



NorthWestern Energy Print Services Specialist Nina Nichols has a unique perspective on power outages. Nina grew up in South Africa, where power outages were a daily occurrence.

“Electric reliability in South Africa is very different,” she said.

The electric grid in South Africa is frequently overloaded and can’t keep up with demand. Up until the last few years, mandatory load shedding was a daily occurrence – power was shut off to a certain area or sometimes a whole city. The outage was supposed to last two hours but frequently went longer.

“Sometimes it was off for days,” Nina said. “Almost every house now has generators because we could not rely on our utility to provide us electricity.”

Nina has lived in the United States since 1995 but still sees how reliable electricity is taken for granted here.

“We don’t realize what we have and what we take for granted,” she said.

Nina left South Africa because of rising crime rates. She moved to Italy for a job with the embassy there and then to the United States. She found her way to Montana almost 10 years ago and started with NorthWestern 14 months ago.

As a print services specialist, Nina fulfills the printing needs for the entire company. She prints everything from notepads to Bright magazine to construction books. It’s a fast-paced job where two days are never the same.

“Every job is completely different, and that is what I love about my job,” Nina said.



## Peppermint Crisp Tart

Peppermint Crisp Tart is a beloved South African no-bake dessert that’s creamy, minty, and irresistibly indulgent. This is an American version of the South African Peppermint Crisp Tart. In South Africa, one would use one packet of Tennis Biscuits and one Peppermint Crisp chocolate.

### INGREDIENTS:

- 1 box of Graham crackers (2 sleeves needed)
- 20 Andes mint chocolate pieces
- 4 cups of heavy whipping cream
- 2 13.4-ounce cans of Nestle Dulce de Leche Caramel treat

### DIRECTIONS:

- 1 Grease a 9”x13” rectangular glass dish and layer the bottom with a single layer of Graham crackers covering all of the dish.
- 2 Divide the chocolate into two quantities: 15 pieces and 5 pieces. Finely chop separately. Any food processor works great for this.
- 3 In a large mixing bowl, whip the cream with an electric mixer until stiff.
- 4 With the mixer running at a low speed, add the caramel in a couple spoons at a time, mixing until combined.
- 5 Using a large spoon, fold the chopped 15 pieces of Andes chocolate into the thick cream mixture.
- 6 Spoon half of the filling onto the crust and spread it out evenly. Add another layer of Graham crackers.
- 7 Spoon the rest of the cream mixture evenly over the Graham crackers.
- 8 Sprinkle the 5 chopped pieces of Andes chocolate over the filling.
- 9 Cover the tart with cling wrap and refrigerate for at least 3 hours before serving. Refrigerate any leftovers.

## CONTACT US

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We are proud of the diversity in the communities we serve. To better serve the needs of some of our customers, we translate important customer information into two languages: Spanish and Karenic.

Estamos orgullosos de la diversidad en las comunidades que servimos. Para satisfacer mejor las necesidades de algunos de nuestros clientes, traducimos información importante del cliente a dos idiomas: español y karen.

ပညာတော်အသုံးအဆောင်များကိုကောင်းမွန်စွာကိုင်တွယ်ထိန်းချုပ်ဆောင်ရွက်ရန်အတွက်ကျွန်ုပ်တို့သည်အမျိုးမျိုးသောဘာသာစကားများကိုအသုံးပြုဆောင်ရွက်ပါသည်။ အထူးသဖြင့် ကျွန်ုပ်တို့သည်အချို့သောသမားတို့၏အသုံးပြုမှုအတွက်အထောက်အကူပြုရန်အတွက်အချို့သောသမားတို့၏အသုံးပြုမှုအတွက်အထောက်အကူပြုပါသည်။

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# Energy Connections

Customer Bill Insert  
Montana | June 2025

In this issue: Be dam safe | Week of Service 2025  
Utility easements | Peppermint Crisp Tart recipe



Bright ideas to save

Stay cool – grill outside

Using your oven and stove heats up your home. Cook outside instead.





# Be Dam Safe near hydro facilities

Waters near hydroelectric dams can be dangerous in numerous ways that may not be obvious. Observe all posted and audible warnings to avoid serious injury or death. Remember:



**Stop:** Take time to read the safety signs around dams and waterways. Observe all warning signs, fences, buoys, and barriers and keep out of restricted areas.



**Look:** Watch for increased water velocity or water rising over previously exposed rocks or brush. When wading, swimming or boating in rivers, maintain an awareness of rising water levels. If the water level is rising or the flow is increasing, get out of or off the water, or quickly move your boat downstream.



**Listen:** Listen for warning sirens that signal when the dam spill gates open. Stay well away from dry riverbeds below dams; they can quickly become rapidly flowing waterways when spill gates open.

Remember, never take your boat past restrictive cables or warning signs. Depending on maintenance schedules and periods of high river flow, boat restraining systems upriver of a dam may not be in place. Never wade or swim alone.



## 2025 Week of Service

NorthWestern Energy hosted its second annual Week of Service in late April, and more than 300 employees participated in volunteer events across our service territory. In recognition of their volunteerism, NorthWestern Energy will donate more than \$30,000 to various community organizations. This annual event underscores our commitment to enhancing the lives of those in the communities we serve.

This year, some of the Week of Service projects included:

**Billings:** Cleaned up Billings Blue Creek Bike Park and Fishing Access Site.

**Bozeman:** Filled kids school packs with healthy food and goodies and cleaned up a garden area at the Bozeman HRDC.

**Butte:** Picked up trash along Continental Drive. Also, cleaned up around the Engine 25 display and trails behind at the Butte Civic Center.

**Butte:** Cleaned up the Blacktail Creek Trail and George Street.

**Butte:** Helped at the Uptown Butte Neighborhood Cleanup in coordination with 5518.

**Butte:** Painted and did yard work at Habitat for Humanity Homes on Iron Street.

**Butte:** Helped clean up the Butte Family YMCA.

**Colstrip:** Helped at the community clean up event.

**Great Falls:** Helped at the NeighborWorks Cleanup Event around Black Eagle.

**Great Falls:** Helped at North Middle School Archery Tournament.

**Havre:** Helped at the Havre Chamber Cleanup Event.

**Havre:** Cleaned up Beaver Creek Park.

**Helena:** Cleaned kennels at the Lewis and Clark Humane Society. 1-3 p.m.

**Laurel:** Helped at the Build a Better Laurel Cleanup Event.

**Lewistown:** Helped clean up trails around Lewistown.

**Madison Dam:** Removed noxious weeds along the Madison River.

**Missoula:** Helped at the Clark Fork River Cleanup.

**Whitehall:** Helped with the Whitehall Garden Club event.

## Stay informed during summer outages

Summer thunderstorms can lead to outages. Sign up now to receive email or text notifications if your power goes out and when it's restored. You can also sign up for billing and payment notifications and more. Learn more at [NorthWesternEnergy.com/notifications](https://NorthWesternEnergy.com/notifications).

## Reliable energy at the lowest-possible cost

We make significant investments in our Montana system every year to provide reliable energy service for customers now and in the future. NorthWestern Energy is requesting a regulatory rate review so that rates reflect the cost of serving our Montana customers.

The Montana Public Service Commission will hold a hearing on our rate review in June. It's likely during this time you may hear misrepresented or inaccurate information about NorthWestern Energy.

We know no one wants to see their energy bills go up, but we also know our customers deserve to be served by a financially stable company who is prepared for the future.

Learn more at [NorthWesternEnergy.com/Montana](https://NorthWesternEnergy.com/Montana).

## Utility easements

From time to time, you may notice NorthWestern Energy employees or other energy company employees accessing your property. Utility companies are allowed to access private property without first asking for permission.

Utility companies have a legal right to access any of their infrastructure located on customers' property due to easement rights. Easements play a key role in maintaining our electric and natural gas system.

Refusal to grant access to utility personnel can be grounds for termination of service.

If NorthWestern Energy or a contractor needs to access your property, they will be dressed in clothing with the NorthWestern Energy logo and be driving vehicles with the logo. They can also provide a company I.D.