

Erin, on the right, pictured with her sister and grandparents.

#### Dear Customer,

I hope the latest issue of Energy Connections finds you well. If you enjoy reading our monthly newsletter, I wanted to tell you about our newest publication – Bright magazine.

Bright is published quarterly, and focuses on all the good work that goes on behind the scenes here at NorthWestern Energy. Bright shines a light on how we give back to the communities we serve. It also highlights employees and the incredible work they do at our company, and as volunteers in their communities.

Before joining NorthWestern, I was a reporter for 10 years at the Great Falls Tribune. Taking on the job of managing editor of Bright magazine feels like getting back to my roots. I'm joined on the Bright staff and contributors by several other talented journalists: Jo Dee Black, Cassie Scheidecker, Butch Larcombe, Amie Thompson and Amy Grisak all have journalism backgrounds.

I like to say journalism is in my blood. My grandfather Alexander Madison was a printing press operator in North Dakota before attending the School of Journalism at the University of Montana. He worked as a newspaper reporter and editor and finished his career as the director of the Printing Department at UM.

In addition to getting to share with you my love of journalism that my grandpa passed down to me, I'm also sharing his recipe for sourdough pancakes. He used to make these for my cousins and me.

I hope you enjoy Bright magazine. Read or subscribe at NorthWesternEnergy.com/Bright

Thanks for reading! Cur Madison



Grandpa Madison's sourdough pancakes

### INGREDIEN

Sourdough starter: 2 cups warm water 2 1/2 cups flour 2 Tablespoons sugar

#### Pancakes:

egg
 Tablespoons vegetable oil
 4 cup milk
 teaspoon baking soda
 teaspoon salt
 Tablespoons sugar

### **DIRECTIONS:**

The night before, mix the sourdough starter ingredients in a glass bowl (not metal). Cover and set in a warm place over night.

 $2^{\mbox{The next}}$  morning, take out 1 cup starter. Save in a glass jar to use in future sourdough pancakes.

 $3^{\mbox{To}}$  the remaining starter add the egg, vegetable oil and milk. Mix thoroughly.

 $4\,{\rm ln}$  a cup or small bowl, mix baking soda, salt and sugar.

 $6^{\rm Fry}$  on a hot griddle. Pancakes cook quickly and are ready when small bubbles pop and do not fill in.

### CONTACT US

### MONTANA

Customer Contact Center 7 a.m 6 p.m. M-F	888-467-2669
Emergency 24/7 Service Call Before You Dig Energy Efficiency	811 800-823-5995
NEBRASKA Customer Contact Center 7 a.m 6 p.m. M-F Emergency 24/7 Service	800-245-6977
Call Before You Dig	811
SOUTH DAKOTA Customer Contact Center 7 a.m 6 p.m. M-F	800-245-6977
Emergency 24/7 Service Call Before You Dig	811
PAYMENT	

### Paymentus Automated Phone Payment Option: (via checking, savings, credit or debit card) English: 833-970-2262 Spanish: 833-970-2263

#### CONSTRUCTION CENTER

1-83-FOR-BUILD (1-833-672-8453)

NorthWesternEnergy.com 🛛 🗗 💆 🙆 🗖

We are proud of the diversity in the communities we serve. To better serve the needs of some of our customers, we translate important customer information into two languages: Spanish and Karenic.

Estamos orgullosos de la diversidad en las comunidades que servimos. Para satisfacer mejor las necesidades de algunos de nuestros clientes, traducimos información importante del cliente a dos idiomas: español y karen.

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> Energy Connections Editor 11 E Park St, Butte, MT 59701 news2@northwestern.com



### LOOK INSIDE FOR INFORMATION ON:

- Our commitment to reliability
- Improve your home's energy efficiency
- NorthWestern's new Bright magazine
- Bill assistance is available
- Where does your power come from?
- Sourdough pancake recipe

MONTANA

# Our commitment to reliable electricity

While power outages are unavoidable, NorthWestern Energy strives to keep power disruptions to a minimum. We closely track these reliability data points to monitor and measure the frequency and duration of outages:

**SAIFI (System Average Interruption Frequency Index)** - The number of sustained outages (a power outage lasting longer than 5 minutes) experienced by the average customer in a year.

2020

Three-year average



### 1.109

### SAIDI (System Average Interruption Duration Index)

- The cumulative duration, in minutes, of sustained outages experienced by the average customer in a year.

## 2020 Three-year average 119.43 116.6

**CAIDI (Customer Average Interruption Duration Index)** – The average wait time, in minutes, required to restore service once a customer experiences an outage.

2020 Three-year average **112.79 101.18** 

In 2020, SAIDI and CAIDI were up slightly over our threeyear average. However, 2020 had the largest capital budget in company history, which led to an increase in longer planned outages that were necessary while crews worked to upgrade our infrastructure. Despite this uptick, we still ranked in the first quartile for reliability compared to other energy companies of a similar size. Thanks to 2020's planned maintenance, we hope to avoid future outages and be able to serve our customers with even better reliability.



# Improve your home's energy efficiency

NorthWestern Energy is now offering free virtual home energy assessments. E+ Home EnergyCheck virtual assessment is a one-hour conversation with a knowledgeable and friendly energy specialist over a smartphone or tablet. They'll offer personalized tips to help improve your home's energy efficiency, along with free products to help reduce your energy use.

We've expanded eligibility for this free, virtual program: NorthWestern Energy residential natural gas or electric space- or water-heating customers in Montana whose home is at least five years old and has not received an E+ on-site audit in the past 10 years.

For more information or to schedule a Home Energy Check, visit NorthWesternEnergy.com/EnergyCheck

## 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.

## NorthWestern's new Bright magazine!

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NorthWestern Energy has so many stories to share - about our employees, our customers, communities. our commitment to our sustainability and about our company itself. That's what inspired us to launch Bright magazine. Bright showcases the incredible people who make NorthWestern what it is

a committed member of the communities and states we serve.

Our first issue of Bright magazine, the Community Edition, replaces our annual Community Report. You can find the magazine online and subscribe at NorthWesternEnergy.com/Bright.



## Where does your power come from?

Have you ever wondered where your electricity comes from? You can now see near-real-time data in an interactive online chart displaying generation by thermal, hydro, wind and solar resources for the past seven days. The chart also displays the forecast demand, also called retail load.

Check it out at NorthWesternEnergy.com



All across Montana, we know people are struggling to pay for rent, energy and utilities because of the economic fallout of the COVID-19 pandemic. The Montana Emergency Rental Assistance program can help. The program provides rent, security deposit, energy, Internet and utility assistance to Montanans who have been financially impacted by COVID-19 and who are at risk of housing instability.

It's easy to apply, and thousands of Montanans qualify for assistance. Visit housing.mt.gov



# Vaccines available to everyone 16 and up

We are partnering with the Montana Department of Public Health and Human Service, and Public Health in the 406 to bring you important health information.

The state is expanding the use of pharmacies for vaccinations and working with more than 400 partners to make the COVID vaccine more widely available – because it is the best way to protect yourself, your loved ones and your community.

Remember to wear a mask, social distance, wash your hands and – when you can – get vaccinated.

Learn more at CovidVaccine.MT.gov.