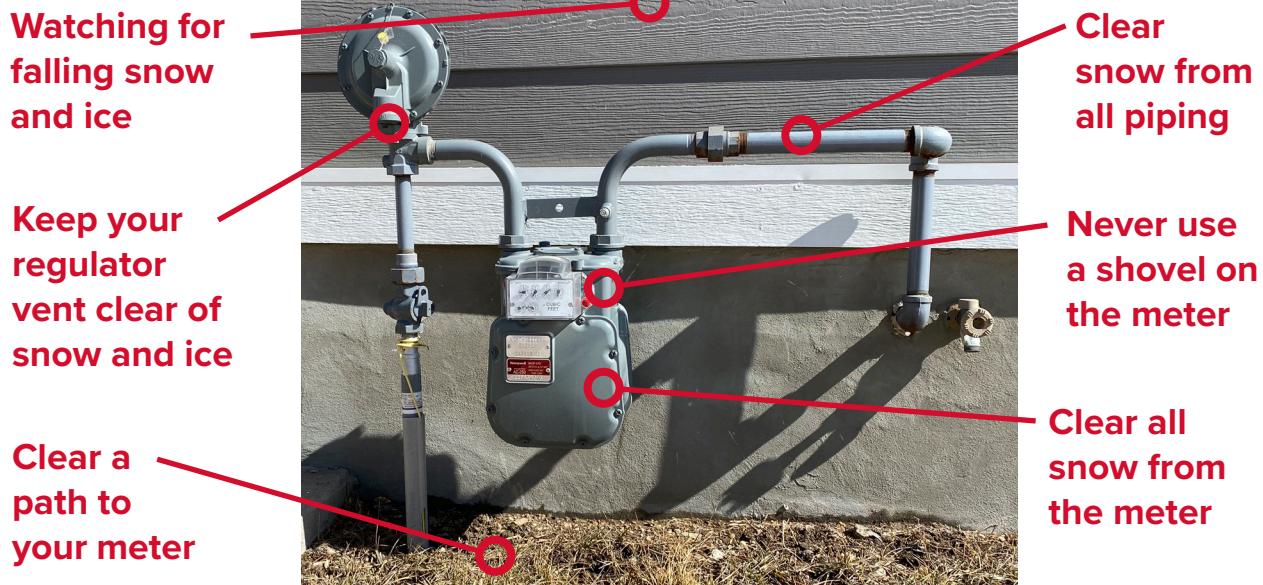


Stay safe during a power outage

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.



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.