



NorthWestern Energy's Director of Safety and Labor Relations Carolyn Loos plays an extremely important role in the company. Throughout her 30 years with us, Carolyn has held 12 different positions and has served in her current role for almost three years.

“For me, the safety and well-being of our employees aren’t just priorities — they’re personal,” Carolyn said. “Every person on our team matters, and it’s our responsibility to make sure they return home safe and healthy to their families each day.”

Carolyn, who has personally faced life-altering injuries and seen loved ones suffer similar fates, is driven by a deep commitment to preventing such experiences for others.

"I am dedicated to collaborating with both leadership and employees to foster a culture of safety and prevention," she said. "It is my goal to ensure that no one experiences a workplace injury like the one I sustained, and that every individual is able to return home safely at the end of each day."

Because of the significant work she has done at the company, there is a lot to learn from her. When asked what she wished more people knew about safety, Carolyn had an incredible answer.

“Employees are fallible. It’s not if or when an incident will occur, it’s about having the right controls in place that allow employees to fail safely. Safety is about protecting people when things don’t go as planned.”

Carolyn isn't someone who cooks often, but when she does, she loves to bake with her kids. "We loved making chocolate chip cookies," said Carolyn.



Chocolate Chip Cookies

INGREDIENTS

3 cups all-purpose flour	½ teaspoon almond extract (optional)
2 tablespoons cornstarch	1 cup unsalted butter (2 sticks) cold and cut into cubes
1 teaspoon baking powder	¾ cup brown sugar packed
¼ teaspoon baking soda	½ cup granulated sugar
1 ½ teaspoon salt	1 cup semi-sweet chocolate chips
1-2 teaspoons ground cinnamon (optional but highly recommended)	1 cup dark chocolate chips
2 large eggs, cold	1 cup chopped toasted pecans (optional)
1 tablespoon vanilla extract	

DIRECTIONS

- 1 Preheat oven to 375° F. Whisk together in a large bowl: flour, cornstarch, baking powder, baking soda, salt, and ground cinnamon.
- 2 In a small bowl whisk together eggs, vanilla, and almond extract. Set aside.
- 3 In your stand mixer or with an electric mixer, cream cold butter until fluffy, about 1-2 minutes.
- 4 Add in brown sugar and granulated sugar. Beat for an additional 2 minutes.
- 5 Pour in egg mixture and mix until just combined. Scrape down sides.
- 6 Add flour mixture, one-third at a time until well combined, scraping down the sides as needed. Stir in both chocolate chips and pecans.
- 7 Using about 1/3 cup, scoop out dough and form cookie balls. Place cookie balls on baking sheet. Refrigerate for 30 minutes.
- 8 Bake cookies for 15-22 minutes, or until golden brown. Let cool on the baking sheet for 5 minutes. Transfer to a wire cooling rack and serve!

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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 karen.

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Energy Connections Editor
11 E Park St, Butte, MT 59701
news2@northwestern.com

Energy Connections

Customer Bill Insert
Montana | August 2025

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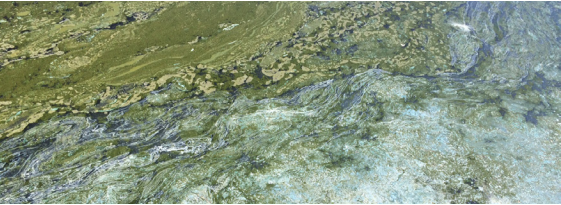
Bright ideas to save
Game
responsibly

Turn off your video game console when it is not in use. The annual electricity usage for a video game console that is always turned on is nearly 10 times as much as a console that is turned off when not in use.

Stay on top of back-to-school budgets with payment alerts

Busy back-to-school time is just around the corner, and we know how quickly things can add up. With NorthWestern Energy's payment alerts, you'll get timely reminders about upcoming bills and payment confirmation — helping you stay organized and keep your budget on track.

Sign up today in My Energy Account to receive alerts by text or email and take one more thing off your to-do list.



Do you know how to spot toxic algae?

While most algae is not toxic, Montana does see toxic algae blooms on occasion. Blue-green algae blooms can occur anytime from May through October, but are most common during the hottest summer months, according to the Montana Department of Health and Human Services.

Toxic blue-green algae can occur throughout Montana in any standing body of water that is exposed to the sun, including lakes, reservoirs and stock ponds. Certain conditions can lead to an algae bloom, including high levels of nutrients and warm water temperatures.

If you see blue-green algae, which can look like pea soup or green latex paint, stay out of the water. Don't allow pets to drink the water or children to play in it. If you do enter the water, rinse off as soon as possible with fresh water. If you encounter an algae bloom, report it online at hab.mt.gov or call 888-849-2938.

Do you know what to do during outages?

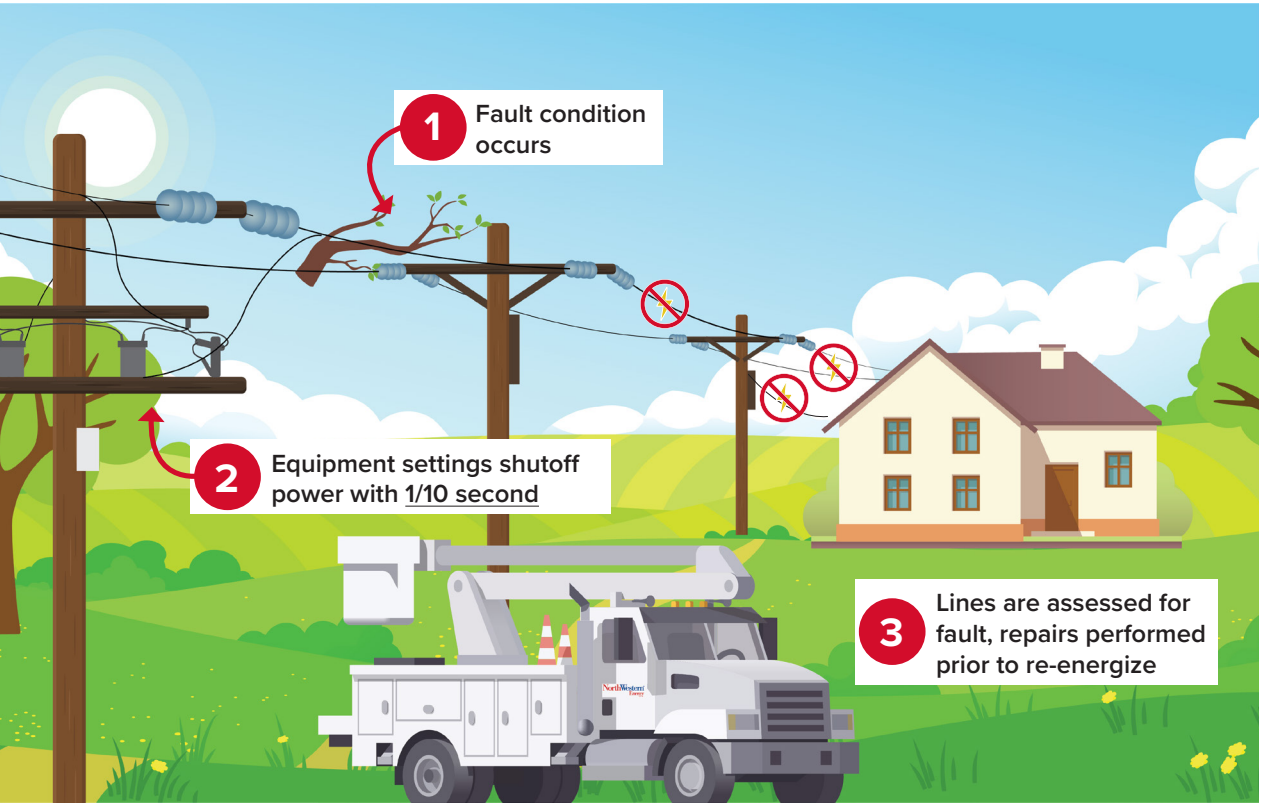
Summer thunderstorms and windstorms can cause unexpected outages at your home or business. Here are some important tips to help you and your family during an outage:

- **Check fuses or circuit breakers** to rule out problems with electricity inside your home. If a fuse is blown, replace it with the appropriate fuse. If a breaker has tripped, reset it from off to on. If you are unsure about fixing a fuse or circuit breaker, call an electrician.
- **Sign up for outage alerts** in My Energy Account. You can opt to be contacted via email and/or text if your power goes out and when it's restored.
- **Check our online outage map.** Find the most up-to-date outage information on our online outage map at NorthWesternEnergy.com/outages.
- **Do not open freezers or refrigerators** more than necessary. A refrigerator will keep food cold for about 4 hours if it is unopened. A full freezer will keep the temperature for approximately 48 hours (24 hours if it is half full) if the door remains closed.

For more information about safety during outages, please visit NorthWesternEnergy.com/outagesafety.



Powerline settings help us prevent wildfires



Keep your distance from downed lines

Summer storms may damage power lines. Contact with downed power lines or nearby objects may cause serious injury or death. Downed lines may be energized even if they don't hum or spark, and lines that appear dead could become re-energized at any moment. Downed power lines may energize the ground or nearby puddles, metal fences, vehicles, trees, power poles, and other wires.

Be especially alert for downed lines hidden by water and tree branches after high winds and storms. Consider any downed electric or communication line to be energized and dangerous. Call 911 and NorthWestern Energy to report it. Stay as far away as possible from all downed or low lines.

Outages may be more likely during summer

One way we are helping to prevent wildfire is by changing the way we operate the electrical grid when fire danger is high and in areas with high wildfire risk.

We use Enhanced Powerline Safety Settings (EPSS) to make the electrical system more sensitive to potential hazards. If a fault occurs, such as a tree branch contacting a powerline, power is shut off automatically to reduce the chances of starting a wildfire.

A line that has been automatically de-energized will remain off until our crews can patrol the area to check for damage before safely restoring power. This can result in more frequent, unplanned outages that can last several hours, depending on repairs and patrols.

Learn more at NorthWesternEnergy.com/wildfire.