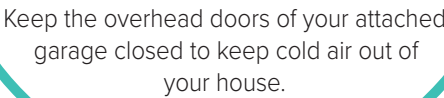


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Teachers, enter to win a \$100 gift card!

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
- Confusion
- Shortness of breath
- Nausea
- Headaches
- 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.