

# ENERGY

## CONNECTIONS

**NorthWestern**  
**Energy**

OCTOBER 2012

*Delivering a Bright Future*



### Is Phantom Energy Haunting Your House?

Many of the electronic devices in your home stay on, even when they're "off." Chargers for cell phones, digital cameras, power tools and other gadgets draw energy even when they're not in use. Appliances like televisions, computer monitors and DVD players also can draw power whenever they're plugged into an outlet. Depending on how plugged-in your home is, phantom energy use can account for 5 to 10 percent of an individual home's electricity use.

You can take some simple steps to reduce the financial impact from these vampire

appliances. Unplugging devices is the simplest way to solve the problem, but can be a hassle. Plugging a couple of your devices into a surge protector that can be clicked on and off can make things easier.

When you're shopping for a new device, check out the products energy rating. The Federal Energy Management Program at the U.S. Department of Energy has an online database of products standby energy use. And devices that have the ENERGY STAR® label use less energy when they're in or out of use.



### In the News

Chances are you have recently heard about something happening at NorthWestern Energy during your nightly news broadcast or while reading your morning newspaper. NorthWestern Energy is featured regularly in a variety of local media sources. We recognize the value of sharing accurate, up-to-date information with our media partners, and you, our valued customers. That is why we post all of our press releases immediately to our website and we keep them there as an online news archive.

You can always log on and get the full story or find out what is the latest company news. This is especially important to remember during a major event, such as a snow storm or large power outage. We post timely updates and do our best to keep everyone informed.

Here are just a few of the stories that were recently posted:

- *NorthWestern Energy Announces Natural Gas Production Acquisition in Bear Paw Basin, Montana*
- *Yellowstone County Receives Rebate for Energy Efficient Lighting at MetraPark*
- *NorthWestern Energy Reports Financial Results*



*Did you know?*

You can have news from NorthWestern Energy delivered directly to your desktop via Really Simple Syndication (RSS) technology. Through an RSS feed you pick the content to be delivered to you automatically – eliminating the need to visit websites individually. Visit our website and click the orange RSS icon under News Center to download the needed software.

# Help is Available



Many people are eligible for assistance to meet their energy needs but may not be receiving that help. NorthWestern Energy customers whose income meets certain

guidelines may qualify for help paying energy bills or home weatherization.

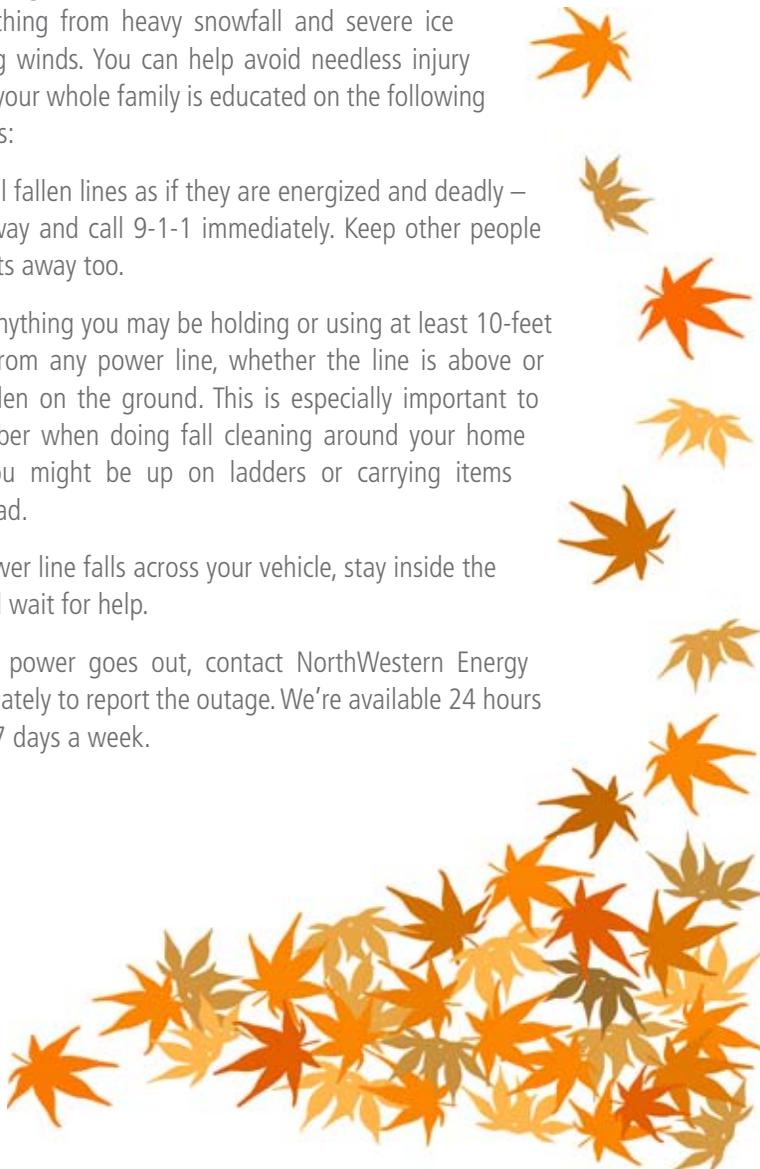
The best resource to contact to find out if your household qualifies for assistance is your local Human Resource Development Council (HRDC). They can inform you about current income guidelines and helpful programs that are available such as the Low Income Energy Assistance Program (LIEAP), the Free Weatherization Program and Energy Share.

If you find yourself falling behind on your bill, don't wait until your balance is long overdue, and the payment amount is too large for you to handle. Our Customer Service Representatives will work with you to set up a reasonable payment schedule, so you can avoid having your services disconnected. Call our Contact Center toll free to learn more.

## Safety Tips for Changing Seasons

As the leaves change and the air becomes more brisk, we can expect anything from heavy snowfall and severe ice storms to strong winds. You can help avoid needless injury by making sure your whole family is educated on the following basic safety rules:

- Treat all fallen lines as if they are energized and deadly – stay away and call 9-1-1 immediately. Keep other people and pets away too.
- Keep anything you may be holding or using at least 10-feet away from any power line, whether the line is above or has fallen on the ground. This is especially important to remember when doing fall cleaning around your home and you might be up on ladders or carrying items overhead.
- If a power line falls across your vehicle, stay inside the car and wait for help.
- If your power goes out, contact NorthWestern Energy immediately to report the outage. We're available 24 hours a day, 7 days a week.



## What's that Smell?

Used properly, natural gas is a safe and reliable fuel, but escaping gas can signal potential danger. We add an odorant to the gas to warn you in the event of a natural gas leak. It smells bad for a good reason – to warn you that natural gas is in the air. It is important that everyone in your family recognizes this odor. You can request a FREE scratch and sniff card containing this odorant by simply completing our online form or by calling our Customer Contact Center.



## 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)

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