



Scam activity is on the rise; always stay vigilant

Scammers are working overtime to find victims and are likely to continue to do so in the coming months.

“Scammers have a tendency to be very active around the holidays,” said Tricia Davis, Manager of Customer Interactions at NorthWestern Energy.

Scammers are constantly changing their tactics. Although robocalling is a scammer’s primary approach, in recent months they’ve tried to use a variety of ways to steal money, from fraudulent text messages to emails. Scammers are now spoofing local numbers, enticing customers to answer calls.

Whatever their tactic, most scammers try to create a sense of urgency, demanding immediate payment to avoid disconnection of services.

Here are some facts to help you avoid scams:

- NorthWestern Energy will not call, email or stop by demanding immediate payment for “overdue” bills or to avoid disconnection.
- We will not request payment via pre-paid cards.
- We will not disconnect service without contacting customers multiple times.
- We will not demand immediate payment for replacing or installing utility-related equipment.
- We will not offer to restore power more quickly after a storm for a fee.

Here are some tips on what to do if you are contacted by a scammer:

Never let a utility worker enter your home without checking that he/she is wearing a uniform with a logo, driving an official vehicle and carrying valid identification.

Never give your bank account, credit card or personal information via text, email or robocall.

Always verify that the contact or call-back information provided matches your latest bill.

If you are suspicious, shut the door, hang up the phone, delete the email or text. Protect yourself.

If you are contacted by a scammer, you can report it online at NorthWesternEnergy.com/scams. Scam reporting helps us track and keep customers informed of scam activity. In some situations, we can shut down the numbers scammers are calling from.

In addition to reporting scam activity to NorthWestern Energy, customers are encouraged to also report scam activity to the Federal Trade Commission at reportfraud.ftc.gov.



Learn more about recognizing scams. Scan this QR code with your phone’s camera to watch a video about scam awareness.

Energy-saving gifts that keep on giving

Give the gift of energy savings with these products that can help your friends and family cut energy costs:

- **Programmable or smart thermostats:** A great way to automatically adjust heating when no one is home or when people are sleeping is to install a programmable or smart thermostat. You can save energy and money if you don’t already diligently adjust the temperature. Smart thermostats connect to your Wi-Fi and allow you to control them remotely. Some even learn your patterns and adjust your heat accordingly.
- **LED lighting and timers:** Use LED holiday string lights and outdoor timers to efficiently display your festiveness! ENERGY STAR® LED lightbulbs also come in a variety of shapes/styles, brightness (lumens) and color temperature.
- **ENERGY STAR appliances and electronics:** Choose ENERGY STAR-certified products when shopping for clothes washers, dishwashers, air purifiers, computers and other appliances.
- **Smart power strips:** These power strips shut down power to electronics, such as computers, printers, TVs and cable boxes, when they go into standby mode.
- **Blankets and sweaters:** These traditional gifts are great energy savers. A warm blanket or sweater allows loved ones to turn down their heat.
- **A slow cooker or Instant Pot:** These appliances can be more efficient than cooking with a stove or oven.



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The Community issue showcases all the ways we’re committed to being an active member of the communities and states we serve.

We want to hear what you think of the magazine. Write to us at bright@northwestern.com.

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NorthWestern Energy Gift of Energy gift certificates are great holiday gifts for recent college grads, new parents or anyone else on your holiday shopping list.

They’re also a nice way to help a family member, friend or colleague who may be struggling to pay their energy bill.

Visit NorthWesternEnergy.com/giftofenergy or call 800-245-6977 to learn more. You’ll need the customer’s name or account number.