

# ENERGY

## CONNECTIONS

NorthWestern<sup>®</sup>  
Energy

MARCH 2013: MONTANA

Delivering a Bright Future



### Why call 811?

Want to avoid spending the day in the dark? Call 811 from anywhere in the country a few days prior to digging, and your call will be routed to your local Montana One Call Center. Tell the operator where you are planning to dig, what type of work you will be doing and your affected local utility company will be notified about your intent to dig. In a few days, they will send a person to mark the

approximate location of your underground lines, pipes and cables, so you will know what is below - and be able to dig safely.

Remember; always call 811 before you start any digging project! You will avoid injury, expense, embarrassment - and a very inconvenient day in the dark.



### Steps for safe digging:

1. Mark your proposed excavation area with white paint.
2. Call 811 at least two days before you plan to work.
3. Wait until the utilities are located before moving any dirt.
4. Maintain the locate marks so you can see them throughout your project.
5. Hand excavate within 18 inches on each side of marked utilities.

### It's the Law

When preparing for a project that involves digging, it is the law for you to call to have any underground facilities marked at least 48 hours prior to the digging. By not calling, you can be faced with expensive fines and repair costs. Don't gamble with your safety — if you're a professional excavator or a homeowner, smart digging always requires a call to 811.



### Please Read: Special Notice...

Natural gas piped from a meter to outside appliances, like a barbecue or fire pit, on your property is convenient and reliable. However, as a home or business owner, you are responsible to ensure the safety of the pipelines that extend from the meter "downstream" to these appliances and any other structures on your land. Federal regulations (Code of Federal Regulations 49 CFR 192.16) require that property owners inspect and maintain their downstream piping whether it is for

natural gas or propane. You should have the pipes periodically inspected for leaks and qualified professionals should inspect metallic pipes for corrosion. You also should repair any unsafe conditions immediately or shut off the flow of gas through the pipeline. Buried piping is susceptible to corrosion or leaking. When digging near buried gas pipes, you should locate the pipeline in advance and then excavate the area near them by hand.

# Reduce Your Use Seize the Savings



In an era of increased attention to energy issues and related costs, more and more people are looking

for ways to manage energy consumption. That is why NorthWestern Energy created the Efficiency Plus (E+) brand to signal ways that customers can better manage their energy use.

Efficiency Plus, or "E+", ranges from energy education to rebates for compact fluorescent lights (CFLs), in-home energy audits and custom incentives for businesses. In addition, there are E+ programs that provide valuable services to limited income and senior customers who require energy assistance. E+ also includes small renewable generation incentives and the E+ Green program that allows customers to support renewable generation through their electric bill.

Spring is a great time to check into rebates offered through E+ as you start planning home improvement projects. Rebates are slightly higher when customers work with preferred contractors for some measures such as insulation, high efficiency heating equipment, and heating system tune-ups.

For many businesses, the E+ Energy Appraisal for Business provides recommendations for reducing energy usage, information about rebates for qualifying improvements, and the installation of CFLs in high use locations.

Find out more about E+ programs and services by visiting [www.northwesternenergy.com/eplus](http://www.northwesternenergy.com/eplus) or by calling 800-823-5995.

Just like you can count on the ENERGY STAR® rating from the federal government to help you find the most energy efficient products, you can count on the Efficiency Plus, or "E+", from NorthWestern Energy to help you better manage your energy usage.

## Thanks for Keeping Your Meter Clear!

When you are shoveling snow, remember to clear the area around your electric and natural gas meters as well. Though designed to withstand harsh winter conditions, meters can be damaged by falling and accumulating ice and excessive snow weight. Try to keep meters free from snow and ice but remember to do so carefully. Never kick, hit or use an open flame near a meter or its piping. A clear path to the meter also helps when we need to read your meter. A meter buried under snow and ice means we have to estimate your energy usage for your bill. Thanks for taking a few minutes to clear the snow from your meter.



## Grounding Equipment Notice

Corrugated Stainless Steel Tubing (CSST) is a flexible, stainless-steel pipe used to supply natural gas and propane in residential, commercial and industrial structures. In the U.S., about 500,000 new homes per year have CSST installed. As of 2010, about six million homes in the U.S. had CSST installed.

Like all approved gas-piping systems, CSST is safe when properly installed. CSST must be installed by a qualified professional and in accordance with the Manufacturer's Design and Installation (D&I) Guide, which now

expressly includes bonding and grounding of the system.

Please be sure if you are having work done on any natural gas equipment or piping in your home or business, especially if you are having any newly installed gas piping, that you are working with a certified professional who is adhering to the 2009 National Fuel Gas Code.

To learn more, visit [www.csstsafety.com](http://www.csstsafety.com).

## Smell Gas, Leave Fast!

If you smell natural gas at any time, anywhere, leave the area immediately. Avoid using any electric appliances such as light switches, garage door openers and phones – including a cell phone. When you are a safe distance away, call 911 to report the concern. Stay away from the area until someone from the utility or a first responder tells you it is safe to return.



One easy call gets your utility lines marked and helps protect you from injury and expense.

Safe Digging Is No Accident: Always Call 811 Before You Dig

Visit [call811.com](http://call811.com) for more information.



## 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.

