided additional payment option information and energy-saving tips on the reverse side.



Past capital investments into our gas and electric transmission and distribution systems were critical in meeting these peak demands.



Employees behind the scenes carried out critical work that kept our gas & electric system operational during constrained times. February was the most demanding month on record for the electric system & the second most demanding for gas.



This winter saw an increase of ice on our rivers and waterways. Our hydro dam operators must chip ice off certain dams to keep them clear and flowing.

» Payment help

BUDGET BILLING

NorthWestern Energy offers a Budget Billing program in which your monthly utility bill will be nearly the same each month as we average your yearly energy costs into more affordable monthly payments.

BILL ASSISTANCE

We're happy to support the Federal Low Income Home Energy Assistance Program. Qualified households can also receive financial assistance for home energy costs through the Tax Cuts and Jobs Act.

HELP YOUR NEIGHBOR

If you choose, you could pay it forward and purchase a NorthWestern Energy gift certificate as a way to help a family member, friend or neighbor who may be struggling to pay their energy bill.

Learn more about these options under the Account Services tab at NorthWesternEnergy.com.

» What we can do

PARTICIPATE IN EFFICIENCY PLUS (E+) PROGRAMS

Efficiency Plus (E+) provides energy education, rebates and in-home energy audits*. In addition, there are E+ programs that provide valuable services to limited-income and senior customers who require energy assistance.

*Qualifications apply

CONSERVE ENERGY

When the temps drop, it's easy to want to bump up your thermostat or turn on a space heater to help heat your home. Resisting those temptations and considering these alternatives will make a difference.



Use blankets to bundle up.



Choose an oven-free meal.



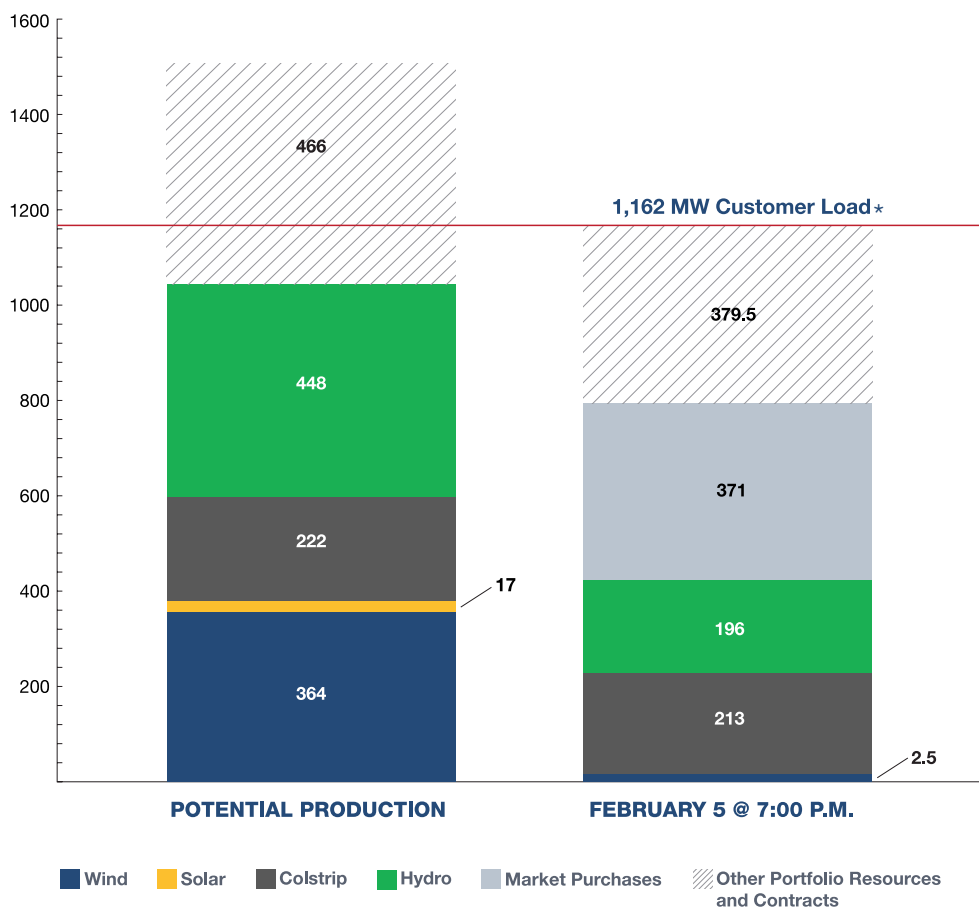
Insulate water heater and pipes.



Seal up air leaks.

PROVIDE RELIABLE ENERGY

In Montana, more than 60 percent of our energy comes from clean hydro, wind and solar generation. As vital as those resources are to provide affordable energy, some don't contribute much to meeting our customers' peak needs during a harsh winter. For example, this graph shows what our energy portfolio can produce compared to February 5 at 7 p.m. when demand peaked. Wind and solar generation were nonexistent and hydro was lower due to low wintertime river flows. The highly reliable electricity from Colstrip was critical to help meet energy demands and balance the system. We remain focused on minimizing the reliance on the unpredictable marketplace to ensure we're providing the most affordable, reliable energy for our customers 24/7.



*Doesn't account for large customer group load that additionally attributed to a peak electric demand.