



Some people might consider making cookies from cake mix as cheating, but Lori Nelson doesn't see it that way.

"It's a great recipe for people who have a lot going on," said Lori, Community Relations Specialist at NorthWestern Energy. "A lot of the women in my family have been doing it forever. I remember my grandma doing it."

You can use any kind of cake mix and pair it with different frostings.

"Funfetti is my husband's favorite," she said. "I love chocolate, so I'll use the devil's food chocolate a lot."

Around Christmas, Lori likes to use chocolate or white cake mix and add crushed peppermint candies to the frosting. This fall she used pumpkin cake mix with cream cheese frosting.

Lori joined NorthWestern in 2019 as part of our Government Affairs team.

"I've really enjoyed my time here, and I've learned so much," she said.

Lori now works in Community Connections, working with national accounts, as well as small and medium businesses.

She lives near Fort Shaw, Montana, a small ranching community, and she's passionate about building connections between NorthWestern and the small towns in our service territory.

"I love talking to people; I love meeting new people, and I love hearing their stories and figuring out how we tie into that," Lori said.



Cake Batter Cookies

INGREDIENTS:

- 1 Funfetti Betty Crocker mix
- 2 eggs
- ½ cup oil
- Frosting

DIRECTIONS:

- 1 Preheat oven to 350°
- 2 Combine cake mix, eggs and oil. Mix well.
- 3 Roll cookie dough into small ball -- smaller than a ping pong ball. They spread out a lot!
- 4 Place dough balls on a parchment-lined baking sheet. Spray the parchment with cooking spray and sprinkle with flour. This ensures the super soft cookies will come off without breaking.
- 5 Bake for 8-10 minutes or until edges just begin to turn golden.
- 6 Allow to cool completely before frosting and assembling them into whoopie pies.

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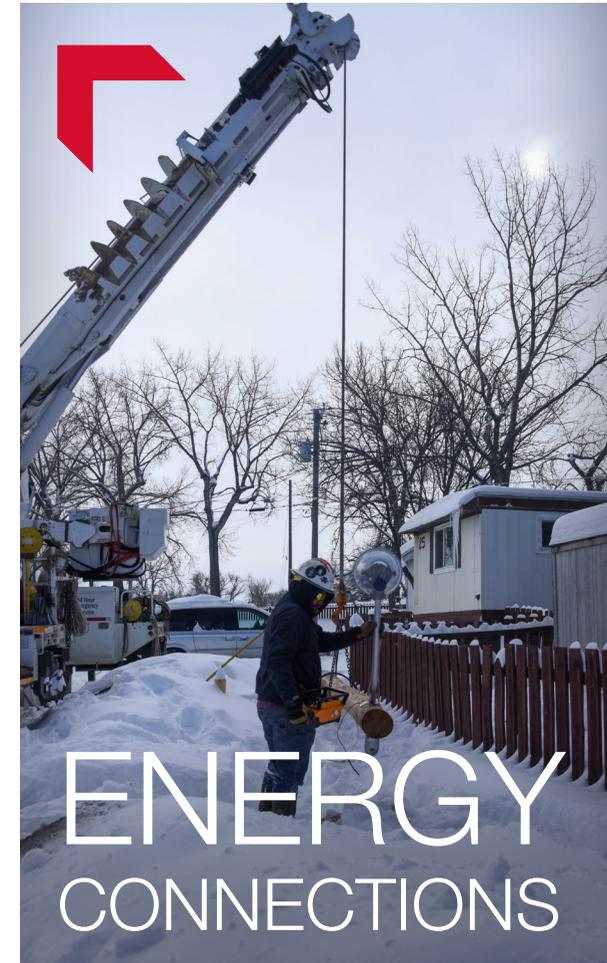


We are proud of the diversity in the communities we serve. To better serve the needs of some of our customers, we translate important customer information into two languages: Spanish and Karenic.

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 karenic.

ပညာတော်အသုံးအဆောင်များကိုကူညီပေးရန်အတွက်ကျေးဇူးတင်ပြောဆိုလိုက်ရပါသည်။ ကျွန်ုပ်တို့၏အဖွဲ့အစည်းများသည် မြန်မာနိုင်ငံရှိ အများစုသော အသိုက်အနားများနှင့်အညီ အသုံးပြုနိုင်ရန်အတွက် အသုံးပြုမှုဆိုင်ရာ အချက်အလက်များကို အင်္ဂလိပ်ဘာသာဖြင့်သာမက အခြားဘာသာစကားဖြင့် အသုံးပြုနိုင်ရန်အတွက် အားထုတ်ဆောင်ရွက်ခဲ့ပါသည်။

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LOOK INSIDE FOR INFORMATION ON:

- Regulatory Rate Review Updates
- Energy Efficiency Rebates
- Winter Safety
- E+ Home Energy Check
- Cake Batter Cookie Recipe

Regulatory Rate Review Update

We know the winter heating season can be challenging for many customers, and no one wants to see their electric and natural gas bills go up. We also know how critical reliable energy is, especially during the cold winter months. We filed a regulatory rate review so that we can continue to make the investments necessary to keep outages to a minimum. Current NorthWestern Energy Montana natural gas rates were set using cost information from 2015 and electric rates were set using cost information from 2017. Since then, NorthWestern Energy has invested more than \$1 billion in our Montana electric and natural gas infrastructure to continue providing safe, reliable energy service to our customers.

Our investment in smarter energy infrastructure is building an energy grid that is more resilient in extreme weather and will meet our customers' current and future needs. We requested the rate review to ensure our customers will continue to be served by a financially sound company that is capable of efficiently funding the significant capital expenditures needed to maintain, expand and modernize the critical infrastructure to meet our customers' energy needs.

What happens next with NorthWestern's rate review?

After we filed our rate review, other parties had the opportunity to file as interveners. Thirteen parties filed as interveners, and we are now in a process called discovery. During discovery, interveners can file requests for information and ask questions about our filing, and we respond to those requests. So far, we have received 1,362 requests, and, as of Nov. 18, we have responded to 1,104 data requests.

We are also hosting technical workshops to help interveners understand, in greater detail, the technical aspects of our filing. The Montana Public Service Commission will hold a public hearing beginning on April 11, 2023.

Our goal is to offer as much transparency as possible into our rate review, to make sure interveners and the public have all their questions answered.

Who are the interveners?

The Montana Consumer Counsel, Large Customer Group, Federal Executive Agencies (Malmstrom Air Force Base), Renewable Northwest, Montana Environmental Information Center, Human Resource Council District XI, Natural Resources Defense Council, Northwest Energy Coalition, Walmart, Broad Reach Power LLC, Colstrip Limited Energy Partnership, Jefferson Energy Trading Co. and 350 Montana have filed as interveners.

We're here to help

If you're concerned about your ability to pay your bill, please reach out to us right away. NorthWestern Energy has information about energy assistance programs and can arrange flexible payment options with customers.

Learn more

You can learn more about our regulatory rate review and ways to help manage your bill at NorthWesternEnergy.com/RateReview.



Rebates are available

We are currently offering electric and natural gas energy efficiency rebates. Learn more at NorthWesternEnergy.com/Rebates or call 800-823-5995.

Stay warm while you cut your energy use

Cold weather can make a major impact on your energy bill. While it's unclear what this year's winter weather will be like, here are some energy efficiency tips you can put to use during the heating season:

- Seal up air leaks: If you can see daylight peeking around your door or window frame, then you have air leaks. Seal the leaks by using insulating foam, adding outlet gaskets under light switches and outlets on exterior walls, and installing weather stripping or door sweeps to eliminate drafts around exterior doors.
- Use your window treatments: Closing your curtains in the winter can reduce heat loss. Be sure to close curtains at night, but open the curtains on south-facing windows during the day, so the sun's warmth can help heat your house.
- Replace your furnace filter: Replacing your furnace filter helps your furnace run as efficiently as possible. Depending on the type of filter you use, some need to be replaced monthly, while others can last three months or more.
- Utilize a programmable or smart thermostat: Install a programmable thermostat that automatically turns down the heat at night and when no one is home. Change your thermostat setting during the heating season to the lowest comfortable setting, which is 68°F for most people during the day and 55°F at night or when no one is home.
- Use your slow cooker: A slow cooker or electric pressure cooker can be more efficient than your stove or oven.

Plow with caution

Be careful while plowing to steer clear of energy service equipment. Be sure to avoid meters and transformers (the large green boxes often located near walkways). Even minor contact with the transformer's metal enclosure could cause damage to the conductors inside. If you hit the equipment, please report it to NorthWestern Energy right away.

Improve your energy efficiency with an E+ Home Energy Check

Our free E+ Home EnergyCheck is an assessment of your home that helps you understand how energy is being used and where improvements could be made to help you save money. Personalized tips to help improve your home's energy efficiency, both during the E+ Home EnergyCheck, in a customized, detailed report, and through a follow-up session.

Learn more at NorthWesternEnergy.com/EnergyCheck or call 800-823-5995.



Check your natural gas meter and vents

Your natural gas meter's regulator vent must always be clear so the flow of natural gas into the home can be regulated properly. If this vent becomes plugged, the pressure of gas being pumped into the home could either increase or decrease to a dangerous level, resulting in a fire or explosion. Any airflow blockage can lead to big problems and even carbon monoxide poisoning.

Also be sure all appliance exhaust vents are clear from blowing and drifting snow – especially after a winter storm. Blocked appliance vents could result in a loss of heat or buildup of deadly carbon monoxide in the structure.

After major snow storms, take a walk around your property and ensure all vents are clear of snow or ice and that there is a path to your gas and electric meter.