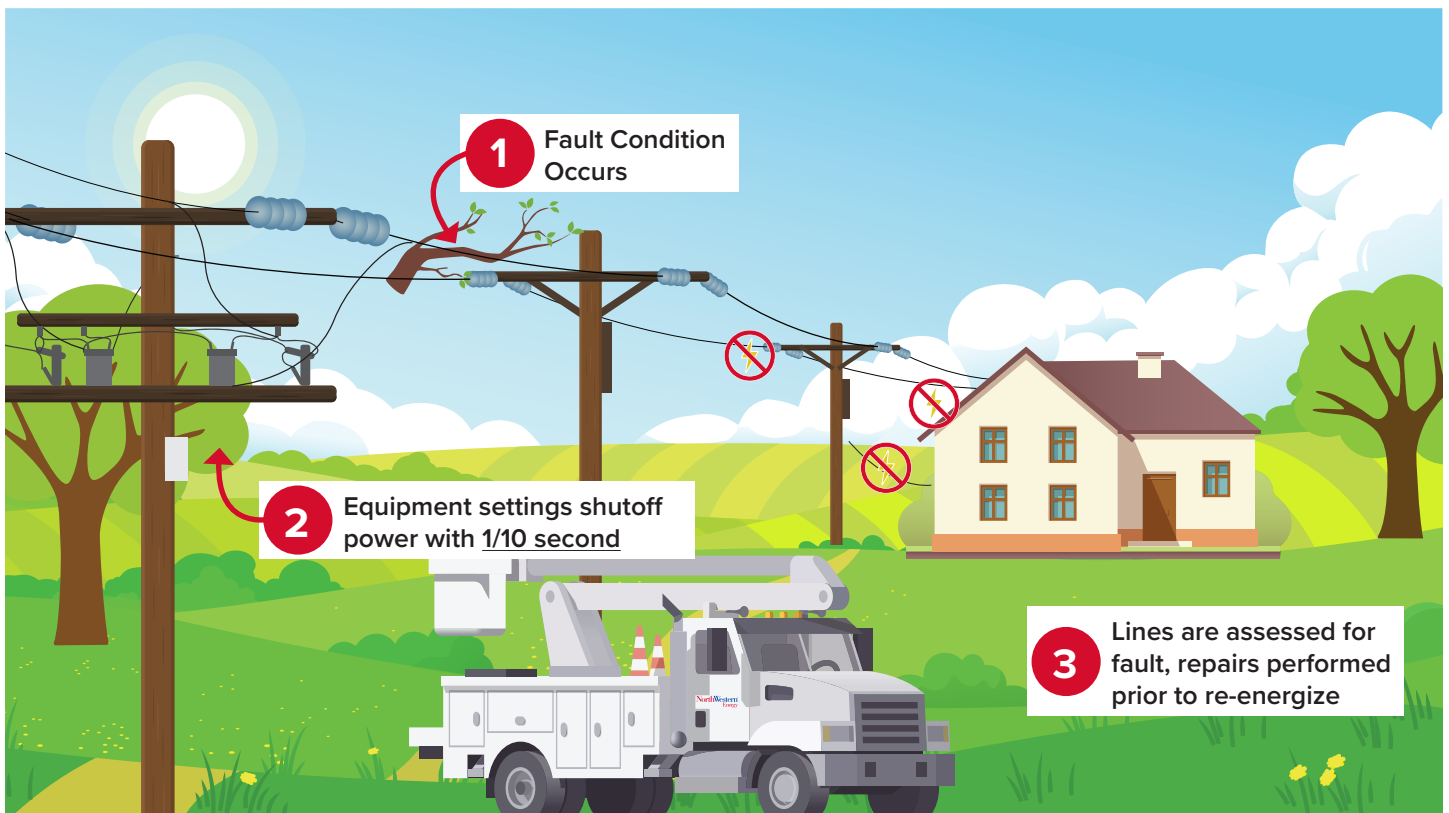


Enhanced Powerline Safety Settings (EPSS)

NorthWestern Energy is doing our part to help prevent wildfires. One way we're doing that is through new technology to change how the electrical grid operates during high-wildfire-risk conditions and by adjusting work practices to avoid starting a wildfire.

What are Enhanced Powerline Safety Settings (EPSS)?

NorthWestern Energy uses real-time information and data from our risk models to evaluate the condition of our electric system and the environment around it. During high-risk environmental conditions, such as high temperatures, low humidity, high winds and dry vegetation, we may elect to turn on Enhanced Powerlines Safety Settings (EPSS) as one of our operational defense strategies.



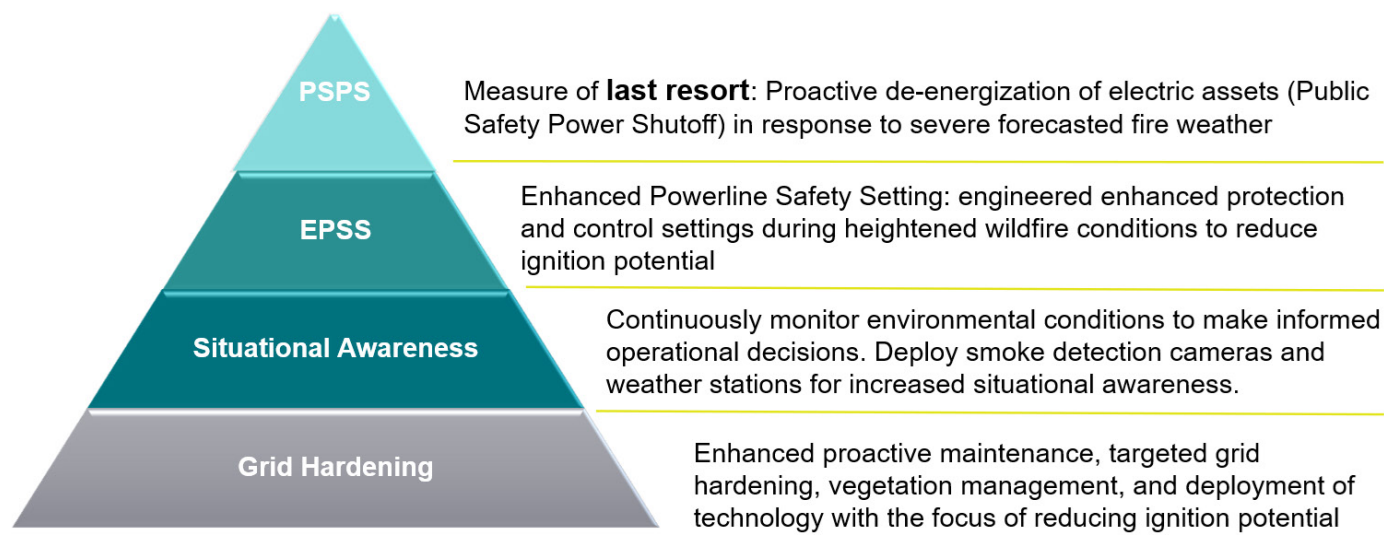
How does EPSS work?

EPSS makes the electrical system more sensitive to potential hazards and automatically turns off power when a fault, such as a tree branch, contacts a powerline.

Under normal conditions, NorthWestern Energy uses automatic protective devices called automatic reclosers. For example, when a tree branch contacts a powerline, our system will automatically de-energize the line and automatically attempt to restore power. This reduces the number of outages as well as the duration of outages to a momentary flicker.

During times of increased wildfire risk, we will turn on Enhanced Powerline Safety Settings and operate our system more conservatively. A line that has been automatically de-energized will remain off until our crews can patrol the area to check for damage before safely restoring power.

Operational Defense Hierarchy



What to expect

NorthWestern Energy will consider turning on EPSS in high fire risk areas when it's hot, dry, and windy. These conditions are more common during the summer months; however, these conditions can be met throughout the year.

Using EPSS helps keep our communities safe by reducing the risk of starting a wildfire. It also means that customers in high fire risk areas may experience more frequent unplanned outages.



Be prepared for outages

We prioritize keeping our power reliable and will work to restore power as quickly as possible, safely. However, when we enable EPSS settings, we will need to send crews for assessments and repair of our infrastructure. Patrols can last several hours or longer, depending on the damage. Check our outage map for more information if you are experiencing an outage.



How to get updates

As with other unplanned outages, we will communicate with customers impacted by EPSS outages.



Visit our outage map

NorthWestern Energy accountholders will receive automated texts and/or emails, based on your preference for receiving alerts.

Ensure your current contact information is up to date in My Energy Account. Visit NorthWesternEnergy.com to learn more.

How can you stay informed and prepared?

- ☑ Update your contact information for outage notifications at northwesternenergy.com/notifications
- ☑ Find information during an outage at northwesternenergy.com/outages
- ☑ Make a plan for outages for you and your family at northwesternenergy.com/outagesafety
- ☑ Learn more about our wildfire prevention work at northwesternenergy.com/wildfire