

Understanding 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 and delivering safe, reliable energy.

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. if requested.

Electrical safety on the farm

While planting, spraying or harvesting, remain aware of where electrical equipment is located when you’re working on the farm and remember the steps to take if your equipment contacts a power line.

If your vehicle or equipment comes into contact with a power line:

- Stay in the cab and call 911 for help.
- Trying to exit the vehicle can result in an electrical shock that could be deadly.
- A call to 911 could save your life.
- If you must exit the vehicle because of a fire, tuck your arms across your body and jump clear of any wires with your feet together, never touching the equipment and ground at the same time. Then hop or shuffle at least 30 feet away, keeping your feet together.



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:

Aberdeen: Helped at SPURS, a horse therapy facility, to side a lean-to shelter and create sensory stalls.

Huron: Picked up trash along Highway 37.

Madison: Installed smoke detectors with the American Red Cross.

North Platte: Worked with Lincoln County Historical Museum to remove and replace a tree and paint a building.

Platte: Helped with the cleanup and restoration of the city park and city building.


Sioux Falls: Helped with the Big Sioux River Greenway Cleanup.

Willow Lake: Helped clean up ballpark, concession stand and bleachers.


Yankton: Volunteered with the Keep Yankton Beautiful Cleanup Project.

How to recognize a natural gas leak


A gas leak is often recognized by smell, sight, or sound:



Smell — A distinctive sulfur-like or rotten-egg odor is added to natural gas, so you’ll recognize it quickly.

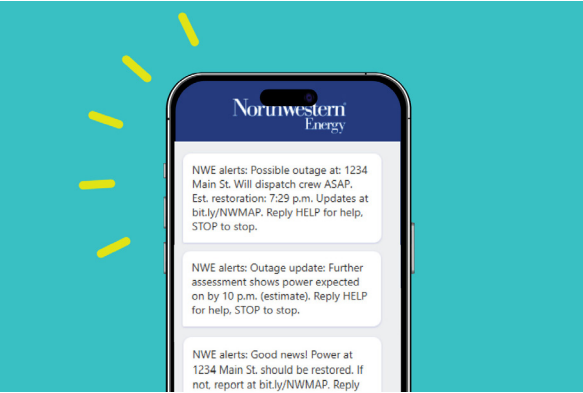


Look — You may see dirt blowing into the air from a hole in the ground, continuous bubbling in water, or dead or dying vegetation (in an otherwise moist area) over or near a pipeline.



Listen — You may hear a hissing, whistling, or roaring sound as natural gas escapes from a pipe.

If you suspect a natural gas leak, warn others and immediately leave the area. From a safe location at least 300 feet from the suspected leak, call 911 and NorthWestern Energy, any time, day or night.



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. Learn more at NorthWesternEnergy.com/notifications.