

ENERGY

CONNECTIONS

NorthWestern
Energy

AUGUST 2012

Delivering a Bright Future



Scam Warning

NorthWestern Energy is warning customers of an apparent national scam targeting utility customers that involves attempts to obtain Social Security numbers and bank routing numbers.

The scam claims the federal government is providing credits or applying payments to utility bills. Customers are being told they can make a utility payment by using a bank routing number that is supplied by the scam artists. After the scammers obtain the victims' personal information, customers are given a phony bank routing number to pay their bills.

The scam is being spread via telephone, Twitter and texting. Customers in some states also

have reported receiving fliers with similar information.

Customers should only use authorized methods and legitimate banking information to pay their bills. Credit card numbers and any personal information should not be provided to suspicious callers.

Affected customers should call NorthWestern Energy customer service and report the incident to their local police departments.

If you have given your credit card information over the phone to someone posing as a NorthWestern Energy employee you should call your credit card company and follow the credit card company's recommendations.



Inspect Before You Clear

Something you might not think of – but an important step – is to ensure you notify NorthWestern Energy before any work is performed on your sewer.

In rare cases, our small-diameter gas pipeline may have inadvertently crossed through a sewer pipe. If a plumber unknowingly strikes a gas line while cutting through a sewer blockage, this

could cause a dangerous release of natural gas.

By contacting NorthWestern Energy first, we can review records to determine if there is a potential conflict between the gas pipes and sewer lines. You can call our 24/7 Emergency Customer Service Line anytime – because we know sewer work isn't always something you plan ahead for!

How Much Energy Are You Using?



CalcUPal

Finding out how much energy you are using and ways to reduce your use and save, is as easy as visiting our website. NorthWestern Energy's Home Energy Suite offers a variety of tools to help you calculate the estimated cost of energy use in your home or business.

A few minutes of time trying these calculators may result in a few extra dollars in your pocket when you get your next energy bill.

Community Works Scholarship Update



NorthWestern Energy is funding \$100,000 in annual scholarships for students attending 11 universities, colleges and trade schools in Montana, Nebraska and South Dakota beginning with the fall term.

The NorthWestern Energy Community Works Scholarship is available to students from our area pursuing fields of study in engineering, computer technology, business, and utility-related trade programs.

The institutions and programs were selected based upon a review of the colleges, universities and technical schools from which NorthWestern Energy has most frequently hired new employees over the past two years; a good faith outreach efforts to support our Affirmative Action plan in terms of sourcing qualified female and minority candidates; feedback from key client managers who hire frequently; our current and potential

future skill needs; and a proximity of the schools to our service territory. Participating institutions are responsible for the selection of students.

To see the list of participating colleges, visit the Community Works section of our website.

Look Up, Look Out

Making sure you stay clear of high-voltage overhead power lines is vital to your safety and the safety of others. At work – always look up before moving irrigation pipe or ladders and operating a crane or other equipment that may come in contact with overhead power lines. And at home, be sure all swing sets, trampolines and trees are nowhere near an overhead power line.



Stay a safe distance of 10 feet or more away from overhead power lines of 50,000 volts or less. This 10-foot clearance not only applies to you, but also to anything you may be carrying or tools you may be working with.

For higher voltages, keep a wider distance and plan the location of heavy equipment, such as cranes, in consultation with NorthWestern Energy.

Use spotters when operating lift trucks and power or farm equipment to avoid contact with overhead lines.

The spotter should be positioned near the heavy equipment the entire time it is being operated near high-voltage lines.

The spotter's only duties should be observing the work and communicating with the operator to ensure the equipment stays at least 10 feet away from a power line.

efficiency plus

Summertime is the perfect time for an E+ Home Energy Audit! Make energy efficiency improvements before winter sets in. Call (800) 823-5995 to find out if your home qualifies. *Available in Montana only.

It's your bill. Pay it your way.

- EZ Pay:** Have your monthly payment automatically deducted from your checking or savings account.
- Online:** Make a payment directly from your checking, savings or money market account – or if you prefer – pay using your credit/debit/ATM card (Visa, MasterCard or Discover Card), through our association with SpeedPay Inc.®
- Phone:** Call (800) 218-4959 to pay with your checking, savings or money market account. Call (877) 361-4927 to pay with your credit/debit or ATM card.
- Mail:** Send your payment to: NorthWestern Energy c/o Customer Services, 40 E. Broadway St., Butte, MT 59701
- In-Person:** Through our association with Western Union®, you can pay in-person at a convenient Quick Pay location.

Visit www.northwesternenergy.com to find the payment option that fits your lifestyle.

Contact...

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

NEBRASKA

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

Automated Phone
Payment Option: (800) 218-4959
(via checking, savings, or money market account)
SpeedPay Automated
Phone Payment Option: (877) 361-4927
(via credit card account)

CONNECT WITH US Follow or like us on your favorite social network to stay up-to-date on the latest company happenings.

