



Angie Rans joined NorthWestern Energy 13 years ago as a Customer Service Representative. She spent five years in that position, before becoming a Credit Specialist, and then two years ago, she moved into the role of Customer Care Advocate. As the Customer Care Advocate, Angie is the first point of contact for all Public Service Commission/Public Utilities Commission inquiries received for our three-state service territory. She serves as a liaison between the company, the commissions and our customers.

“My position is resolution focused on understanding and resolving complex customer issues,” Angie said. “I look at things from a holistic perspective, by putting myself in the customer’s shoes, to determine if there is opportunity to improve our customer’s experience.”

Angie’s day-to-day work involves researching, responding to and determining the root cause of customer issues. Her focus is on how we can ultimately resolve the issue and change processes to avoid the same inquiry being received again.

As part of this process, Angie works with coworkers from every part of the company to help understand the process from different points of view so she can suggest process improvements and/or changes to improve the customer experience.

“The most rewarding part of my job is when we can take an opportunity and turn it into a success,” Angie said. “I love knowing that I am helping to make a difference by being the advocate for our customers.”

Angie’s recipe comes from her mom, who recently passed away from Lewy Body Dementia. Better known as “Gramma Jackie,” Angie’s mom always had homemade sweet treats on hand.

“If there wasn’t anything there when you got there, by the time you left, she had something special whipped up for all her loved ones,” Angie said.



## Gramma Jackie’s Carmel Puff Corn

### INGREDIENTS

- 1 cup butter (real butter, not margarine)
- 1 1/4 cups brown sugar (This can be dark or light)
- 2/3 cup light corn syrup
- 1 tsp baking soda
- 8 ounces butter-flavored puff corn (such as Old Dutch or Chester’s brands)

### DIRECTIONS

- 1 Preheat oven to 250° F. Combine the butter, brown sugar, and light corn syrup in a 2-quart saucepan.
- 2 Cook on medium heat until the mixture has melted, stirring constantly until the mixture is boiling. Then stop stirring, reduce heat and let the caramel mixture boil 3 minutes. Turn off the heat and add the baking soda and stir to incorporate. (The caramel sauce will have a foamy appearance when you add the baking soda, this is normal.)
- 3 Spray your spoon and a large pan or a large stainless-steel bowl with a light coating of spray oil to reduce sticking. (Something that can be placed in the oven and will allow the puff corn to be stirred). Pour puff corn into the roasting pan/ bowl.
- 4 Pour the caramel sauce over the puff corn and stir to incorporate.
- 5 Place in the oven at 250° F and bake for 45 minutes uncovered. Stir every 10-15 minutes. Baking helps even out the caramel coating.
- 6 Remove from the oven and divide between two large cookie sheets or two half sheet pans lined with waxed paper and let cool. Once cooled, break apart and enjoy!

## 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 karenic.

ပညာတော်အသုံးအဆောင်များကို ကျင့်သုံးရန်အတွက် အရေးကြီးသော အချက်အလက်များကို အသေးစိတ် ဖော်ပြပါရှိပါသည်။ အချို့သော အချက်အလက်များကို အသေးစိတ် ဖော်ပြပါရှိပါသည်။

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# Energy Connections

Customer Bill Insert  
**October 2023**

In this issue: Winter heating season tips | We’re here to help | Gramma Jackie’s Carmel Puff Corn



**Bright ideas to save**  
**Lower your thermostat**

Turn down your thermostat by 7 to 10 degrees when you are asleep or away. This can save about 10% per year on your heating bills.

