



*Stay safe.
Call 811.*

Grant G.
Hydro Compliance
1 year of service

ENERGY CONNECTIONS

SD/NE
MAY 2019

NorthWestern Energy expands natural gas service



Several years ago, NorthWestern Energy expanded its natural gas service to several growing communities south of Sioux Falls, S.D. That expansion allowed many customers, who previously relied on propane, to convert to natural gas.

“Natural gas is extremely affordable compared to propane,” explained Tom Glanzer, Community Relations Manager

South Dakota and Nebraska. “Propane prices are very volatile.”

In 2018, we continued to expand in the rural areas near Harrisburg and we moved further east toward Shindler, S.D. where there are several small subdivisions.

“We’re looking for opportunities to serve new customers,” Tom said. “We are trying to have infrastructure in the ground and ready to serve the growth that is already happening and will happen south of Sioux Falls.”

“It makes economic sense for us,” said Paul Mantz, key accounts and economic development specialist.

A new natural gas mainline is currently under construction near Harrisburg, a small community south of Sioux Falls. A new elementary school is opening in Harrisburg in 2021 and will have natural gas provided by NorthWestern Energy. We also plan to bore under Interstate 29 to offer gas service to a large, yet-to-be-constructed industrial park.

NorthWestern Energy is also working with the city of Sioux Falls to expand service to an area where a new hospital will be built.

“We try to be ahead of the game on some of this development, more of a build it and

they will come mentality” Tom said.

While natural gas offers many benefits to residential customers, it can also help communities with economic development. Large manufactures and many other large businesses need natural gas for their operations and will only consider moving to communities that have natural gas.

“Some of these place can’t get big industrial businesses because they don’t have natural gas,” Tom said. “Developers or potential businesses won’t even look at a town or a piece of land if it doesn’t have natural gas or a gas line readily available.”

NorthWestern Energy’s natural gas expansion has helped businesses such as Jack Links in Alpena to switch from propane to natural gas and several ethanol plants in the service territory needed the gas service agreement prior to agreeing to move to various communities.

Going forward, NorthWestern Energy will continue to look for opportunities to expand natural gas service.

“Down the line, there may be the possibility for expansion in other parts of the state,” Paul said.

What if your car hits a utility box, power pole or gas marker?

A vehicle accident is bad enough for you and your family. Whether your entire family is in one car, it’s just you or maybe a teen driver is taking to the roads by themselves, it is important to know safe options in case an accident occurs that involves electric or gas utilities.

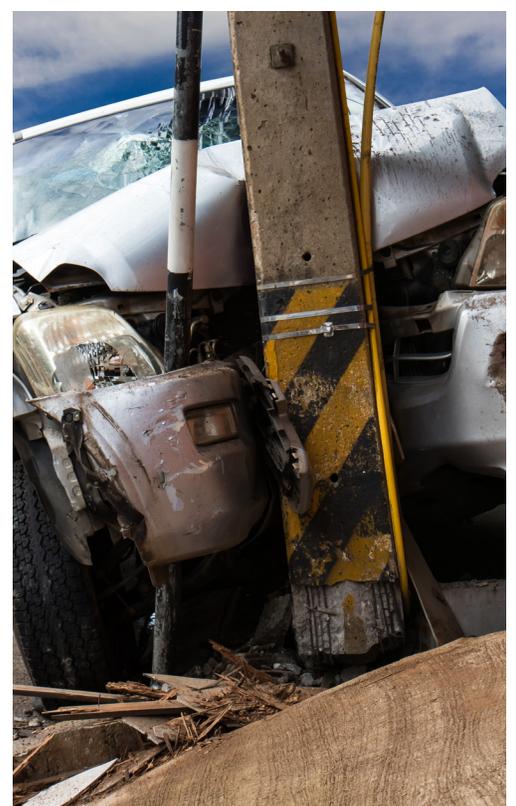
If your vehicle is in contact with a power line or utility box (transformer):

- If the vehicle is operable and you can do so without causing more damage, move the vehicle away. If you cannot move, warn others to stay away and call 911 and NorthWestern Energy.
- Stay inside the vehicle until a utility worker or a first responder says the line is de-energized.
- Only when there is fire or imminent risk of fire should you get out before being told it is safe.

- Jump clear of the vehicle keeping feet together while maintaining your balance
- Do not touch the vehicle and the ground at the same time
- Keep your feet together and hop or shuffle with both feet remaining on the ground until you are at least 30 ft away.

If you hit a gas marker or exposed gas pipe, your safe options are:

- If there is no gas smell and gas is not blowing, back the vehicle away from a damaged object, if your vehicle is still operating and your path is unobstructed. Call NorthWestern Energy to report the incident.
- If gas is blowing, turn your vehicle off, get a safe distance away and call 911 and NorthWestern Energy.



NorthWestern
Energy
Delivering a Bright Future

South Dakota and Nebraska smart meter project underway



We are excited to upgrade to smart-meter technology. NorthWestern Energy is partnering with Itron Utility Services to replace our electric meter and/or gas modules in South Dakota and Nebraska. This new technology will enable two-way meter communication between NorthWestern Energy and its meters.

Itron is finishing up work in Aberdeen, South Dakota and surrounding towns and is moving to the Brookings, South Dakota area next. The project will finish in Nebraska by the end of the year.

Customers do not need to be home during the upgrade. A notice will be left on your door to notify you that your upgrade was successful. If the installer is unable to access the meter, a notice will be left with instructions to call to make an appointment with Itron Utility Services.

Itron personnel will be clearly identifiable and will carry proper identification. Installers will be driving vehicles with an "Itron Utility Services" logo on them.

Electric Customers: As a courtesy reminder for residential customers, there will be a short 10-15 minute interruption in your electric service while installers replace the meter. Most commercial and industrial customers, however, will not see an outage.

Natural Gas Customers: In most cases, there will be no interruption to your gas service.

There is no charge for the upgrade.

If you have any concerns regarding an interruption in service, or would like more information about this program, please call Itron Utility Services at 1-833-358-9345. To learn more about smart meter technology, visit: www.northwesternenergy.com/smartmeters.

RUSafe Corner

You don't have to wait for a real-life situation to arise before discussing safety with your children. Start right now by creating your own teachable moments.

While at the grocery store, ask your child: "What would you do if we got separated?" Have your child point out people to ask for help such as a store clerk or parent with children.

While driving to school, ask your child: "Who are your trusted adults? Why?" Make a list of your child's trusted adults so they know who to contact for help.

While playing an online game with your child, ask: "Has anyone or anything you've seen online ever made you feel confused or uncomfortable?"

Information from Ryan United partner, the National Center for Missing & Exploited Children.

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
7 a.m. - 6 p.m. M-F
Emergency 24/7 Service
Call Before You Dig 811

SOUTH DAKOTA

Customer Contact Center (800) 245-6977
7 a.m. - 6 p.m. M-F
Emergency 24/7 Service
Call Before You Dig 811

PAYMENT

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

CONNECT WITH US



We are required to translate important customer information for populations in our service area that meet a certain threshold. We have two languages that currently meet that threshold: Spanish and Karenic.

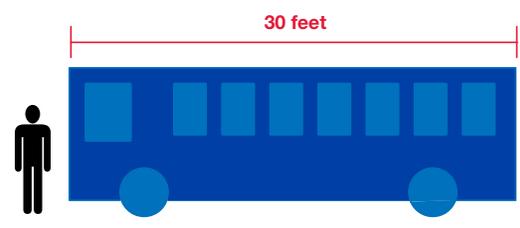
Nos preocupamos por su seguridad. Este anexo a su factura incluye mensajes importantes sobre seguridad que usted necesita saber con respecto al servicio público que le proporciona NorthWestern Energy. Comuníquese con nosotros si desea recibir la información de seguridad en español, llamando al teléfono 888-467-2669 (en Montana) 800-245-6977 (en South Dakota o Nebraska) y pregunte por las opciones de idiomas para los anexos de sus facturas.

ပတၢ်ယိၣ်န့ၢ်တၢ်လၢ နတၢ်ပူၤဖျးအဂီၢ်န့ၢ်လီၤ. လံာ်တၢ်ယုၤက့ၢ်စရိၤဘုၤ(လၢ) လၢ တၢ်ထၢန့ၢ်လီၤအိၤဆၢၤ ပၣ်ယုၣ်တၢ်ဘၣ်တၢ်ဘၢတၢ်ကစီၣ်အန့ၢ်တဖၣ်တဖၣ်လၢ နၢၤတြးသ့ၣ်ညါအိၤလၢ အဘၣ်ယး? NorthWestern Energy ထံမ့ၢ်အူတၢ်မၤန့ၢ်လီၤ. ဆဲးကျၢပုၤဖဲ နမ့ၢ်လိၣ်ဘၣ် တၢ်ဂံၢ်တၢ်ဂၢၢ်တဖၣ်လၢ ပုၤကတၢၢ်က့ၢ် (Karenic) . ဒိဖျိ တၢ်ဂီၢ်လိၣ်တံဆိၣ် 888-467-2669 (လၢမိၣ်ထီၣ်န့ၢ် (Montana) အပူၤ)800-245-6977 (လၢကလံာ်စး: ဂိၣ်ထၢန့ၢ် (South Dakota) မ့တဖၣ် န့ၢ်တြးစန့ၢ် (Nebraska)) *ယုၣ်န့ၢ်လၢ တၢ်ကထာန့ၢ်လီၤ က့ၢ်စရိၤကျိၣ်တၢ်ယုၤထၢတဖၣ်အဂီၢ်န့ၢ်တက့ၢ်.



Stay safe around fallen power lines

Step 1: If there's a fallen power line, stay at least **30 feet** away, which is the length of a bus



Step 2: Call 911 and warn other bystanders to move at least 30 feet away from any fallen lines

If you see a broken cross arm or other equipment but the power line is not down, call 888-467-2669 in Montana and 800-245-6977 in South Dakota



Fallen wires may not throw sparks and should always be treated as live and extremely dangerous

