

NorthWestern Energy's COVID-19 response timeline



Employees who cannot work from home, including gas and electric workers, control room operators and some customer service representatives, were divided into pods. **Employees in separate pods never come into contact with one another.** That way if one employee becomes ill, they won't infect our entire workforce.

March 14

- NorthWestern voluntarily suspended service disconnections for non-payment.
- Customer walk-in lobbies closed.

March 12

- Employees asked to limit large, in-person gatherings.
- Montana Governor declares a state of emergency.

March 15

Montana Governor orders school closure through March 27.

March 16

Pods established to separate our workforce that cannot work from home.

March 17

- South Dakota Governor extends state school closure through March 27.
- CEO Bob Rowe makes official declaration of emergency.
- Significant part of our workforce starts to work from home.

March 13

- South Dakota Governor ordered school to be closed for one week.
- NorthWestern limits travel and group gatherings
- Facilities team increases cleaning efforts.

March 20

- All NorthWestern meetings moved to teleconference or videoconference.
- Montana Governor closes restaurants, bars, theaters, gyms, casinos, etc.

While nearly half of our workforce moved to working at home, our gas and electric crews continue to work in the field, as they are classified as essential workers. Proactive projects to "harden" NorthWestern Energy's systems and enhance our systems' resiliency continue during the pandemic. **Reliability is a responsibility NorthWestern Energy always pursues and it is especially critical during this pandemic.** Our crews are doing work such as tree trimming in advance of spring and summer storms, which will help prevent some weather-caused power outages later this year.



To protect our employees and our customers, crews no longer enter customers' premises, except under emergency circumstances. We also encourage the public to extend our crews the courtesy of social distancing. When you see our crews out working, feel free to give them a friendly wave from at least six feet away.

March 23

South Dakota Governor closes schools until May 1.

March 24

Montana School closure extended to April 10.

March 26

- Montana reports its first hospitalization due to the virus.
- Crews will no longer enter customers' premises, except under very limited circumstances.

March 31

- Nebraska Governor asks people returning to Nebraska from out-of-state travel to self-quarantine for 14 days.
- Montana Governor suspends evictions, foreclosures and utility shutoffs.

March 30

Montana Governor orders a 14-day post-travel quarantine for travelers arriving in the state.

March 25

NorthWestern Energy begins getting hand sanitizer from Wildrye Distilling in Bozeman.

March 27

- Montana reports first death due to COVID-19.
- Nebraska reports first death due to COVID-19.

March 28

Montana stay-at-home directive goes into effect.

April 7

Montana Governor extends stay-at-home directive to April 24.

April 9

Nebraska Governor urges residents to stay at home.

April 15

Energy Connections goes to print.

April 10

South Dakota issues health emergency for Minnehaha County.

April 6

- South Dakota Governor recommends people with underlying medical conditions and those who are over 65 remain home if possible.
- Nebraska declares prohibition on gathering.

April 2

South Dakota Governor calls in National Guard to help set up 100 ICU units in Sioux Falls and Rapid City.

April 1

NorthWestern Energy announces \$300,000 donation to help communities and small businesses impacted by the pandemic.

April 12

- Smithfield Foods in Sioux Falls shuts down after an outbreak at the food processing plant.
- Sioux Falls mayor calls for a three-week shelter-in-place order for all of Minnehaha and Lincoln County.



We pledged \$300,000 in aid to assist communities struggling with the impacts of the COVID-19 pandemic. We donated these funds to local COVID-19 relief efforts across our service territory and offered grants to small businesses that were impacted by the virus. In all, we gave grants to 644 small businesses.

By the time you receive your May edition of Energy Connections, some of this information will, no doubt, be out of date. However, this represents a summary of our COVID-19 response as of April 15.

January 2020

VP Bobbi Schroepel activates pandemic planning.

March 7

Nebraska reports first case of COVID-19.

March 9

South Dakota reports first death due to COVID-19.

Feb. 4

First internal communication sent out, encouraging employees to practice good hygiene and stay home if they feel ill.

March 11

- Saw the first cases of COVID-19 in our service territory, in Huron and Mitchell, S.D.
- First COVID-19 case reported in Montana.
- We activated our Crisis Action Team.