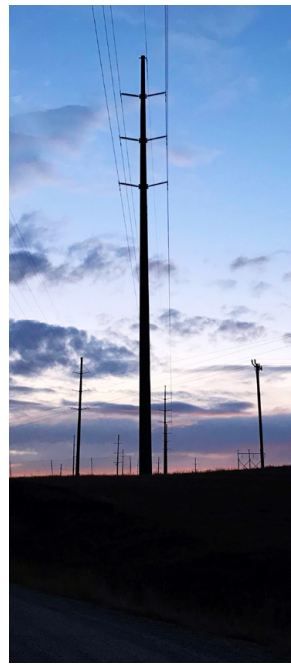


Top 10 Energy Efficiency Tips

Want to save energy and money at home? Check out our top 10 low-cost or no-cost energy efficiency tips to help you save.

- 1. Know what impacts your energy use.** Start by comparing your energy usage from month to month, or year to year, on your billing statement.
- 2. Evaluate your insulation levels.** Adding insulation will help keep your home warm in the winter and cool in the summer. Note: In the winter, cold floors and walls are signs of a poorly insulated home.
- 3. Check your heating equipment.** Make sure your furnace or other heating equipment is working properly by having it regularly checked and serviced. And change your furnace filter often!
- 4. Wrap your hot water tank and install pipe insulation.** Hot water tank wraps and pipe insulation can be purchased at most hardware stores. Wrap the tank and install pipe insulation on the first 10 feet of the hot water pipe coming off the tank.
- 5. Check your hot water heater's temperature.** Set your water heater to 120 degrees F.
- 6. Check your refrigerator and freezer temperatures.** Your fridge should be set between 37 and 40 degrees F and your freezer between 0 and 5 degrees F.
- 7. Inspect your windows and doors for air leaks.** You have air leaks if you can see daylight peeking through your door or window frame. Seal up the leaks by caulking, adding weather stripping or installing a door sweep.
- 8. Install low-flow faucet aerators and showerheads.** These can be purchased at most hardware stores.
- 9. Change out your lightbulbs.** Replace incandescent lightbulbs with energy-efficient LEDs.
- 10. Look for tax credits.** See if your energy efficiency projects and measures qualify for tax credits.



NorthWestern Energy is here to help

Help is available to our customers who may be concerned about their ability to pay their utility bill. We encourage customers who are having a hard time paying their energy bills to get in touch with us as soon as possible. We will provide you with resources to see if you might qualify for assistance from various government and nonprofit programs.

In Nebraska:

- **Low Income Home Energy Assistance Program (LIHEAP)** – This program helps low-income households with heating assistance, cooling assistance, year round crisis assistance, emergency furnace repair and replacement, fan program and weatherization services. Visit dhhs.ne.gov/Pages/Energy-Assistance.aspx
- **Economic Assistance** – The Department of Health and Human Services administers and manages eligibility for Medicaid and Economic Assistance programs through ACCESSNebraska. Visit dhhs.ne.gov/pages/accessnebraska

In South Dakota:

- **Low Income Energy Assistance Programs (LIEAP)** – These federal funds are available to those who may not otherwise be able to afford to heat their homes or apartments during the winter. Contact the South Dakota Department of Social Services, Office of Energy Assistance at 800-233-8503 or visit dss.sd.gov/economicassistance/energyassistance/lowincome.aspx
- **Free Weatherization** – This program helps low-income households by making their homes more energy efficient. Contact the South Dakota Department of Social Services, Office of Energy Assistance at 800-233-8503 or visit dss.sd.gov/economicassistance/energyassistance/weatherization.aspx
- **The Energy Crisis Intervention Program (ECIP)** – A household that has not received LIEAP assistance during the heating season may qualify for ECIP assistance during a crisis, such as having a shutoff or disconnection notice, or having an eviction notice for nonpayment if heat is included in the rent. Contact the South Dakota Department of Social Services, Office of Energy Assistance at 800-233-8503.

We offer a variety of payment options

As a NorthWestern Energy customer, you have several payment options. Choose the option that is best for you!

- **One-time payment** – Make a one-time payment instantly online for free with your checking or savings account or with a credit or debit card for a \$2.75 processing fee.
- **EZ Pay** – Our EZ Pay auto pay program allows payments to be debited directly from your checking or savings account. Log in to My Energy Account to enroll.
- **Pay by phone** – Hear your account balance, due date and make a payment anytime by calling 833-970-2262 for English or 833-970-2263 for Spanish.
- **Pay by text** – Paying your energy bill can be as simple as sending a text when you sign up for our “Pay By Text” option, using your credit or debit card (\$2.75 processing fee). Log into My Energy Account to enroll.
- **Pay by mail** – Mail your check or money order to: NorthWestern Energy 11 E. Park St. Butte, MT 59701-1711
- **Pay in person** – To pay your bill in person, visit one of our walk-in customer service centers. You can also pay your bill at any Western Union location. For a list of our walk-in offices and hours, visit NorthWesternEnergy.com/locations.
- **Payment arrangements** – We understand circumstances sometimes make it difficult to keep up with your bills. If you're having trouble paying your NorthWestern Energy bill, we may be able to work with you to set up payment arrangements that can help you avoid service disconnection. For more information, log in to My Energy Account or give us a call.
- **Budget Billing** – With Budget Billing, you pay the same amount each month. No surprises, just one easy payment amount to plan for. Call us to sign up or log in to My Energy Account.

For more information on payment options, visit NorthWesternEnergy.com/paymybill