



Community relations manager Tom Glanzer, right, shows Public Utilities Commissioner Kristie Fiegen the NorthWestern Energy system control operation in Huron.

Tom Glanzer serves as our community relations manager for South Dakota and Nebraska, which means it's his job to support and connect with the communities we serve. He spends much of his time in all the locations of our service territory working with our customers, economic development groups and Public Service Commission. He fields the calls from news reporters and can assist with almost every other aspect of our company.

"I love that some days I'm working with multi-million dollar budgets helping to plan the vision for our communities, and the next day I am on the phone with a residential customer helping them with their energy needs," Tom said. "Giving back to this region and the people who live here is a passion, and my career at NorthWestern Energy lets me work in that passion every day."

As the community relations manager, Tom handles everything from charitable donations to driving the float in various celebration parades in our territory.

"I have one of those jobs where people see me as the face of NorthWestern Energy 24/7 so I never really feel like I'm not getting to do something on behalf of NorthWestern Energy staff or customers," Tom said. "I love to represent this company and our customers, and what makes it easy is our strong focus on being a responsible and active corporate citizen."

Glanzer grew up in Huron, and after high school he became a Jackrabbit at South Dakota State University. You may also remember him from his days as a TV Sports Anchor/Reporter in the Sioux Falls market. He has been with NorthWestern Energy since 2005. He and his family live north of Huron on Lake Byron. His wife Stephanie is a fitness instructor and owns LakeHaus Productions. They have 3 children, Maxim (17), Brecken (13) and Kolby (10).



## Chislic - A South Dakota Classic

### INGREDIENTS

- 1 pound beef or lamb
- Italian dressing
- Lawry's Seasoned Salt
- 6-inch wooden skewers

### DIRECTIONS

- 1 Cube beef or lamb meat into 1-inch squares.
- 2 Put several pieces on each 6-inch wooden skewer.
- 3 Fill large mixing bowl with Italian dressing and place skewered meat in dressing to marinate overnight.
- 4 Remove from marinade and cook in a deep fat fryer until meat browns.
- 5 Place on paper towel to absorb excess grease.
- 6 Sprinkle with Lawry's seasoned salt. Note: Can be grilled or pan fried, as well, but the true South Dakota version calls for deep-fat frying. Serve with soda crackers on the side.

## 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

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 Payment Option: (via checking, savings, or money market account)  
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 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 Karen.

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.

ပညာရေးအဖွဲ့အစည်းများသည် ကျွန်ုပ်တို့၏ ကုမ္ပဏီကို အားပေးဆောင်ရွက်ပေးကြောင်းကို ကျွန်ုပ်တို့သည် အလေးတန်ဆောင်ရွက်ပါသည်။ ကျွန်ုပ်တို့၏ ကုမ္ပဏီကို အားပေးဆောင်ရွက်ပေးကြောင်းကို ကျွန်ုပ်တို့သည် အလေးတန်ဆောင်ရွက်ပါသည်။

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# HOW TO AVOID GETTING CAUGHT IN A SCAM



## By phone:

Phone calls are the most common way scammers contact potential victims. Scammers may call hundreds of numbers just to trap one victim.

Scammers often use technology to “spoof” a utility’s phone number. We’ve seen many scams where caller ID shows a scam call coming from NorthWestern Energy. Spoofing makes it easier for scammers to deceive you, and makes it more difficult for you to immediately verify the caller.

Some common phone scams include:

- Scammers threaten disconnection of your utility service, demanding immediate payment by prepaid cards. They’ll tell you to call back with the card information, and often the call-back number has a recorded greeting replicating the utility’s greeting.

NorthWestern Energy sends multiple disconnection notices before shutting off service and offers several bill payment options. We never demand prepaid cards.

- Scammers demand a separate payment to replace or install a utility-related device or meter.

If we need to upgrade or replace a piece of equipment, NorthWestern will contact you ahead of time. If there is a charge related to work on equipment, it will typically be included in your monthly bill or paid prior to installation.

- Scammers claim you have overpaid your utility bill, and you need to provide personal bank account information or a credit card number to receive a refund.

Any over payments will be applied to your NorthWestern Energy account and used to cover future charges. When we refund a customer, we do so by mailing a check to the address on file.

- A relatively new scam is to ask mobile phone users to give scammers personal information via text message.

NorthWestern only texts customers who have signed up for specific notifications. We do not ask for personal information or billing information via text.

Many utility customers throughout the country are being targeted by impostor scams each day. Scammers often threaten to turn off electric or gas service if bills aren’t paid immediately, and scam activity often increases around the holidays. On average, a scam is reported every 15 minutes, and the most common way scammers contact customers is by phone, according to a 2017 report published by the Better Business Bureau.

Here are some of the common scam types and tips on how to avoid them.



## In person:

If someone comes to your front door, whether at home or at work, think before you engage with them. Scammers may impersonate a utility worker, so use caution.

- Scammers posing as utility workers may knock on your door claiming to be there to inspect, repair or replace your utility meter or some other device. They may claim there is a cost for this service and demand payment immediately.

If NorthWestern needs access to your home, we will schedule an appointment in advance. Employees will wear our logo and have proper identification.

- Scammers may ask to enter your home by claiming to offer a free energy audit. In reality, they may be attempting to enter your home to steal your valuables.

We do offer free energy audits. However, audits are only done by request, and we’ll schedule a time with you in advance.

- Scammers may tell you there is a gas leak in your area and that they need to come inside to inspect your pipes.

NorthWestern will typically schedule an appointment in advance for such a service. In an emergency, our crews will provide you with identification.



## Online:

NorthWestern Energy may occasionally send you email. However, we never ask our customers for Social Security numbers, passwords or financial information by email.

Some common online scams include:

- Scammers send an email that appears to be a NorthWestern Energy bill. The email may have the NorthWestern Energy logo, but the sender’s email address may be slightly or very noticeably different from our email.

NorthWestern Energy does not send bills via email but we will send you an email notification alerting you that your bill is available online..

- Scammers post fake job listings that appear to be positions at NorthWestern Energy. They use this as a way to gather personal information.

We only accept job applications via our website - [northwesternenergy.com/jobs](http://northwesternenergy.com/jobs)

Because utility customers are frequently the target of scam activity, utilities across the country have joined together to combat scammers. To learn more, visit Utilities United Against Scams at [www.utilitiesunited.org](http://www.utilitiesunited.org).