



When HsiHsa P. (pronounced See-Saw) lived in Texas, her family often bought spring rolls at a local Asian market. However, when they moved to Huron, South Dakota, they could no longer find spring rolls in the grocery store, so HsiHsa and her mom learned to make them.

“It’s super easy,” HsiHsa said.

The rolls aren’t fried or cooked, like egg rolls, so they have a fresh, crisp taste. HsiHsa’s mom came up with the recipe for the peanut dipping sauce.

HsiHsa works as a Customer Associate in NorthWestern’s Huron office. HsiHsa was born in Thailand and moved to the United States when she was 7. Her family lived in Texas for about four years before moving to Huron, where her grandparents lived.

HsiHsa is of Karen descent, and Huron is home to a large Karen population. HsiHsa is fluent in both English and Karen, so she is able to help Karen speakers in our Huron office.

“It’s nice to be able to help customers when they come in,” HsiHsa said.

Many older Karen customers don’t speak much English.

“I think they’re happy when they see me,” she said.

HsiHsa has worked at NorthWestern for about two months. She loves being able to help customers and that there are always new challenges.

“I like that I’m learning a lot,” she said.



HsiHsa’s Spring Rolls

INGREDIENTS

- | | |
|---|---------------------------|
| 1 package rice paper wrappers | Sauce |
| 3 ounces thin rice noodles (vermicelli) | 1/4 cup hot water |
| 1 head of lettuce | 1/4 cup sweet chili sauce |
| 4 green onions | 1/2 cup peanut butter |
| 1 carrot, peeled and chopped | 1/4 cup chopped peanuts |
| 1 bunch cilantro | |
| 1 pound shrimp | |

INSTRUCTIONS

- 1 Cook noodles according to instructions on package.
- 2 Fill a medium saucepan with water and bring to a boil. Add shrimp and cook for 2 minutes. Remove shrimp, allow to cool and peel the shells.
- 3 While noodles and shrimp are cooking, wash the lettuce, chop the green onion, peel and chop the carrot, and chop the cilantro.
- 4 Fill a large bowl with warm water. Dip one rice paper wrapper in the water for a second or two. Lay wrapper on a flat surface, and place the shrimp in the middle. Then add the noodles and vegetables. Fold the wrapper over the filling, tuck in the sides and finish rolling until the wrapper encloses the filling. Repeat with all the wrappers.
- 5 Mix all the sauce ingredients and stir until combined.
- 6 Serve the spring rolls cold with peanut sauce for dipping.

CONTACT US

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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.

Estamos orgullosos de la diversidad en las comunidades que servimos. Para satisfacer mejor las necesidades de algunos de nuestros clientes, traducimos información importante del cliente a dos idiomas: español y karen.

ပညာတော်အသုံးအဆောင်များကို ကျွန်ုပ်တို့က ဝေမျှနေထိုင်ရာ နေရာများတွင် အသုံးပြုနိုင်ရန် အထောက်အကူပြုပေးမိမိက
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Energy Connections

Customer Bill Insert
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In this issue: Plan before you plant | Call before you dig
 Get furnace ready | Hunting safety | Powerline safety



Bright ideas to save

Change your furnace filter

Dirty air filters make your furnace work harder. Replacing or cleaning your air filter once a month, or as recommended, can lower your furnace’s energy consumption by 15%.



Plan before you plant a tree

Fall is a great time to plant trees. It allows the roots to get established before winter sets in. Then the tree is ready to adjust to heat or drought in the summer.

Where you plant a tree is just as important as the tree you select.

- 1. Get measurements.** When selecting a new tree or shrub, ask the nursery how big it will be.
- 2. Call 811.** Before digging, call 811 or visit Call811.com at least 2 business days before you are planning to plant.
- 3. Look up.** If power lines are over the area where you want to plant, plan to plant roughly 20 feet away based on the mature size of your tree.
- 4. Look down.** To be safe, plant at least 25 feet away from marked underground lines.
- 5. Look around.** If there are any ground-level transformers nearby, plant at least 10 feet away.

Learn more, get tree planting tips and watch videos at NorthWesternEnergy.com/trees

Call before you dig

Hitting a buried utility line can be dangerous and costly. Contacting 811 before you dig ensures that you stay safe and that underground utility lines are protected.

Call 811 or visit Call811.com at least two full business days before any digging project to submit a request to have underground utility lines marked. Once lines are marked, dig carefully around the markings, not on them.

If you think you've hit a natural gas pipeline, call 911 and NorthWestern Energy. Even minor damage to a pipeline can result in future leaks. Never bury a damaged line.

What to do if you smell natural gas

NorthWestern Energy makes it easy to detect natural gas leaks by adding an unpleasant rotten egg or skunk-like smell to natural gas. If you smell this odor:

- Leave the area immediately.
- Do not use phones, matches, light switches or anything else that could trigger the ignition of the gas.
- When at a safe distance, call 911.

Is your furnace ready for winter weather?

When was the last time you had your furnace inspected? Not sure? That means it's probably time for an inspection.

You should have all natural gas appliances, furnaces, vents, flues, chimneys and gas lines in your home or business inspected every year or two by a qualified industry professional.



Please don't shoot at power equipment

As hunting season gets underway, 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.

Unfortunately, every year during hunting season, some of our infrastructure is damaged by gun shots. This damage is costly and may also cause significant safety hazards for hunters and hikers.

Please call 911 to report illegal activity to law enforcement. Call NorthWestern Energy immediately if you spot damaged electrical or natural gas equipment.



Use caution around overhead power lines

When working on ladders or anywhere near overhead power lines, always be aware of where lines are located and keep your distance. Keep yourself, your ladder and any other equipment more than 10 feet from overhead power lines. Contact with power lines can result in serious injury or even death.

If equipment comes into contact with a power line, do not attempt to remove it. Call 911.

If your vehicle comes into contact with a line, stay in the cab and call 911 for help. Trying to exit the vehicle can result in an electrical shock that could be deadly. A call to 911 could save your life.

If you must exit the vehicle because of a fire, tuck your arms across your body and jump clear of any wires with your feet together, never touching the equipment and ground at the same time. Then shuffle or hop at least 35 feet away with your feet together.

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.