



2020
COMMUNITY
REPORT

NORTHWESTERN ENERGY



Members of Leadership NorthWestern volunteer for Habitat for Humanity in Butte, Mont.

OUR BRAND

OUR VISION

Enriching lives through a safe, sustainable energy future.

OUR MISSION

Working together to deliver safe, reliable and innovative energy solutions.

OUR VALUES

We live our values through a strong and binding commitment to safety in our work practices, excellence in service to our customers, treating everyone with respect, creating value for our stakeholders, conducting our business with the utmost integrity, community involvement, and environmental responsibility, each and every day.

VALUE **RESPECT** **EXCELLENCE**
SAFETY **INTEGRITY**
ENVIRONMENT **COMMUNITY**

ABOUT THIS REPORT

As members of the communities we serve, NorthWestern Energy is passionate about giving back.

The 2020 Community Report provides an overview of our volunteerism, charitable contributions and customer service. We prepared this report in coordination with our annual report for the fiscal year ending Dec. 31, 2019.

ACKNOWLEDGEMENTS

This report was produced through a partnership of numerous NorthWestern Energy employees and our Creative Services and Communications team. Thanks to all our employees for their professional contributions.

Cover Photo: A group of NorthWestern Energy employees volunteer at a bank stabilization project along Racetrack Creek near Deer Lodge, Mont.



President and CEO Bob Rowe volunteers with a bank stabilization project at Racetrack Creek.

A MESSAGE FROM OUR PRESIDENT AND CEO

When you turn up your heat or flip on your light switch, it takes the dedication of our 1,533 employees to keep your energy on night and day, 365 days a year.

Those dedicated workers are proud residents of the communities we serve in Montana, South Dakota, Nebraska and Yellowstone National Park. Our employees are active in their communities – they volunteer, they help their neighbors and they work to build good lives for their families.

As a company, we are dedicated to doing the same. NorthWestern Energy encourages employees to give back, and as a company, we strive to be a good citizen of the communities we serve.

In 2019, we gave more than \$2.1 million in charitable donations and sponsorships, economic development opportunities, scholarships and professional association dues across our territory.

In addition to our charitable giving, the work we do creates a wide ring of ripples throughout our local economies. Researchers determined that in 2019 NorthWestern Energy's total economic impact across our entire service territory was more than \$2 billion, and we helped create more than 12,500 jobs.

We're proud of our role in assisting our communities to grow and thrive.

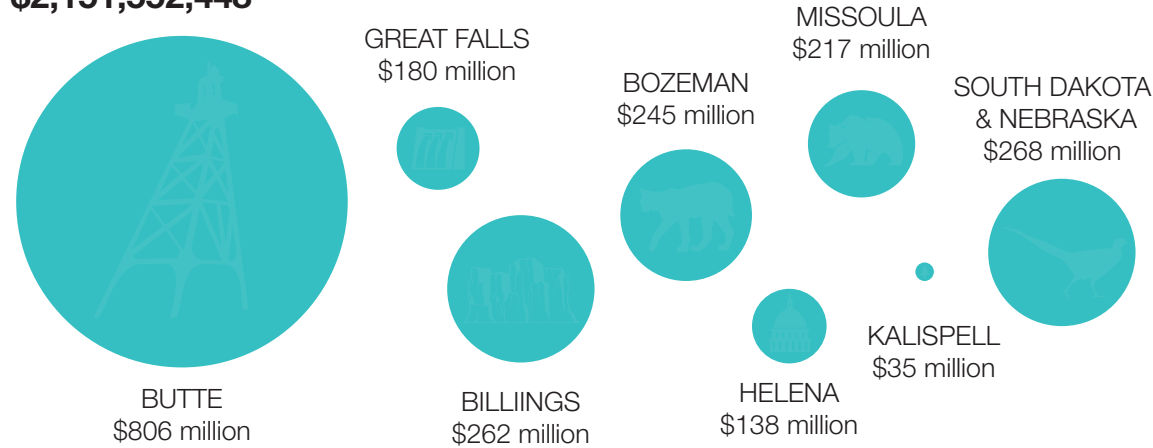
Our Community Report is our report to you, our customers. I always look forward to highlighting the great work that goes on to provide you with reliable power and to help your community be a vibrant place to call home.

I also encourage you to take a look at our companion Environmental Report, available at www.northwesternenergy.com/environment.

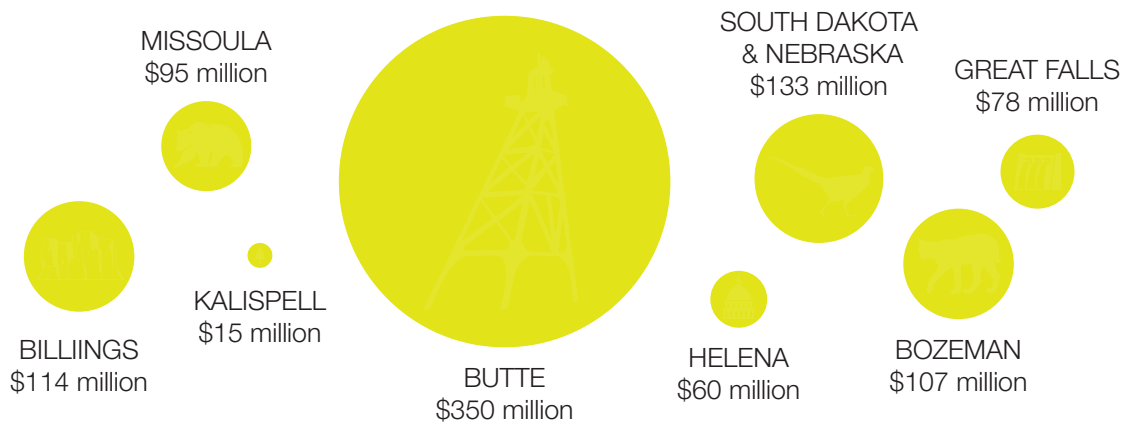
Finally, in spring 2020 all of our worlds were upended by the COVID-19 pandemic. At NorthWestern, this has forced us to redesign the way we work, to keep our employees and customers safe, and to continue providing you safe and reliable service. We reaffirm our commitment to work with you as we make necessary and painful adjustments to a situation that is of the gravest concern to all of us.

OUR ECONOMIC IMPACT

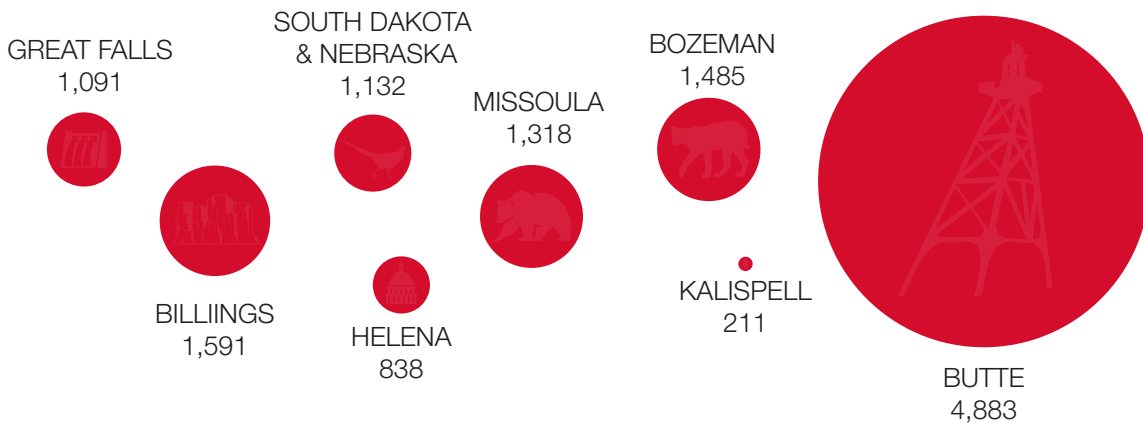
Gross Economic Output \$2,151,552,448



Gross County Product \$952,186,520



Total Employment 12,549



Researchers determined in 2019, NorthWestern Energy generated more than \$2 billion in total economic impact across our territory.

“NorthWestern Energy provides tremendous value to the residents within the states we serve,” said Rick Edwards, Director of Community Connections.

Bozeman, Mont.-based Circle Analytics calculated the economic output for the goods and services provided by NorthWestern Energy to be \$2.1 billion across Montana, South Dakota and Nebraska.

In 2019, researchers also calculated NorthWestern Energy had a gross county product, or the total value created by the production of goods and services in the economy, of just under \$1 billion. Gross County Product can also be described as new money added to a county.

“If we weren’t here as an energy company, that money would likely not be circulating in the economy,” Rick explained.

NorthWestern Energy also helps create more than 12,500 jobs in our service territory.

“That’s based on the ripple effect of our activities,” Rick said.

NorthWestern Energy has 1,533 employees, but those workers all need places to shop, eat and send their kids to school.

“Because of the value we provide in the states we serve, other jobs are created,” Rick said. “Those jobs likely wouldn’t be here or would be significantly less if NorthWestern didn’t have a presence here.”

Circle Analytics uses a data base model to calculate NorthWestern’s economic impact. The model uses our revenue and standard data for the impact of electric and natural gas energy companies.

DEFINITIONS:

Gross Economic Output: The aggregated market value of goods and services produced by enterprises in the economy. It is essentially equal to the revenue collected by a business.

Gross County Product: The total of value added created by the production of goods and services in the economy. It represents the sum of labor compensation, capital type income and indirect business taxes. Gross County Product is best described as new money added to the County.

Total Employment: The number of jobs generated within the impact area including full-time and part-time positions, salaried workers and sole proprietors.



LEADING THE WAY IN CLEAN ENERGY

More than 60% of the energy produced by NorthWestern Energy for Montana comes from renewable and carbon-free sources, including hydro, wind and solar. NorthWestern is one of the cleanest energy companies in the United States. Nationwide, the total electric power industry is 28% carbon free.

As a leader in clean energy, we have committed to further reductions in our carbon output. NorthWestern Energy made a commitment to reduce the carbon intensity of our electric energy portfolio for Montana by 90 percent by 2045.

Over the last decade, we have already reduced the carbon intensity of our energy generation in Montana by more than 50%. In the last five years alone, we have invested more than \$1 billion in clean energy projects, including hydro, wind and solar facilities.

Nothing is more important to the people of NorthWestern Energy than safely providing our customers with the affordable and reliable energy we all need, while also protecting our environment.

Wind generation currently makes up nearly twice as much of our Montana energy portfolio as coal, with more wind, as well as solar, coming online every year.

We will work within the regulatory framework in each of our states to ensure that our carbon reduction efforts support customers' needs and preferences. This goal is specific to our Montana service area, however, in the future we plan to broaden our efforts and establish goals that meet each of our states' unique needs.

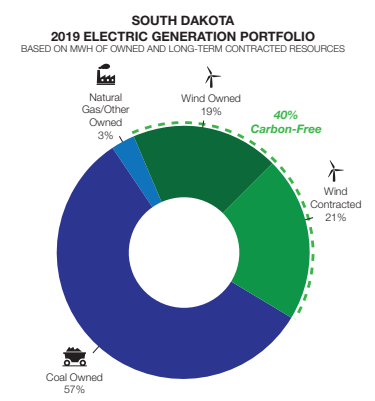
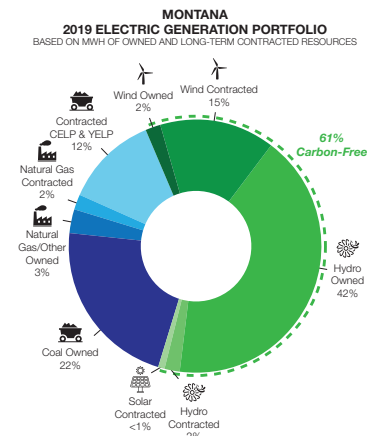
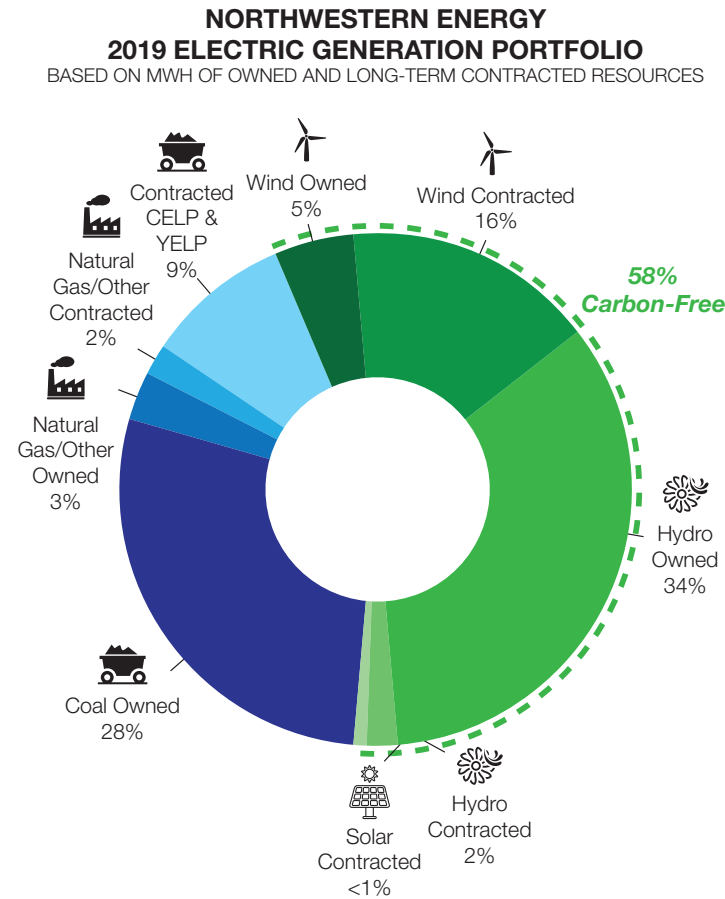


The foundation of our energy generation is our hydro system, which is 100% carbon free and is available 24 hours a day, 7 days a week.

BALANCED AND DIVERSE ENERGY MIX

We own a mix of clean and carbon-free energy resources balanced with traditional energy sources that help us deliver affordable and reliable electricity to our customers 24/7.

In 2019, approximately 58% of our electric portfolio, territory wide, originated from carbon-free resources.





Some events we sponsored or volunteered with include (clockwise from top left) the Montana High School Association; STEM festivals and science fairs; the Havre Night Out; the South Dakota State Fair; Big Sky International Balloon Rendezvous in Billings, Mont.; and rebuilding the track at Cascade High School in Cascade, Mont.

OUR COMMUNITIES

Northwestern Energy is the electric provider in 318 communities in Montana, South Dakota and Yellowstone Park in Wyoming, and the gas provider in 180 communities in Montana, South Dakota and Nebraska. We care deeply about being a valued partner to the communities we serve.

In 2019, we contributed more than \$2.1 million in support of our communities through local charitable donations and sponsorship, economic development opportunities, United Way, chambers of commerce, scholarships, professional association dues and employee volunteer efforts.



OUR COVID-19 RESPONSE

As the COVID-19 pandemic began to be felt in our region in early March 2020, NorthWestern Energy voluntarily suspended service disconnections for non-payment to help customers who were financially impacted as the result of the outbreak.

We also closed our walk-in offices to prevent the spread of the virus and coordinated employees to work from home, where ever possible.

In looking for a way to support our customers who were impacted by the outbreak, NorthWestern announced \$300,000 in aid to assist the communities we serve. This money was above and beyond our typical annual donations.

The COVID funds were distributed to small business customers, the backbone of the economies our communities, to assist them in paying their energy bills in order to free up resources for other expenses. We also made donations to local COVID-19 relief efforts across our service territory.



Employees from our Bozeman office volunteer at Montana Outdoor Science Schools' Engineering in Nature camp.

VOLUNTEERISM

NorthWestern Energy encourages all employees to be active members of their community. We sponsor employee volunteerism by offering paid time off for volunteer activities. Employees can also earn grant money for the organizations they serve through the Employee Volunteer Program.



EMPLOYEE VOLUNTEER PROGRAM

When employees volunteer their time with an organization, NorthWestern Energy donates grant funds to that organization. Depending on the amount of time an employee volunteers, NorthWestern will donate up to \$400 annually to each organization an employee serves.





A NorthWestern Energy lineman installs a new sign at the Cascade High School track in Cascade, Mont. This was part of large project, led by a NorthWestern Energy employee, to transform the school's track.

TEAM GRANT PROGRAM

NorthWestern Energy encourages employees to form volunteer teams for special events and projects. Anytime at least three employees volunteer together, NorthWestern Energy will donate \$100 per employee to the organization.

\$97,400
awarded to nonprofits through TEAM Grants in 2019

90
the number of nonprofits that received funds through TEAM Grants in 2019

CHARITABLE DONATIONS, ECONOMIC DEVELOPMENT AND LOCAL SPONSORSHIP

Charitable Donations, Economic Development and Local Sponsorships				
		Charitable Donations	Sponsorships	Economic Development
Montana				
	Billings, Lewistown	\$68,830	\$53,585	\$4,000
	Bozeman	\$58,995	\$59,527	\$7,500
	Butte	\$44,500	\$67,165	\$10,500
	Great Falls, Havre	\$70,876	\$127,456	\$7,955
	Helena	\$36,330	\$44,495	\$4,514
	Missoula, Hamilton, Kalispell	\$68,876	\$84,820	\$6,668
	Statewide Initiatives	\$115,000	\$206,462	\$34,645
South Dakota				
	Aberdeen	\$22,125	\$25,990	\$395
	Brookings	\$15,225	\$19,195	\$10,600
	Huron	\$26,551	\$13,290	\$3,350
	Mitchell	\$20,038	\$6,568	\$2,250
	Sioux Falls	\$14,900	\$15,330	\$500
	Yankton	\$40,680	\$4,359	\$14,734
	Statewide Initiatives	\$5,000	\$57,850	\$40,000
Nebraska				
	Grand Island	\$11,240	\$17,119	\$3,000
	Kearny	\$7,507	\$4,242	\$5,000
	North Platte	\$6,278	\$1,739	\$150
	Statewide Initiatives			\$200
	Total	\$632,951	\$809,192	\$155,961



\$139,757
paid to state and local Chambers of Commerce in 2019



\$100,232
paid in employee association dues in 2019



\$155,961
contributed to economic development in 2019



\$97,250
given to institutions of higher education to fund scholarships

UNITED WAY TOTAL

Total donated by employees
\$122,575
Company match
\$61,288
Total Contribution
\$183,863

LOW-INCOME ASSISTANCE

We work closely with the federal Low Income Energy Assistance programs to provide critical short-term aid to our community's most vulnerable citizens.



Total state and tribal assistance in MT in 2019 =
\$4,227,575



Total state and tribal assistance in SD in 2019 =
\$2,119,051



Total state assistance in NE in 2019 =
\$962,926

2019 PROPERTY TAXES

As a local company, we are proud that our tax dollars go to support local and state government services for the people of Montana, Nebraska and South Dakota.

Montana

County/Description	Total Tax
Anaconda-Deer Lodge	6,821,344
Beaverhead	1,865,289
Big Horn	1,234,989
Blaine	1,826,364
Broadwater	1,266,005
Butte-Silver Bow	12,135,688
Carbon	2,180,287
Cascade	20,180,974
Chouteau	1,244,703
Fergus	1,609,932
Flathead	2,622,964
Gallatin	15,297,211
Glacier	4,373,295
Golden Valley	470,017
Granite	1,286,361
Hill	2,788,440
Jefferson	2,439,025
Judith Basin	910,192
Lake	500,265
Lewis & Clark	14,682,347
Liberty	346,501
Madison	2,290,286
Meagher	778,242
Mineral	905,391
Missoula	15,167,061
Musselshell	709,574
Park	2,746,344
Phillips	564,567
Pondera	1,013,049
Powell	2,657,555
Ravalli	3,813,488
Rosebud	3,813,043
Sanders	3,667,504
Stillwater	3,698,135
Sweet Grass	1,100,448
Teton	1,372,207
Toole	1,272,786
Treasure	144,825
Valley	746,113
Wheatland	1,112,328
Yellowstone	14,585,520
Montana Other	
City of Bozeman	39,884
City of Dillon	731
City of Livingston	6,075
Blackfeet Loop & Possessory Tax	357,658
Crow Tribe Railroad & Utility Tax	209,784
Fort Peck Tribe Utility Tax	284
Canadian Montana Pipeline	17,458
Montana Rail Link	2,004
Battle Creek - Wells (100%)	4,201
Bear Paw - Wells (100%)	17,539
Bear Paw South - Wells (100%)	46,962
Montana Grand Total	158,943,237

South Dakota

County	Total Tax
Aurora	29,081.56
Beadle	740,697.64
Bon Homme	94,675.82
Brookings	120,577.22
Brown	1,091,211.03
Brule	60,681.00
Charles Mix	99,622.24
Clark	96,761.24
Codington	35,876.96
Davison	426,921.74
Day	97,156.22
Deuel	30,395.15
Douglas	46,586.52
Edmunds	13,931.14
Faulk	47,526.38
Grant	393,131.58
Hamlin	35,047.67
Hand	21,379.79
Hanson	20,529.52
Hughes	11,506.74
Hutchinson	168,931.64
Hyde	46,162.76
Jerauld	12,770.88
Kingsbury	33,023.40
Lake	62,370.27
Lincoln	95,996.76
Marshall	2,700.46
McCook	8,808.24
Miner	8,133.36
Roberts	1,948.10
Sanborn	42,638.07
Spink	216,651.54
Turner	48,359.82
Yankton	403,005.34
South Dakota Grand Total	4,664,797.80

South Dakota Wind Tax

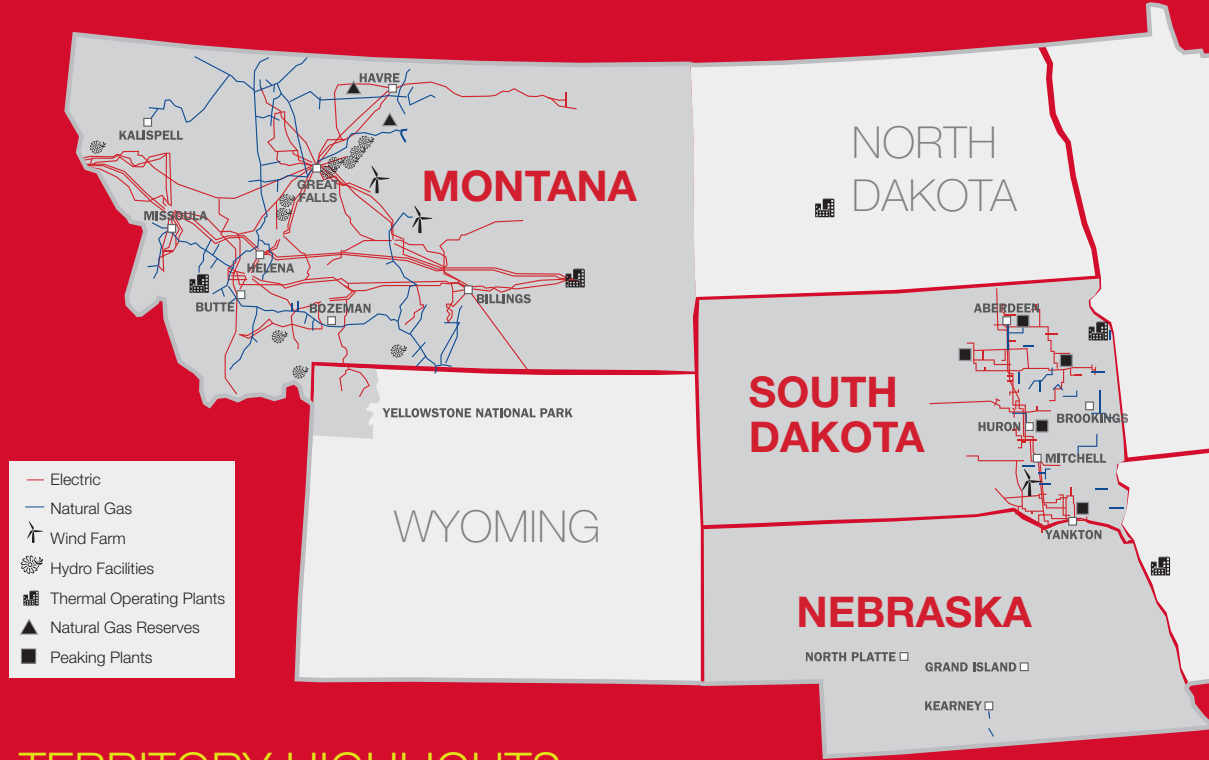
Tax Type	Total Tax
Wind Gross Receipts Tax	127,745.10
Nameplate Capacity Tax	238,650.00
South Dakota Wind Grand Total	366,395.10

Note: The State of SD allocates the wind taxes to the Counties based on tower location. NWE's towers (43) are located in Bon Homme (8), Charles Mix (19) and Hutchinson (16).

Nebraska

County	Total Tax
Buffalo	175,214.86
Hall	284,837.38
Kearney	2,169.48
Lincoln	155,166.08
Merrick	1,058.30
Nebraska Grand Total	618,446.10

OUR SERVICE TERRITORY



TERRITORY HIGHLIGHTS

MT Electric

379,400 customers in 208 communities

6,809 miles of transmission lines

17,972 miles of distribution lines

874 MW nameplate owned power generation

MT Natural Gas

201,500 customers in 118 communities

4,810 miles of distribution pipelines

2,165 miles of intrastate transmission pipelines

18 Bcf gas storage

47 Bcf owned proven natural gas reserves

SD Electric

63,800 customers in 110 communities

3,529 miles of transmission & distribution lines

404 MW nameplate owned power generation

SD Natural Gas

47,500 customers in 59 communities

1,658 miles of pipelines

55 miles of intrastate transmission pipelines

NE Natural Gas

42,600 customers in 3 communities

795 miles of pipelines

COMMUNITY PROJECTS

Smart meters

In 2019, we replaced nearly every electric and gas meter in South Dakota and Nebraska with a smart meter. Our smart meter project will move to Montana in late 2020 or early 2021. Smart meters, along with our Advanced Distribution Management System (ADMS), will allow us to be aware of outages immediately, sometimes before a customer even realizes their power is out, and will provide our employees with real-time situational awareness. Smart meters and ADMS will enhance our ability to help customers use energy wisely and ensure we are operating the grid as efficiently as possible – both of which are critical as we continue to reduce carbon intensity.



LED streetlights

Our project to upgrade all streetlights in Montana to LEDs has accelerated in 2020. About 43,000 NorthWestern-owned streetlights, 30,000 yard lights and several thousand home owners' association lights will be replaced in coming years.

Conversions for company-owned streetlights began in 2019. In 2020, 16,000 streetlight are expected to be converted. LED streetlights use about 50 percent less electricity than traditional high-pressure sodium lights, and last two to three times longer.



Butte office receives LEED certification

NorthWestern Energy's General Office Building in Butte, Mont., which was completed in 2016, was awarded LEED certification in 2019. LEED, or Leadership in Energy and Environmental Design, is a certification from the U.S. Green Building Council that provides a framework to create healthy, highly efficient and cost-saving green buildings.

The Butte GO received Gold-level LEED certification, earning points for offering a bicycle storage area, and showers and locker rooms to encourage employees to bike to work. We used regionally sourced building materials where possible, and used low-emitting materials, including paints, adhesives and flooring.



New Bozeman office

NorthWestern Energy remodeled and expanded our Bozeman Service Center. Bozeman, Mont. is one of the fastest growing areas in our service territory, and we had outgrown the old office space there.

The expansion added 38,700 square feet, including new office space, additional warehouse space and added garage space.

The new building features all LED lighting and natural low-water consumption landscaping. We also installed a charging station for electric vehicles.



New Nebraska offices

In 2019, we hosted two grand opening events at our Nebraska offices. We built a new office in Grand Island and remodeled the Kearney location.

The Grand Island office was added on to an existing warehouse.

Both offices feature updated customer walk-in areas to better serve customers who prefer face-to-face interactions with our customer associates.

Our North Platte, Neb. office is slated for a remodel in 2021.



Big Sky substation and master plan

Big Sky is one of the fastest growing areas of Montana. The average electric demand growth rate in Big Sky over the past five years, 7.8% annually, is nearly eight times the amount of the Montana electric system's growth.

NorthWestern is working to upgrade the two transmission lines that serve Big Sky, in addition to adding a third substation in the mountain community and upgrading the two existing substations. NorthWestern underwent a multi-year, substantial and successful community outreach program to determine the location and design for the new substation facility.





OUR COMMITMENT TO SAFETY

Every year, NorthWestern Energy promotes pipeline awareness and safety through mailings, trainings, booklets, flyers and education materials.

We also conduct on-going inspections of our natural gas infrastructure, looking for signs of leaks and corrosion.

NorthWestern owns and operates 9,483 miles of natural gas pipelines. The safety and integrity of these pipelines is our top priority.

\$1.6 million spent annually to deliver our safety messages to audiences of all ages

2 to 3

number of business days before any digging project that you must call 811.



**Know what's below.
Tap, Click, or Call
811 Before you dig.**

Louie the Lightning Bug and Sniffy the Sniffasaurus visit with kids at ExplorationWorks in Helena, Mont. Louie and Sniffy help teach kids about electrical and natural gas safety.



A rider enjoys the River's Edge Trail in Great Falls, Mont., which has received numerous grants from the Missouri-Madison Fund. NorthWestern Energy is dedicated to supporting public recreation along the Missouri and Madison rivers.

SUPPORTING PUBLIC RECREATION

NorthWestern participates in a public-private partnership to provide public recreation opportunities along the Missouri and Madison rivers. The Missouri-Madison River Fund is a \$6.7 million trust fund for public recreation, the earnings from which fund recreation improvement projects.

Since 2007, the River Fund has awarded nearly \$4.9 million that NorthWestern has matched partially with nearly \$1.3 million in support of 133 projects. In addition to this amount, agencies and private partners have made contributions of \$3.5 million resulting in more than \$9.6 million in recreation enhancements in the Missouri-Madison Corridor.

2020 River Fund projects include:

- River's Edge Trail slide repair
- Milwaukee Fishing Access Site improvements
- Earthquake Lake Visitor Center roof replacement
- Giant Springs State Park kiosk and shelter roof replacement
- Lewis & Clark Interpretive Center display upgrade
- Giant Springs State Park Roe River rock wall rehabilitation
- Lewis & Clark Interpretive Center lighting and HVAC upgrades

For more information on NorthWestern Energy's environmental stewardship, see our 2019 Environmental Stewardship Report.



Students at Sentinel High School in Missoula check out a solar pilot project installed at the school. Students are able to analyze data from the solar panels and learn about solar energy.

SOLAR PILOT PROJECTS IN MONTANA

NorthWestern Energy is working with communities in our service territory to develop solar pilot projects.

In 2019, we launched a project with Missoula County Public Schools and the City of Missoula to install solar panels at four Missoula high schools. NorthWestern Energy collects data from each installation and uses it to analyze how small, urban renewable energy projects can integrate with the electric grid. With data made available online, science, math, and CTE high school teachers have written curriculum to enable students to analyze data and learn about solar energy.

Our Bozeman Solar Project, which began in 2016, provides enough renewable energy to power more than 60 homes. This project will be able to evaluate long-term sustainable models for the integration of renewable energy while providing the City of Bozeman with data to better understand how they can meet their community climate action plan.

Our Beck Hill Microgrid is a pilot project using solar photovoltaic panels and batteries to test the potential of using a small microgrid to improve the reliability of electric service to customers in rural areas. The project, which started in 2015, provides reliability support for 17 customers.

For more information on our solar pilot projects, visit nwesolar.com

DEMAND SIDE MANAGEMENT AND ENERGY EFFICIENCY

NorthWestern Energy has more than 40 years' experience working with customers to promote the wise and efficient use of electricity and natural gas. Energy efficiency programs were first offered to our customers in the late 1970s and have continued in some form ever since.

We offer programs and energy efficiency information under the NorthWestern Energy sub-brand of Efficiency Plus, or E+. Helpful energy savings tips, videos and other resources are available to assist our customers with their energy efficiency needs.

In addition, Montana customers fund energy efficiency as a least-cost resource in supply rates and through the Universal System Benefits Charge (USBC). Current programs include rebates for our commercial electric customers, along with custom incentives for electric and natural gas commercial and industrial facilities, and free energy audits for qualifying homes and small businesses. Through a contract with the Montana Department of Public Health and Human Services, homes of income-qualified customers receive free weatherization services. A few small-scale renewable projects at non-profit and government/public buildings also receive incentives funded through the USBC.

In 2019, NorthWestern reported energy savings totaling 83,926,295 kWh and 780,724 therms for a total savings of \$15.2 million.*

*We base all savings and expenditures on a July 1, 2018 – June 30, 2019, tracker year to Montana. Currently, we do not offer energy efficiency programs to our South Dakota or Nebraska customers, and rebates are not available to Montana residential customers. In addition to programs funded through supply rates, savings and expenditures include Montana small-scale renewables, energy audits for homes and businesses, and low-income weatherization funded through the Universal System Benefits (USB) program. We fund additional Montana activities for local conservation, market transformation, research and development, and low-income bill and energy assistance with USB dollars but those expenditures are not included in this total.



Missoula Food Bank & Community Center Executive Director Aaron Brock officially turned on a system that was funded by NorthWestern Energy. Our E+ Renewable Energy program awarded the organization \$27,860 for a solar incentive.



OUR COMMITMENT TO OUR CUSTOMERS

Reliability

While power outages are unavoidable, we are dedicated to keeping the disruption to a minimum. In 2019, our customers, on average, experienced fewer than 122 minutes of outage time, including outage time for major storms. This represents 99.98% reliability and first-quartile performance compared to our industry peers.

We monitor and measure the frequency and duration of outages through industry-accepted performance standards called SAIFI and SAIDI.

	2016	2017	2018	2019
SAIFI (occurrences)	1.080	1.289	1.073	1.194
SAIDI (minutes)	107.09	133.49	101.98	114.36
Avg. wait (CAIDI) (minutes to get power back)	99.18	103.54	94.12	95.78

OUR RELIABILITY TERMS:

SAIFI (System Average Interruption Frequency Index) - The number of sustained outages (a power outage lasting longer than 5 minutes) experienced by the average customer in a year.

SAIDI (System Average Interruption Duration Index) - The cumulative duration of sustained outages experienced by the average customer in a year

CAIDI (Customer Average Interruption Duration Index) - The average time required to restore service once a customer experiences an outage.

A line crew works to restore power after a storm in Great Falls, Mont.



We have 18 walk-in office located across our service territory, including a new office in Grand Island, Neb., which was built in 2019.

CUSTOMER CARE

2
Customer contact centers, one in Butte, Mont. and one in Huron, S.D.

89,897
Average calls per month

18
Walk-in offices

24/7
Customer access for outages or emergencies

3 min. 47 sec.
Average talk time

746,079
Meters we read monthly with estimation of 2.4%

INVESTMENTS IN OUR SYSTEM

In 2019, NorthWestern Energy spent more than \$325.1 million on projects to maintain and enhance our energy system.

\$325.1 MILLION

total investment in 2019

\$4.12 BILLION

infrastructure or Net Plant in Service*

\$4.3 BILLION

total capitalization

\$216 MILLION

total non-payroll operating general and administrative expenses



\$67.3 MILLION

total investment in South Dakota in 2019



\$59.7 MILLION

2019 South Dakota electric investments



\$7.6 MILLION

2019 South Dakota gas investments



\$736 MILLION

infrastructure in South Dakota*



\$254.2 MILLION

total investment in Montana in 2019



\$196.8 MILLION

2019 Montana electric investments



\$57.4 MILLION

2019 Montana gas investments



\$3.34 BILLION

infrastructure in Montana*



\$3.6 MILLION

total investment in Nebraska in 2019



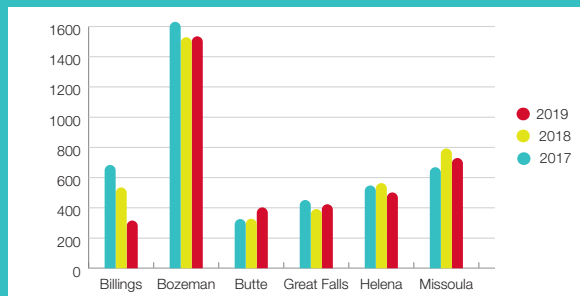
\$30.6 MILLION

infrastructure in Nebraska*

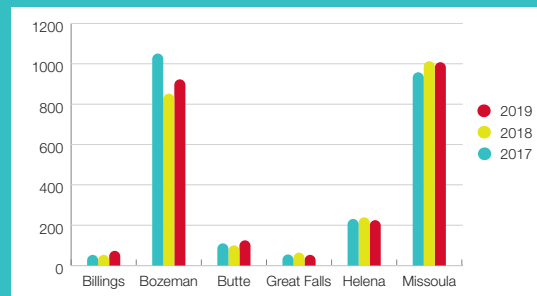
* Net Plant in Service is the gross costs of operational assets for our company, including buildings, poles, wires, pipelines and generation facilities, net of depreciation.

MONTANA CUSTOMER GROWTH COMPARISON

Electric New-Connects 2017-2019

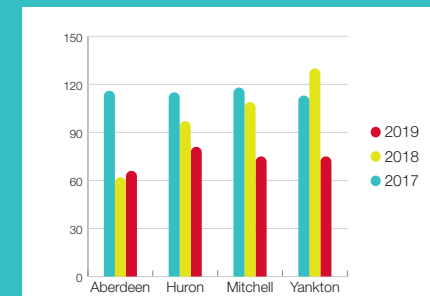


Natural Gas New-Connects 2017-2019

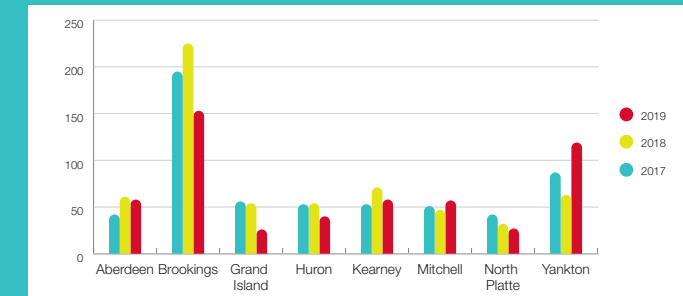


SOUTH DAKOTA AND NEBRASKA CUSTOMER GROWTH COMPARISON

Electric New-Connects 2017-2019



Natural Gas New-Connects 2017-2019



OUR EMPLOYEES

TOTAL EMPLOYEES

1,220

TOTAL MT EMPLOYEES

313

TOTAL SD/NE EMPLOYEES

EMPLOYEES REPRESENTED BY UNIONS

469

UNION EMPLOYEES IN MT

181

UNION EMPLOYEES IN SD/NE

EMPLOYEE GROSS PAYROLL:

\$156.8

MILLION

EMPLOYEE GROSS PAYROLL BY STATE:

\$126.4

MILLION MONTANA

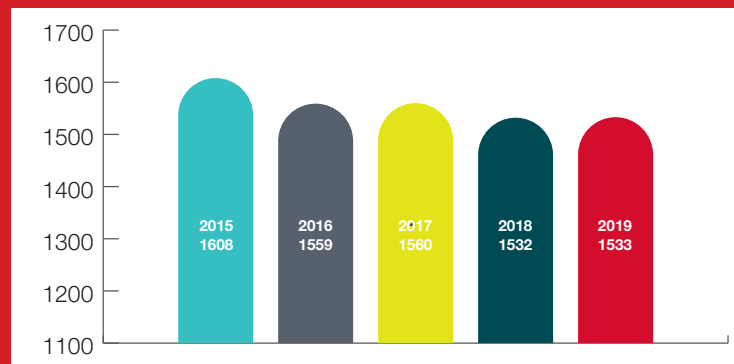
\$27.7

MILLION SOUTH DAKOTA

\$2.7

MILLION NEBRASKA

TOTAL EMPLOYEES*



GENDER**



TURNOVER RATE



RETIREES

Location	Number of retirees	Annual benefit payments†
Montana	1714	\$26,089,044
South Dakota/Nebraska	236	\$ 2,832,013
Grand Total	1950	\$ 28,921,057

*As of January 1 for each year **As of year-end 2019 †excludes lump sums



Estimator Miranda E. helps a student build a solar oven at Montana Outdoor Science Schools' Engineering in Nature camp.

HOW CAN WE HELP YOUR ORGANIZATION?

Our goal is to be a leading corporate citizen in each of the diverse communities we serve.

Our Community Works Fund provides year-round support for qualified 501(c)(3) and 170(c)(2) non-profit organizations that directly serve our communities. To review qualifications and submit a grant request, visit contactus.northwesternenergy.com/CharitableGrantApp.

Our employees are always looking for opportunities to volunteer their time to strengthen our communities. Do you have a project that needs volunteers? Let us know about it, and maybe we can help! Email us at custserv@northwestern.com.

CONTACT US

CORPORATE

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Montana Operational Support Office

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Butte, MT 59701

South Dakota/Nebraska Operational Support Office

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