

NorthWestern Energy officially acquired Energy West and Cut Bank Natural Gas in July, and Tyler Muzzana played an important role in making sure that transition went smoothly.

"The way I think of it is just connecting the dots between NorthWestern's existing structure and how we operated at Energy West and Cut Bank Natural Gas," said Tyler, who previously served as President and General Manager for Energy West and now works at NorthWestern Energy as a Distribution Operations Transition Consultant.

Tyler worked for Energy West for seven years and helped lead the team that worked to integrate Energy West, which offered natural gas service in Great Falls, West Yellowstone and Cut Bank, into the NorthWestern Energy family.

"There was a lot of work leading up to the transition that has helped make it go smooth," Tyler added. "The folks at NorthWestern Energy, in all the departments, have just been awesome to work with."

Tyler grew up in Great Falls and earned his engineering degree from Montana Tech in Butte. A job out of college took him to Boise, Idaho, where he eventually landed at Intermountain Gas Company. He worked there for 11 years before returning to Great Falls for a job at Energy West.

Tyler is happy to be living and working in his hometown and grateful to work for a company that values community service. Tyler coaches his daughter's softball team, serves on the Great Falls Development Alliance Board and is Vice Chair of the Great Falls Area Chamber of Commerce.

"NorthWestern is such a big supporter of the communities we serve," he said.



Toffee Poke Cake

Toffee Poke Cake is a favorite in the Muzzana family. Tyler's mom makes it for everyone's birthday.

INGREDIENTS

1 (15.25-ounce) package of devil's food cake

1¼ cups water

½ cup vegetable oil

3 large eggs

1/2 (14-ounce) can sweetened condensed milk

8 ounces caramel ice cream topping, divided

3 ¼ (1.4-ounce) bars chocolate (Heath Bars)

1 (8-ounce) container frozen whipped topping, thawed

DIRECTIONS

1 Preheat oven to 350 degrees F. Grease the bottom of 9x13-inch glass pan.

Mix cake mix, water, vegetable oil, and eggs Zin a large bowl with a mixer on medium speed until well combined. Pour into the prepared pan.

3 Bake in the preheated oven until a toothpick inserted in the center comes out clean, 30 to 35 minutes. Cool on a wire rack for 5 minutes. Cut shallow slits across top of cake; make sure not to go all the way to the bottom and touch the bottom of the dish.

4 Meanwhile, combine sweetened condensed milk and 6 ounces caramel topping in a saucepan over low heat; stir until smooth. Slowly pour mixture over top of warm cake, letting it soak in. Set aside 1 to 2 tablespoons chopped Heath Bars for decorating: sprinkle remaining toffee liberally across entire cake.

Cool cake completely, then top with whipped Otopping. Decorate top of cake with the reserved toffee and drizzle with remaining caramel topping.

Refrigerate until chilled through and serve from Othe pan.

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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

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Energy Connections

Customer Bill Insert

October 2025

In this issue: Natural gas safety | Carbon monoxide Hunting safety | Delicious Recipe



aight ideas to save garage doors

Keep the overhead doors of your attached garage closed to keep cold air out of your house.

Teachers, enter to win a \$100 gift card!

We offer free classroom materials to educate students on the importance of electric and natural gas safety. Our materials support National Core Curriculum Standard. Visit NorthWesternEnergy.com/kids to order. After ordering the materials, you can fill out a survey to be entered to win a \$100 gift card or one of two \$50 gift cards. Winners will be announced at the end of each school semester.

Plan ahead for fall with outage updates

Winter is just around the corner, and snowstorms can lead to power outages. Sign up now to receive email or text notifications if your power goes out and when it's restored. You can also sign up for billing and payment notifications and more. Learn more at NorthWesternEnergy.com/notifications



What do those markers mean?

Markers, placed at all public road and railroad crossings, show the approximate location of pipelines and identify the companies that operate them. These markers indicate the pipeline content, the name of the pipeline operator and the operator's emergency phone number.

Even if the pipeline is marked, you must call 811 at least two business days before any digging project to have utility lines marked. The pipeline may not follow a straight course between markers.



Know what's **below. Tap, Click, or Call 811** Before you dig.

How you can help keep pipelines safe

Pipelines are the safest way to transport energy products, including natural gas, crude oil and other fuels. The U.S. Department of Transportation's Pipeline & Hazardous Materials Safety Administration (PHMSA) regulates pipelines with the help of state partners. According to government and industry statistics, the most common cause of pipeline incidents is improper or unauthorized digging near a pipeline, which is why it's important to call 811 before you dig. Pipeline operators carefully build, maintain and monitor the integrity and security of their lines.

How you can spot a natural gas leak

A gas leak is often recognized by smell, sight, or sound:

- Smell A distinctive sulfur-like or rotten-egg odor is added to natural gas, so you'll recognize it quickly. This odor may fade or be difficult to distinguish, and not all natural gas transmission lines are odorized. Do not rely on your sense of smell alone to detect a natural gas leak.
- Look You may see dirt blowing into the air from a hole in the ground; continuous bubbling in water; dead or dying vegetation (in an otherwise moist area) over or near a pipeline; a damaged connection to a gas appliance; or an exposed pipeline after an earthquake, fire, flood, or other disaster.
- **Listen** You may hear a hissing, whistling, or roaring sound as natural gas escapes from a pipe.

If you suspect a natural gas leak, warn others and immediately leave the area. From a safe location at least 300 feet from the suspected leak, call 911 and NorthWestern Energy, any time, day or night.

The hazards of a natural gas release

Natural gas is very safe. However, if a natural gas leak occurs, you need to be aware of the hazards. Natural gas is highly flammable and easily ignited by sparks.

Natural gas is lighter than air and can migrate into enclosed spaces. If you smell natural gas, evacuate the area on foot and move upwind of the leak.



Carbon monoxide can be a silent killer

Carbon monoxide, also known as CO, is a silent killer. You can prevent carbon monoxide poisoning by ensuring that fuel-burning appliances are installed, maintained, and used correctly and safely. This includes having an annual inspection of heating and venting equipment by a qualified technician prior to the heating season, and proper installation and use of a CO alarm that meets current standards.

Do you know how to recognize the symptoms of CO poisoning? Symptoms can occur immediately or more gradually after long-term exposure.

Common symptoms include:

- Dizziness
- Nausea
- Confusion
- Headaches
- · Shortness of breath
- Fainting

If you have these symptoms after being in an enclosed area, get fresh air immediately and go to a hospital emergency department. Be sure to tell your doctor that you may have CO poisoning. Call a qualified technician to check your fuel-burning appliances.



Natural gas appliance safety

Have your natural gas appliance and equipment connectors inspected regularly by a qualified professional and replaced as needed. Certain kinds of flexible connectors manufactured between 1970 and 1980 may fail over time and should be replaced immediately.

Only a qualified professional should check your natural gas appliance connectors and replace them if needed. Don't try to do this yourself.

Please don't shoot at power equipment

Unfortunately, every year during hunting season, some of our infrastructure is damaged by gun shots.

Vandalism to electric and natural gas equipment creates risk for our customers and crews. It threatens our service reliability and the safety of our personnel. It is also costly. Replacing a damaged transmission pole costs nearly \$10,000, including equipment and labor. These avoidable costs divert funds away from other projects and cost all of us money on our utility bills.

We want to remind all customers not to shoot at power lines, insulators, signs or any above-ground natural gas equipment – and to report any damage they might spot. Please call 911 to report illegal activity to law enforcement. Call NorthWestern Energy immediately if you spot damaged electrical or natural gas equipment.