



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

<b>MONTANA</b>	
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

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

<b>PAYMENT</b>	
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** [f](#) [y](#) [in](#) [i](#)

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 ပမာစာဘဉ်ပာကဃျာဂ်ဖိအါကလုာ်အါဉ် လာအအိဉ်လာ လီာ်ကဝီာ်ဖဲအံးနုဉ်လီာ်. ဒ်သီးပမာစာဘဉ်သုကအါထီဉ်အဂီၢ်, ပကွဲးလီာ်လံာ်ကတိာ်ကျိဉ်ထံ တာ်စုာ်အရုဒိဉ်တဖဉ်ဆူ (Spanish)စပဲနဲးအကျိဉ် ဒီး (Karen)ကညိကျိဉ် နုဉ်လီာ်. သုမုာ်လိာ်ဘဉ်လံာ်လာ ပာကွဲးကျိဉ်ထံ အံးပံးဒီး, ဝံသးစုာ်သုဆဲးကျိးပာသုဖဲ လီာ်စိနီၢ်ဂံၢ် ဒ်အအိဉ်ဃျါလာတဂ်ဖိဒိဉ် အသီးနုဉ်လီာ်.

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# Energy Connections

Customer Bill Insert  
**South Dakota/Nebraska | February 2026**

In this issue: Outage safety | Keep meter clear  
Padmount equipment 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.



# 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](http://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.

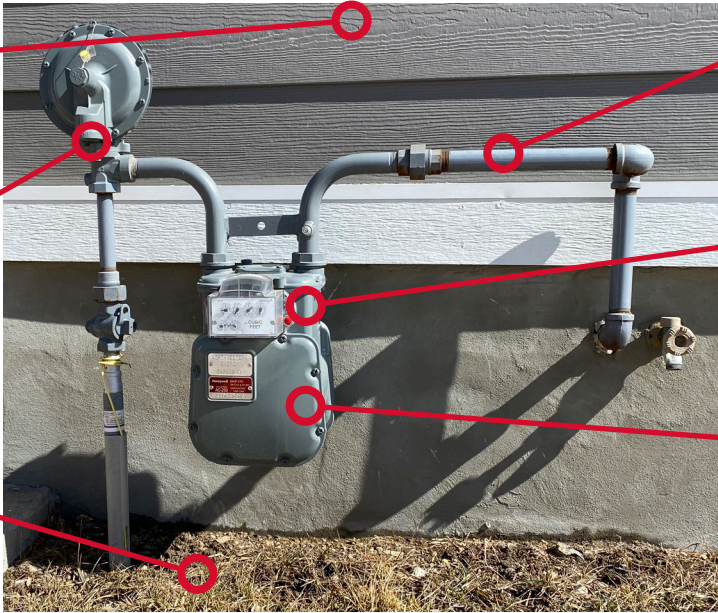
For more information about safety during outages, please visit [NorthWesternEnergy.com/outagesafety](http://NorthWesternEnergy.com/outagesafety).



**Watching for falling snow and ice**

**Keep your regulator vent clear of snow and ice**

**Clear a path to your meter**



**Clear snow from all piping**

**Never use a shovel on the meter**

**Clear all snow from the meter**

## Keep your gas meter clear of snow and ice

Allowing snow and ice to build up on your natural gas meter, or fall from the roof above your meter, can lead to dangerous damages and interfere with the safe operation of your natural gas appliances.

Just like scraping off your car or shoveling your sidewalks, it's important to take care of your natural gas meter after it snows.

- Make sure your gas meter's regulator vent is clear of snow and ice so the flow of natural gas into the home can be regulated properly. If this vent becomes plugged, the pressure of gas flowing into the home could either increase to a dangerous level, resulting in a fire, explosion or the buildup of deadly carbon monoxide, or decrease, preventing natural gas from flowing to your gas appliances.
- Clear snow from the meter and associated piping. Allowing a winter's worth of snow to pile up on a meter or pipes can lead to pipes breaking, causing dangerous gas leaks.
- Clear off your gas meter gently using your hands or a broom.
- Never use a shovel or other sharp tools to cut or chop away snow and ice because they can damage the meter or lines close to the meter.

- Do not kick or hit your natural gas meter to break or clear ice.
- Snow should also be cleared from the roof above the meter to prevent falling snow or ice from damaging the meter or associated piping. Remove icicles from overhead eaves and gutters to ensure dripping water does not splash and freeze on the meter or vent pipe.
- Chimneys and vents for natural gas appliances must be cleared following a major snow or ice storm to enable proper venting and prevent carbon monoxide accumulation.
- Avoid using a snowblower or snowplow near your natural gas meter and any associated piping.
- Do not shovel snow up against the meter or vent pipe.
- Check your meter and pipes often throughout the winter.
- If you rely on a snow removal company to clear your property, be sure they are also clearing snow and ice from your meter, and a path to your meter. If you have a seasonal property or are away on vacation, ask someone to check your natural gas meter and vents, especially after a significant storm.



## 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.

## 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.