



# 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
<b>1.059</b>	<b>1.109</b>

**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
<b>119.43</b>	<b>116.6</b>

**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
<b>112.79</b>	<b>101.18</b>

In 2020, SAIDI and CAIDI were up slightly over our three-year 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.



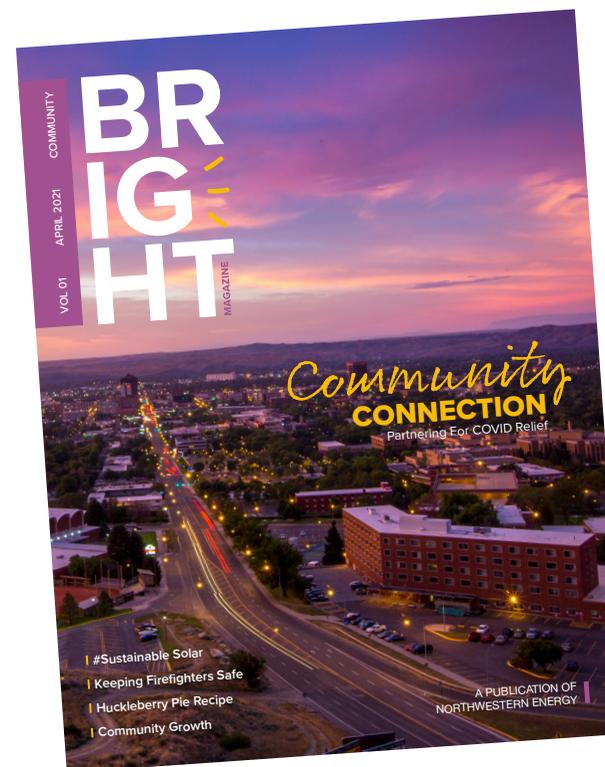
## Be vigilant about scam activity

Many electric and natural gas customers throughout the country are being targeted by impostor scams each day. Scams can be in person, or via phone, email or text.

Know the facts to avoid scams:

- NorthWestern Energy sends multiple disconnection notices before shutting off service and offers several bill payment options. We never demand prepaid cards.
- If we need to upgrade or replace a piece of equipment, NorthWestern will contact you ahead of time. If NorthWestern Energy needs to upgrade or replace a meter, the cost of the new meter is not charged to the individual customer.
- Any over payments will be applied to your NorthWestern Energy account and used to cover future charges. When we refund a customer, we do so by mailing a check to the address on file.

Customers who are not sure if a notice they receive is legitimate should call us at 800-245-6977 or report scam activity online at [NorthWesternEnergy.com/scams](https://NorthWesternEnergy.com/scams)



## NorthWestern's new Bright magazine!

NorthWestern Energy has so many stories to share - about our employees, our customers, our communities, our commitment to 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. Bright magazine also offers tips on how to get out and explore our amazing service territory.

Our first issue of Bright magazine, the Community Edition, replaces our annual Community Report. Subscriptions are free with postage paid by NorthWestern Energy. You can also read a digital version of the magazine online.

Subscribe or read at [NorthWesternEnergy.com/Bright](https://NorthWesternEnergy.com/Bright).

## 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.



## Energy bill assistance

**Nebraska** - The Emergency Rental Assistance program has funds available to assist eligible renter households that are unable to pay past due and/or future rent, energy and utility bills due to the COVID-19 pandemic, subject to income qualifications. [coronavirus.nebraska.gov](https://coronavirus.nebraska.gov) or 833-500-8810

**South Dakota** - The SD Cares Housing Assistance Program offers financial assistance to help stabilize housing situations for renters and homeowners who have been impacted by COVID-19 and the related economic crisis. [www.sdhda.org/social-programs/cares-act-housing-assistance-program](https://www.sdhda.org/social-programs/cares-act-housing-assistance-program)