

ENERGY

CONNECTIONS

NorthWestern
Energy

MARCH 2013: SOUTH DAKOTA

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 South Dakota 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 locator 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...

The maintenance of buried gas piping downstream of the gas meter to gas fired appliances or other various structures on the property is the responsibility of the home/property owner or current occupant. NorthWestern Energy is required to inform customers with privately owned natural gas service lines of their responsibility to inspect and maintain their piping (Code of Federal Regulations 49 CFR 192.16). Customers should have the pipes periodically inspected for leaks and qualified professionals should inspect metallic pipes for corrosion. Any unsafe conditions should be repaired immediately or the flow of gas should be shut off. Piping that is not maintained may be subject to corrosion or leaking. When digging near buried gas pipes, the pipes should be located in advance and the excavation done by hand.

If your meter is at the alley or street, NorthWestern Energy will maintain the line from the meter to your house.

El mantenimiento de pipas de gas enteradas desde el medidor de gas a los aparatos que funcionan con gas u otras estructuras diferentes en la propiedad es la responsabilidad del dueño de la propiedad / casa o inquilino actual. Se le requiere a NorthWestern Energy informar a sus clientes con líneas de gas natural de propiedad privada o servicio de gas propano sobre su responsabilidad de tener inspecciones y mantener sus pipas de gas al (Código de las regulaciones federales 49 CFR 192.16). Los clientes deben tener inspecciones de las pipas de gas periódicamente para verificar que no haya fugas y se deben también inspeccionar por profesionales calificados las pipas de gas tan bien metálicas para asegurarse de que no tengan corrosión. Cualquier situación peligrosa debe ser reparada inmediatamente o se debe cerrar el flujo de gas. Si no se mantienen las pipas de gas puede estar sujeto a corrosión o fugas.



Energizing the Economy in South Dakota

Economic vitality is crucial to the future of South Dakota, and for more than 100 years, NorthWestern Energy has held a strong commitment to the communities it serves.

Community Works encompasses NorthWestern Energy's tradition of funding community activities, charitable efforts and economic development within its service territory. NorthWestern Energy's Community Works programs currently provide more than \$1.5 million in funds for community sponsorships, charitable contributions and economic development organizations in Montana, South Dakota and Nebraska.

NorthWestern Energy is committed to serving as a meaningful and dedicated contributor to the economic development process and we see our role as "energizing the economy in South Dakota." Our emphasis is on "Building for the future," and the mission of our Economic Development team is to help retain existing jobs in South Dakota, promote business expansion and recruit new businesses to the state. Our economic development employees assist site selection consultants, economic development agencies, government agencies, existing businesses and potential new businesses.

We are actively involved in economic development initiatives at the local, state, regional and national levels.



We can answer questions about:

- utility rates
- power reliability
- availability of utility services
- energy efficiency programs
- utility operations

More information on our economic development activities are available online by downloading the *At a Glance* fact sheet at: www.northwesternenergy.com.

Thanks for Keeping Your Meter Clear!

When you are out shoveling snow, remember to clear the area around your natural gas meters as well. Though designed to withstand harsh winter conditions, meters can be damaged by falling 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 in your home or business, especially if you are having any newly installed

gas piping, that you are working with a certified professional that is following the 2009 National Fuel Gas Code.

What is the issue with lightning and CSST?

Lightning is a highly destructive force. Even a nearby lightning strike that does not strike a structure directly can cause all electrically conductive systems in the structure to become energized. Nearby lightning strikes can result in a power surge that can damage certain gas tubing systems and ultimately cause a fire. Properly bonding and grounding the CSST significantly reduces the risk of damage and fire from a lightning strike.

To learn more, visit 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 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)

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