



**Gary K.**  
Meter Reader  
9 years of service

# ENERGY CONNECTIONS

MT  
JULY 2018

## Second annual Beyond the Dam in the books!



This June 8-9 in Great Falls, MT NorthWestern Energy hosted the second annual Beyond the Dam event.

The event kicked off Friday evening with a celebration in Giant Springs Heritage Park. A total of 97 NorthWestern employee volunteers, spouses, friends and our children helped setup and staff the event.

Friday night featured live music from Freaking Old Guys (FOG) and the Bop-a-dips. More than 200 bike riders stopped by Friday evening to pick up their race packets and enjoy some pre-event festivities in the park. The evening ended with a fireworks display that lit up the skies above Black Eagle Dam. The Friday

night event was open to the public and we estimated nearly 600 total attendees throughout the evening.

Saturday morning kicked-off early with a total of 532 participants taking part in a timed biking event. The ride featured varied levels of difficulty and each of the three unique routes utilized the impressive trail system surrounding Great Falls and riders had the opportunity to cross our hydro facilities. We had five-times the bike participants as the inaugural event last year – showing much opportunity to continue to grow the event in the future.

Number recap: this year we used 198 cases of water (it was hot – 91 degrees on

race day!), 400 packets of HEED energy drink, 7 gallons of bubble solution and over 1,000 gallons of bike wash water at the finish line bubble bike wash, and finally more than 700 free lunches were served to volunteers, riders, staff and spectators.

The event was by all accounts a success where we had multiple opportunities to talk with event goers about recreating safely around Montana’s hydro-electric facilities.

We are already making plans and changes for an even bigger and better year three of Beyond the Dam in 2019. Watch for a Save the Date soon!



NORTHWESTERN ENERGY'S  
**BEYOND  
THE DAM** 2018  
[www.BeyondTheDam.com](http://www.BeyondTheDam.com)

**NorthWestern**  
Energy  
Delivering a Bright Future

# Plan for storms

Thanks to Mother Nature and curious critters, occasional power outages are unavoidable. That's why we encourage our customers to plan for storm-related or other service interruptions. We care about our customers who rely on electricity for their special medical needs. That is why we want to remind them, or their caregivers, to make arrangements – ahead of time – for what to do during potential long-lasting electric interruptions.

While we're working to restore your service during an outage, here's what you can do:

- Turn off all the appliances you think were powered on before the interruption
- Unplug your electronic equipment, including computers
- Leave a light or radio on to let you know when you have service again
- Don't wire an emergency generator into your home. Back-feed from generators into power lines could injure or kill a lineman working to get electricity restored to your area; if you use a generator to power up a specific appliance – plug it in directly and make sure the generator is located outside so poisonous carbon monoxide fumes don't enter your home
- Keep these emergency supplies on hand: flashlights with fresh batteries, battery- powered radio, wind-up or battery-powered clock, non-cordless phone to plug in during outages – or cell phone with battery back-up, water and nonperishable food, emergency medicine back-up
- Use your mobile device to visit the outage map online and sign up for alerts on when power will be restored. You can report outages, check status of outages and more all without dialing the phone.
- Call our Contact Center; every call helps our crews and operators identify the potential cause and scale of the outage. During a storm, if you see a down or

damaged power line, keep your distance and call us immediately.

Whatever the cause of a service interruption, we understand that extended power losses lead to cancelled plans, disappointments and major inconveniences, and we greatly appreciate your patience and often work around the clock restoring service as quickly and safely as possible.

Protect your equipment with ever-increasing use of smart devices, flat screen TVs, gaming consoles and computers, surge protection is more important than ever. Power surges can come from slight fluctuations in your electric service caused by lightning, unplanned interruptions in our electric system, other users on the power line and internal surges from your air conditioners or power tools. Even the slightest fluctuations in power can possibly damage your sensitive electronic equipment.

You have several surge-protection options to consider. The first line of defense consists of installing surge protection at the service to protect your entire home. Another option is to use a surge protector that you plug into an outlet and then plug your device into the protector. However, please note that power strips and surge protectors may look alike but they are not the same. Read the package carefully to determine whether the device will protect your equipment against random power spikes or visit with a qualified electrician to help you determine what level of protection you might need.

Types of power disruptions include outages, sags/surges, spikes and "noise." They can last a few seconds to a few days depending on the impact and cause. While some deviations are outside our control, count on us to work hard to deliver power that meets industry standards for power quality.

# No posts on poles

**Lost your pet? We are so sorry.**

**Having a garage sale? Sounds like a lot of work!**

**New band in town? What a fun evening!**

**Running for office? Good luck!**

We wish you the best in advertising for whatever reason, but ask you not to post information on our power poles.

Working on power poles can be a dangerous job. To ensure reliable service, line crews must climb up and down poles in all kinds of weather, day and night.

The job is made even more hazardous if people put nails or heavy staples on power poles to attach signs and posters. This

may seem harmless but can become a nightmare for line crews. Nails and staples can increase the danger of electrocution if they come in contact with live wires.

Line crews wear protective clothing and gloves to prevent electric shocks. Sharp, protruding nails can tear this protective equipment, and result in injury. They also have special boots and climbing hooks to allow them to get up the pole to inspect or make repairs to lines. If these hooks hit metal, they may be deflected, causing the line crewmember to fall.

Our line crews are on the job to assure you quality, efficient, dependable service. Show them you care by not using power poles as billboards.



Photo by: Doug Sublette

## Contact us...

### 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



We are required to translate important customer information for populations in our service area that meet a certain threshold. We have two languages that currently meet that threshold: Spanish and Karenic.

Nos preocupamos por su seguridad. Este anexo a su factura incluye mensajes importantes sobre seguridad que usted necesita saber con respecto al servicio público que le proporciona NorthWestern Energy. Comuníquese con nosotros si desea recibir la información de seguridad en español, llamando al teléfono 888-467-2669 (en Montana) 800-245-6977 (en South Dakota o Nebraska) y pregunte por las opciones de idiomas para los anexos de sus facturas.

ပတၢ်ယိၣ်န့ၣ်တၢ်လၢ နတၢ်ပူၤဖျးအဂီၢ်န့ၣ်လီၤ. လံာ်တၢ်ယုၤက့ၢ်စရိဘုၤ(လ) လၢ တၢ်ထၢန့ၣ်လီၤအိၤဆၢ ပုၤယုၤတၢ်တၢ်ဘၢတၢ်ကစီၣ်အရ့ၢ် တဖၣ်လၢ နကြးသ့ၣ်ညါအိၤလၢ အဘၣ်ယး? NorthWestern Energy ထံၣ်မ့ၣ်အူတၢ်မၤန့ၣ်လီၤ. ဆဲးကျၢပုၤဖျး နမ့ၢ်လီၣ်ဘၣ် တၢ်ဂံၢ်တၢ်ဂၢၢ်တဖၣ် လၢ ပုၤက့ၢ်က့ၢ် (Karenic) . ဒိဖျိ တၢ်ဂံၢ်လိာ်တံၣ်ဆူ 888-467-2669 (လၢမိၣ်ထီၣ်န့ၣ် (Montana) အပူၤ)800-245-6977 (လၢက လံာ်စိး ဖိစိထၣ် (South Dakota) မ့တဖၢ် န့ၣ်တြၢ်စခၣ် (Nebraska)) ဝိးယုၤန့ၣ်လၢ တၢ်ကထၢန့ၣ်လီၤ က့ၢ်စရိဘုၤတၢ်ယုၤထၢတဖၣ်အဂီၢ်န့ၣ်တက့ၢ်.

