



Guard Against Carbon Monoxide Poisoning: Perform routine maintenance and install detectors

Carbon monoxide (CO) is known as the silent killer because you can't smell, hear or see it. NorthWestern Energy urges our customers to take the time to ensure that their homes are safe.

A particular danger in the home-heating season is carbon monoxide poisoning. Approximately 200 people in the U.S. die each year from carbon monoxide poisoning associated with fuel-burning heating equipment in the home, according to the U.S. Consumer Product Safety Commission.

Any fuel that is incompletely burned produces carbon monoxide, a colorless, odorless gas. The gas can leak from faulty furnaces or fuel-fired heaters or can be trapped inside by a blocked chimney or flue.

To guard against carbon monoxide poisoning, consumers should have their home-heating systems (including chimneys and flues) inspected each year for proper operation and potential leakage.

Inspectors should check

all heating appliances and their electrical and mechanical components, thermostat controls and automatic safety devices.

In addition, properly working carbon monoxide detectors can provide an early warning before the deadly gas builds up to a dangerous level. Exposure to a low concentration over several hours can be as dangerous as exposure to high carbon monoxide levels for a few minutes. Newer model sensors will detect both conditions.

The devices are relatively inexpensive and every home should have at least one carbon monoxide detector on every level. Placing them in the immediate vicinity of bedrooms helps prevent being overcome by poisoning while sleeping. Be sure to replace the carbon monoxide detector at the end of its rated life.

Also, learn to recognize the symptoms of CO poisoning and respond accordingly. If you or others in your family – including pets – all exhibit flu-like symptoms but feel better in fresh air, it could mean you have a CO problem. Other symptoms may vary from person to person depending on age and current health, and can range from headache, nausea and ringing in ears to lethargy or losing consciousness, as well as eye and skin irritation. If you experience these symptoms consistently, immediately seek medical help.



Know the Symptoms of CO Poisoning...

Physical Symptoms of CO poisoning vary, depending on the amount of CO in the bloodstream. The higher the concentration the greater the danger.

MILD EXPOSURE

- Slight Headache
- Nausea
- Vomiting
- Fatigue
- Flu-Like Symptoms

MEDIUM EXPOSURE

- Severe Headache
- Drowsiness
- Confusion
- Rapid Heart Rate

SEVERE EXPOSURE

- Unconsciousness
- Convulsions
- Cardiac/Respiratory Failure
- Death

Report an Outage Online

Buildup of snow and ice can cause power lines to break and tree limbs to fall into power lines or even break poles. Be prepared by planning ahead. Register your account online so you can report your outage through our online customer service. It is easy and convenient – but first you must establish your Web account with NorthWestern Energy.

You can access your account online from any Internet connection, just log in to your account and select the Out of Power Service Requests section. You will be asked a series of questions regarding the nature of your power interruption, downed wires or other service issues. Because of your responses, an order will be placed, and service personnel will be dispatched accordingly.

To report an outage without creating a Web account, call our 24/7 Emergency Service phone number. Always be on the lookout for downed lines after any storm.

New Offices Opening

We are proud to announce the opening of new walk-in customer service offices throughout our service area. Our walk-in offices provide personal walk-in service to our customers. You can get personal assistance when seeking information about your account.

Please note, while customers are welcome to stop in and pay their bill or drop off a payment; the office is not able to process debit or credit card payments – you can however, pay online anytime with debit or credit cards.

To get a complete list of office locations, visit our website or call to find the location nearest you.



Members of the Missoula Area Chamber of Commerce join NorthWestern Energy employees for the official ribbon cutting ceremony at Missoula's new walk-in office on Friday, January 16.



Energy Saving Tip: Have your home evaluated for air leaks and find ways to save on your energy bill. One great way to have this done for FREE is through our E+ Audit for the Home program. Visit NorthWesternEnergy.com/audit or call 800-823-5995 for complete details and qualifications. (Available in MT and SD only)

Tips for Using Space Heaters

As the heating season continues, ads and displays for electric space heaters have appeared. Prices on these units range from around \$30 up to several hundred dollars for decorative units. Several ads suggest that using space heaters may reduce your heating costs compared to whole house heating.

Small space heaters can be less expensive to use if you want to heat only one portion of your residence while keeping the rest of the home at a cooler temperature. However, if you're attempting to heat a larger area with an electric space heater rather than using your normal heating unit, consider the following: on average, it usually costs twice as much to heat the same space to the same temperature using electricity compared to natural gas, so using electric space heaters to reduce heating costs may not be the best approach.

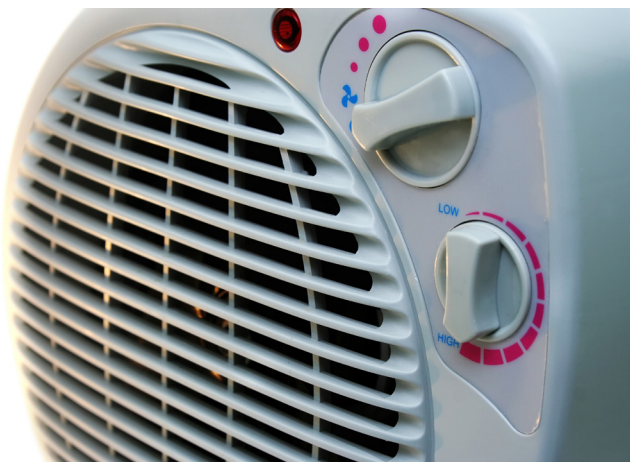
While electric space heaters are generally more expensive to operate than combustion space heaters, they are the only unvented heater that is safe to use

inside your home. Space heaters are a good way to supplement heating in one room, which doesn't have adequate heat or where someone needs more heat than other family members.

Standard heaters heat the air in a room while infrared units heat objects or people. Standing in front of an infrared heater can lead you to believe that it

puts off more heat, but it is generally rated at the same wattage as the standard heater meaning it produces the same amount of heat. Either type of heater can be found in a range of purchase prices.

When choosing a space heater, look for units where hot surfaces are out of reach. Choose units with thermostats and auto tip-over switches that shut off automatically. For safety, always follow the manufacturer's instructions for installation and use, and keep at least three feet of clearance between the unit and combustibles such as furniture, bedding, and window treatments. Never leave a space heater unattended; turn the unit completely off in these cases.



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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Emergency 24/7 Service
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SOUTH DAKOTA

Customer Contact Center (800) 245-6977
7 a.m. - 6 p.m. M-F
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Automated Phone
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