



Angie Biddle’s warm, welcoming personality is a quality that makes her an exceptional Customer Associate and a wonderful coworker. At NorthWestern Energy in Great Falls, Montana, she greets customers with genuine kindness, helping them navigate everything from construction projects to billing questions. She makes people feel

valued, at the counter, on the customer service phone line and beyond.

She joined NorthWestern Energy four years ago.

“It’s a great company, I have good coworkers, and I really love assisting our customers,” she said.

Angie shares another talent that brings joy to the workplace: her passion for baking. From birthdays to holidays, her homemade treats turn ordinary office gatherings into memorable celebrations. Her creations are tokens of care that strengthen the sense of community among her colleagues. She doesn’t stop there. Angie decorates with flair for every season and holiday and often takes the lead in organizing employee fundraisers, ensuring every event feels special and meaningful.

Originally from Seguin, Texas, home of “The World’s Largest Pecan,” she has perfected the art of candied pecans — a delicacy her coworkers eagerly anticipate. Crisp, buttery and kissed with sweetness, these pecans have become legendary in the office.

In a world where customer service can feel transactional, Angie reminds everyone that kindness and connection matter. Whether she’s answering a question at the counter or sharing a plate of homemade treats, Angie’s warmth makes NorthWestern Energy more than a workplace — it’s a community.



Candied Pecans

INGREDIENTS

- 1 egg white
- 4 teaspoons water
- 1 teaspoon pure vanilla extract
- 1 cup white sugar
- 2 teaspoons cinnamon
- ¾ teaspoon salt
- 1 pound pecan halves

DIRECTIONS

- 1 Preheat oven to 250 degrees and line a baking sheet with parchment paper.
- 2 Beat the egg white in a bowl until frothy. Whisk the water and vanilla into the egg. Stir in the cinnamon, sugar and salt into the egg mixture. Add pecans and stir to coat completely. Spread the pecans onto the prepared baking sheet.
- 3 Roast the pecans in the preheated oven, stirring about every 15 minutes, until the coating forms a glaze, about 1 hour. Allow to cool on the baking sheet at least 10 minutes before serving.

Note: This is also good for candied almonds.

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 AND SOUTH DAKOTA	
Customer Contact Center	800-245-6977
7 a.m. - 6 p.m. M-F	
Emergency 24/7 Service	
Call Before You Dig	811

PAYMENT	
Paymentus Automated	
Phone Payment Option:	
(via checking, savings, credit or debit card)	
English:	833-970-2262
Spanish:	833-970-2263

CONSTRUCTION CENTER
1-83-FOR-BUILD (1-833-672-8453)

NorthWesternEnergy.com    

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. To request translated customer information, please contact us at the numbers listed above.

Estamos orgullosos de la diversidad en las comunidades a las que servimos. Para satisfacer mejor las necesidades de algunos de nuestros clientes, traducimos información importante del cliente a dos idiomas: español y karénico (Karen). Para solicitar información traducida del cliente, contáctenos a los números indicados arriba.

ပသးနုဒီးပဝ်ကမာလာဘဉ်ပသးလာ ပမာစာဘဉ်ပာကဃျာဂ်ဖိအါကလုဒ်အါဉ် လာအအိဉ်လာ လီဂ်ကဝီဖဲအံနုဉ်လီၤ. ဒ်သီးပမာစာဘဉ်သုကအါထီဉ်အဂီၢ်, ပကွဲးလီၤလံာ်ကတိၢ်ကျိၣ်ထံ တၢ်စုၢ်အရုဒိဉ်တဖဉ်ဆူ (Spanish)စပဲနးအကျိၣ် ဒီး (Karen)ကညီကျိၣ် န့ဉ်လီၤ. သုမုၢ်လိာ်ဘဉ်လံာ်လာ ပာကွဲးကျိၣ်ထံ အံၤဖဲဒီး, ဝံသးစုၢ်သုဆဲးကျိးပာသုဖဲ လီတဲခိနီၣ်ဂံၢ် ဒ်အအိဉ်ဃျါလာတၢ်ဖိခိဉ် အသီးန့ဉ်လီၤ.

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In this issue: December windstorm | Data centers
Outage safety | Candied Pecans



Bright ideas to save Cover Drafty Windows

Use a heavy-duty, clear plastic sheet on a frame or tape clear plastic film to the inside of window frames during the cold winter months. Make sure the plastic is sealed tightly to the frame to help reduce infiltration.



Team steps up after windstorm

A windstorm in December caused significant disruption and damage across our service territory. With high winds, heavy snow on the ground in some remote areas, and many downed trees, our communities faced significant outages — and our employees responded with extraordinary dedication.

Crews patrolled lines by helicopter to assess damages, worked closely to keep transmission stable, and even restored power to the Helena airport after an overnight effort. Helena division was one of the hardest hit areas with 6,000 customers without power at its peak. Extra vegetation crews were brought in to cut through fallen trees to reach lines in remote areas and aid service restoration.

Outages also meant that gas stations were without the ability to provide fuel along major highways. We brought in a generator to the Town Pump in Superior, so travelers and crews along Interstate 90 could access fuel.

Our Customer Care team also went above and beyond, bringing in additional staff to respond to customer calls and many team members working extended hours. This team took more calls in one day than they typically receive in a month.

Safety remained our top priority throughout, and we are grateful to report that no one was injured during storm restoration efforts.

Data centers and our energy future

Montana should not be left behind as the data center industry rapidly expands across the country. NorthWestern Energy is ensuring Montana is positioned to capture the benefits — new jobs, increased tax revenue and long-term investment.

Forty years ago, industries including renewable energy, biotechnology and e-commerce logistics were either in their infancy or virtually nonexistent. Today companies such as NextEra Energy Resources, Invenergy and GlaxoSmithKline are established — employing Montanans, generating tax revenue, and supporting critical infrastructure and services across the state. Data centers are following a similar trajectory.

NorthWestern Energy will always put Montana customers first. We are committed to protecting your rates and reliability while responsibly supporting new opportunities — like data centers — that can help Montana thrive for generations to come.

To learn more, scan this QR code with your phone’s camera.



Never enter or go near a substation

Substations are fenced areas containing large electrical equipment. The electricity used in substations is extremely dangerous and can kill a person. Substations are marked with either “Danger” or “Warning: High Voltage” signs. Never enter a substation or even go near the fence surrounding one. Stealing copper wire from a substation is not only illegal, but it can also be deadly.

Plow with caution

Be careful while plowing to steer clear of utility equipment. Be sure to avoid meters and transformers (the large green boxes often located near walkways). Even minor contact with the transformer’s metal enclosure could cause damage to the conductors inside. If you hit the equipment, please report it to NorthWestern Energy right away.



How we are planning for the future

NorthWestern Energy is currently developing our 2026 Montana Integrated Resource Plan (IRP). The IRP is a long-term planning study that looks at how Montana’s electric system can continue to deliver reliable, affordable, and sustainable power under a variety of future possibilities.

We want to hear from you. Learn more about the IRP at NorthWesternEnergy.com/IRP and submit your written comments to IRP@northwestern.com by March 12.

To watch a video about the IRP planning process, scan this QR code with your phone’s camera.



Padmounted equipment safety

The interior compartments of padmounted electrical equipment contain high-voltage components that are exceedingly dangerous to touch. Avoid contact with this equipment. Never touch or open damaged or unlocked electrical cabinets. Immediately report damaged or open equipment to 911 and NorthWestern Energy.

Stay safe during a power outage

Winter storms, ice and wind can cause unexpected outages. 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.
- If you see a downed or damaged power line, keep your distance and call 911 immediately. Never touch a power line or any object, including trees, that is in contact with a line.
- Check social media and our online outage map. If an outage is widespread, NorthWestern Energy will post updates on our Facebook page. You can also get up-to-date outage information from 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.
- Unplug computers, chargers, TVs and other sensitive appliances to avoid possible damage when electricity is restored.
- Turn off all but one light, so you will notice when we have restored your electricity.
- When power resumes, reset clocks and check automatic alarms and timers. Plug in only essential items. Wait 10 minutes before connecting the remainder of your items to allow the electrical system to stabilize.

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

