

# ENERGY

## CONNECTIONS

**NorthWestern**  
**Energy**

AUGUST 2013

*Delivering a Bright Future*

### Contest Winners Announced

The top three winners of the NorthWestern Energy My Corner of the World Photo Contest have been selected.

Leah Murray from Mitchell, South Dakota has won the grand prize in the NorthWestern Energy My Corner of the World Photo Contest for her photo, "Farming with Horse Power." Second place went to Todd Klassy from Havre, Mont. for his photo, "Clean NorthWestern Energy" and third place was awarded to Amy Bass from Milbank, S.D. for her photo, "Conserving Energy is In Our 'Jeans'."

The winning photos were selected by a public voting round through the contest website.

The grand prize included a complete photography package including an ENERGY STAR® qualified laptop, a Nikon Coolpix P7700 digital camera and a \$100 Shutterfly.com gift certificate. Prizes for second place included an Energy Forward ENERGY STAR qualified Samsung 40" LED Smart HDTV and a \$50 Shutterfly.com gift certificate. And the third place finalist was awarded a \$50 Shutterfly.com gift certificate.

Natural gas and electric customers in Montana, South Dakota and Nebraska had the opportunity to enter the contest by sharing photos that represented all the things they do to preserve their communities, conserve energy and live more efficiently.

We would like to thank everyone that participated in the contest. Overall, we received more than 160 entries and more than 15,000 total votes.



Grand Prize Winner: "Farming with Horse Power"  
by Leah Murray



Second Place: "Clean NorthWestern Energy"  
by Todd Klassy



Third Place: "Conserving Energy is In Our 'Jeans'"  
by Amy Bass

# Upcoming System Maintenance



We are preparing for upcoming system maintenance, which is currently scheduled for August 29 – September 2, 2013. During this time, you may notice some temporary and short-term impacts. Walk-in offices will be closed on Friday, August 30, and will re-open following the Labor Day weekend. Contact center services will remain available 24 hours a day to respond to emergency calls only. Online customer care will be disabled, and the automated phone system will have limited functionality.

As a reminder, you may always mail your payment to us or use one of our Quick Pay locations. Online bill payment will remain available to customers as a direct payment option that can be accessed online at [www.northwesternenergy.com](http://www.northwesternenergy.com) or by calling the

Customer Contact Center and following the automated phone system instructions to select option 2.

We appreciate in advance your patience during this required maintenance.

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.



## A Convenient Billing Option

Utility bills can go up or down from month to month due to time of year factors, such as weather, temperature and how you heat or cool your home.

If you'd like to pay a consistent amount each month, NorthWestern Energy offers Budget Billing, a convenient payment option available to current residential customers with no past-due amounts owed.

### How Does It Work?

With Budget Billing, you continue to be billed for the amount of electricity or natural gas you use each month but your monthly payment amount remains the same.

Your Budget Billing amount is reviewed at least once a year. It may be revised more frequently if your actual energy usage changes or if we have a change in the rates we charge. We will notify you about any changes to your Budget Billing amount.

Your monthly Budget Billing amount is based on the average of your previous 12-month billing history or an estimate of future charges.

To sign up or learn more, call Customer Service and a representative can update your account.



## Stay Clear, Stay Safe

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. 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.

Safety begins with being alert!

## 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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