



As the human resources specialist at NorthWestern Energy, Marissa Orr is often the first point of contact for new employees.

She helps manage just about everything related to hiring. Marissa posts jobs, schedules interviews and collects new hire paperwork, just to name a few.

It's fun to deliver the good news when she calls job applicants to schedule interviews.

"They're happy to hear from me," Marissa said.

It's also nice to know when putting offer letters together that someone is going to be happy to receive it.

However, Marissa's favorite thing about her job is her co-workers.

"I really like the team I work with," she said.

She also likes the variety she finds in human resources.

"It's different every day," Marissa said.

Marissa joined NorthWestern Energy in 2005 as a receptionist in the Sioux Falls, S.D. office. A year later, she moved into HR where she has been since.

Marissa's Candied Chex Mix recipe came from a friend whose daughter is on the same competitive cheerleading team as Marissa's daughter.

It's easy to make and versatile.

"You can change the candy you add in for different holidays," she said.

Candy corn turns it into a Halloween treat and red and green M&Ms are perfect for Christmas. Marissa has also made it with Reese's Pieces or butterscotch chips.

No matter what you add, the Chex Mix is always a crowd pleaser.

"It's addictive," Marissa said.



Candied Chex Mix

INGREDIENTS

- 1 cup brown sugar
- 1 stick butter
- ¼ cup light Karo syrup
- Pinch of salt
- 1 teaspoon vanilla
- 1 teaspoon baking soda
- 12-ounce box of Crispix or Chex
- 1 bag of pretzel sticks
- Candy (M&M's, peanuts, marshmallows, candy corn, whatever you like)

DIRECTIONS

- In a large, microwave-safe bowl, mix the brown sugar, stick of butter, Karo syrup and pinch of salt. Microwave for 2 minutes.
- Mix ingredients, microwave for another 2 minutes.
- Add the vanilla and baking soda and mix. The mixture will foam up.
- Add the cereal and mix thoroughly to coat all cereal. Add desired amount of pretzel sticks and mix.
- Microwave for 1.5 minutes. Mix again and microwave for another 1.5 minutes.
- As mixture cools, be sure to mix frequently until it is fully cooled or you will end up with a rock-hard ball of Crispix and pretzels.
- Once cooled, add any candy you want and enjoy!

CONTACT US

MONTANA

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

NEBRASKA

Customer Contact Center 800-245-6977
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PAYMENT

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 Payment Option: 800-218-4959
 (via checking, savings, or money market account)
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 Phone Payment Option: 877-361-4927
 (via credit card account)

CONSTRUCTION CENTER

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

NorthWesternEnergy.com

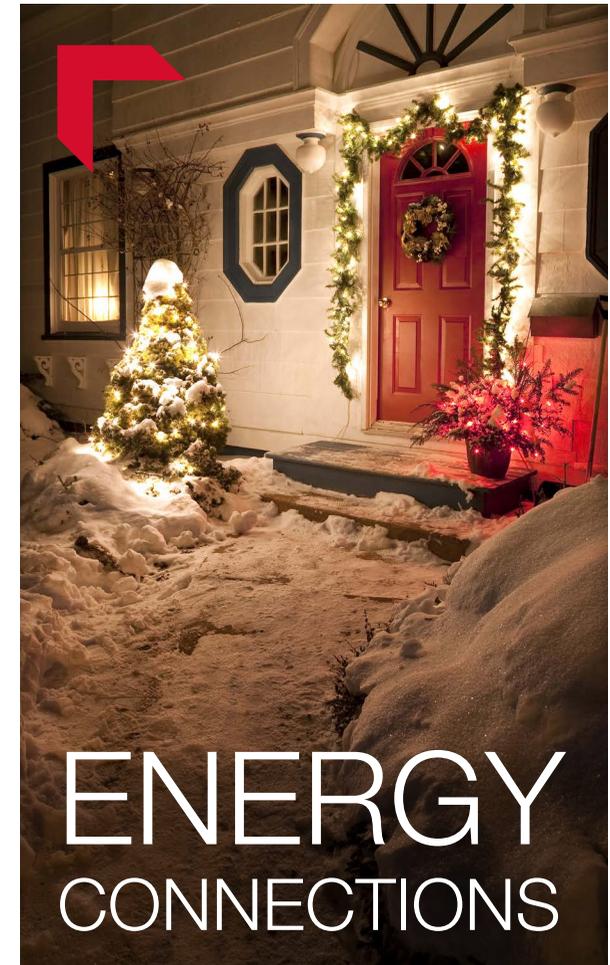


We are proud of the diversity in the communities we serve. To better serve the needs of some of our customers, we translate important customer information into two languages: Spanish and Karen.

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

LOOK INSIDE FOR INFORMATION ON:

- Top 10 Tips for Energy Efficiency
- Energy Assistance
- Identifying Pipelines
- Carbon Monoxide Safety
- Employee Feature: Marissa Orr
- Candied Chex Mix Recipe



Identifying pipelines

Pipeline markers show the approximate location of pipelines and identify the companies that operate them. These markers identify what type of material is transported, the name of the pipeline operator and the operator's emergency phone number. Pipeline markers are generally yellow, orange and black in color. These above-ground markers serve to generally identify the location of the pipeline to anyone who might be working along the pipeline corridor. Even though pipeline markers mark the general area of an underground pipeline, 811 must still be called before any digging activity occurs within 25 feet of either side of the pipeline.

It is a federal crime for any person to deface, damage, remove or willfully destroy any pipeline sign or right-of-way marker.

What's that smell?

Natural gas is colorless and odorless. That's why we add an odorant to the gas to warn you in the event of a natural gas leak. Not sure what it smells like? You can request a FREE scratch and sniff card at northwesternenergy.com/forms/scratch-n-sniff-card-form or by calling 800-245-6977.

Check your carbon monoxide detector

Carbon monoxide alarms have a limited life - typically five to seven years. If your CO alarm was put into use before 2015, it may need to be replaced.

Top 10 Tips for Energy Efficiency

- Inspect your windows and doors for air leaks. If you see daylight around a door or window frame, then the door or window leaks. Seal up the leaks by caulking, adding weather stripping or installing a door sweep.
- Evaluate your insulation levels to determine if you have enough to keep you warm in the winter and cool in the summer. In the winter, cold floors and walls are a sign of a poorly insulated home.
- Install and program a smart thermostat to better manage heating and cooling costs.
- Install low-flow faucet aerators and showerheads.
- Replace incandescent light bulbs that are used more than three hours a day with energy-efficient LEDs.
- Check your refrigerator and freezer temperatures to make sure the refrigerator is set between 37 and 40 degrees F and your freezer temperature is between 0 and 5 degrees F.
- Wrap your hot water tank and install pipe insulation on the first 10 feet of the hot water pipe.
- Check your heating equipment to make sure it is working properly and clean or replace the furnace filters.
- Check your hot water heater's temperature to make sure it's safe and efficient — 120 degrees is plenty!
- Compare your energy usage on your billing statement from month to month and from year to year to become aware of what impacts your energy use.

Nebraska Energy Assistance

The Nebraska Low Income Home Energy Assistance Program, or LIHEAP, provides heating assistance, cooling assistance, year-round crisis assistance, emergency furnace repair and replacement, fan program and weatherization services for eligible Nebraska households. For more information or to apply, visit <http://dhhs.ne.gov/pages/energy-assistance.aspx> or call 800-383-4278.

Nebraska Income Requirements	
Household Size	Annual Income
1	\$16,237
2	\$21,983
3	\$27,729
4	\$33,475
5	\$39,221
6	\$44,967
7	\$50,713
8	\$56,459

South Dakota Energy Assistance

South Dakota customers should call our Customer Contact Center at 800-245-6977 if you or someone you know is having difficulty paying their energy bill. The South Dakota Department of Social Services also has programs to help:

- The Low Income Energy Assistance Program (LIEAP) provides financial assistance to low-income South Dakota households to pay their home heating bills.
- The Weatherization Assistance Program helps low-income households overcome the high cost of energy by making their homes more energy efficient.
- The Energy Crisis Intervention Program (ECIP) is the emergency component of LIEAP specifically for households in a crisis, such as having a shutoff or disconnection notice or have an eviction notice for nonpayment if heat is included in the rent. Funds are also available for furnace repair.

To apply for these programs, contact the South Dakota Department of Social Services, Office of Energy Assistance at 800-233-8503 or visit dss.sd.gov/economicassistance/energyassistance

South Dakota Income Requirements	
Household Size	Maximum 3-month Income
1	\$5,464
2	\$7,398
3	\$9,332
4	\$11,266
5	\$13,199
6	\$15,133
7	\$16,339
8	\$16,702
9	\$17,944
10	\$19,601

Gift of Energy

NorthWestern Energy Gift of Energy gift certificates are a great way to help a family member, friend, or colleague who may be struggling to pay their energy bill.

For more information, visit northwesternenergy.com/account-services/account-payment-options/help-your-neighbor

