

As a demand side management specialist, Shawn F.'s main focus at NorthWestern is on helping customers reduce their energy use.

Shawn runs our Renewable Energy Program for commercial customers. This program offers funds for nonprofits, school districts, churches and municipal governments to install solar panels or other renewable energy systems.

Shawn reviews applications, gets recommendations from outside stakeholders and then gives the awards.

"That's the fun part," Shawn said.

Shawn also works on other energy efficiency programs and studies new energy efficiency products and technology.

Shawn has deep roots with NorthWestern Energy. His dad worked for the company for 32 years, and his mom worked there too.

"My mom and dad met at the Montana Power Company," Shawn said. "The company has always been a really big part of my life."

Shawn has been with NorthWestern for three years.

"The utility industry is awesome," he said. "There's just so much to learn and it's so complex."

Lemon parmesan pasta with kale is a favorite at Shawn's house.

"It's really easy," he said. "It's one pot and one baking dish and it takes about 20 minutes."



Lemon Parmesan Pasta with Kale

INGREDIENTS

16 oz. dry pasta shells (medium size)

1 bunch of kale, about 8 cups, trimmed and chopped, stems removed

12 oz. cherry tomatoes, sliced in half

3 Tbsp. olive oil

1 large lemon, juiced

½ tsp. chili powder

½ cup or 5 oz Parmesan cheese

34 cup breadcrumbs

DIRECTIONS

1 Preheat oven to 350 degrees and bring a large pot of water to boil. Add the pasta and about ½ tsp salt to the water. Boil pasta for about 6 minutes.

 $2 \mbox{While}$ pasta is cooking, trim the kale and slice the tomatoes in half.

When pasta is not quite all dente, add the kale to the boiling water. Stir and boil another 3 minutes.

4Drain the water. Transfer the pasta and kale back into the large pot.

 $5^{\mbox{\sc Add}}$ the olive oil, tomatoes, lemon juice and chili powder. Stir.

6Add parmesan and breadcrumbs and stir again.

Pour the contents of the pot into a 9x13-inch baking dish. Bake at 350 degrees for about 25 minutes, uncovered.

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

NFBRASKA

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

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.

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.

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This product is made of material from well-managed FSC®-certified forests, recycled materials, and other controlled sources.





LOOK INSIDE FOR INFORMATION ON:

- Utility bill help
- Increase your home's energy efficiency
- Electric and natural gas rebates
- Emergency rental and utility assistance
- Payment options
- Lemon parmesan pasta with kale

MONTANA OCTOBER 2021

NorthWestern Energy is here to help



Help is available to our customers who may be concerned about their ability to pay their utility bill. We encourage customers who are having a hard time paying their energy bills to get in touch with us as soon as possible. We will provide you with

resources to see if you might qualify for assistance from government and nonprofit programs, including:

• Low Income Energy Assistance Programs (LIEAP)

- These federal funds are available to those who may not otherwise be able to afford to heat their homes or apartments during the winter. Apply through your local Human Resource Development Council (HRDC) office, beginning Oct. 1 through April 30.
- Energy Share of Montana Energy Share of Montana is a nonprofit organization that helps people who are facing loss of heat or lights in their home due to reasons beyond their control, and they have no resources to pay their bill. Ask for an application at your local HRDC office or visit www.energysharemt.com.
- Free Weatherization Qualifying for LIEAP may mean that the home you rent or own can be weatherized at no cost to you. Weatherizing your home can save you energy and money. Call your local HRDC office for more details.

NorthWestern Energy Bill Discount

NorthWestern Energy offers a bill discount to income-qualified customers. If you qualify for LIEAP, you will also receive a NorthWestern Energy discount:

- Flectric Bill Discount
 - 25% discount November through April
 - 15% discount May through October
- Natural Gas Bill Discount
 - 30% discount November through April.



Electric and natural gas rebates available

NorthWestern Energy offers electric and natural gas rebates for residential and commercial customers.

Residential rebates:

- Programmable or Wi-Fi Thermostats
- High Efficiency Furnaces or Boilers
- Insulation
- Duct Sealing, and more

Commercial rebates:

- High Efficiency Lighting and Controls
- Variable Frequency Drives (VFDs)
- Insulation
- Modulating Gas Valve
- Air Source Heat Pump, and more

For a complete list of rebates offers and program qualifications, visit NorthWesternEnergy.com/Eplus or call 800-823-5995.

Increase your home's energy efficiency

Our new E+ Home EnergyCheck for space and water-heating customers is a safe, convenient and fun way to have your home's energy efficiency checked – virtually! A local, trusted energy specialist will complete your home's assessment with you over your smartphone or tablet.

You'll get personalized tips during the E+ Home EnergyCheck, in a customized, detailed report, and through a follow-up session. You may also receive free products to help reduce your energy use if the energy specialist finds areas where they'd be useful.

For more information, visit NorthWesternEnergy.com/ EnergyCheck or call 800-823-5995.



Emergency rental and utility assistance is available

The Montana Emergency Rental Assistance Program provides rent and utility assistance to Montanans who have been financially impacted, directly or indirectly, by the COVID-19 pandemic.

Emergency Rental Assistance may be used for:

- Rent and past due rent
- Utilities, past due utilities and home energy costs
- Internet service

For more information, visit housing.mt.gov or call 406-841-2830.

We offer a variety of payment options

As a NorthWestern Energy customer, you have several payment options. Choose the option that is best for vou!

- One-time payment Make a one-time payment instantly online for free with your checking or savings account or with a credit or debit card for a \$1.99 processing fee.
- **EZ Pay** Our EZ Pay program allows payments to be debited directly from your checking or savings account. Enroll in your My Energy Account.
- Pay by phone Hear your account balance, due date and make a payment anytime by calling 833-970-2262 for English or 833-970-2263 for Spanish.
- Pay by text Paying your energy bill can be as simple as sending a text when you sign up for our "Pay By Text" option, using your credit or debit card (\$1.99 processing fee). Log into My Energy Account to enroll.
- Pay by mail Mail your check or money order to: NorthWestern Energy 11 E. Park St. Butte, MT 59701-1711
- Pay in person To pay your bill in person, visit one
 of our walk-in customer service centers. You can
 also pay your bill at any Western Union location.
 For a list of our walk-in offices and hours, visit
 NorthWesternEnergy.com/locations.
- Payment arrangements We understand circumstances sometimes make it difficult to keep up with your bills. If you're having trouble paying your NorthWestern Energy bill, we may be able to work with you to set up payment arrangements that can help you avoid service disconnection. For more information, login to My Energy Account or give us a call.
- **Budget Billing** With Budget Billing, you pay the same amount each month. No surprises, just one easy payment amount to plan for. Call us to sign up.

For more information on payment options, visit NorthWesternEnergy.com/paymybill.