

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 nobake 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.

Spoon half of the filling onto the crust and spread it out evenly. Add another layer of Graham crackers.

7Spoon the rest of the cream mixture evenly over the Graham crackers.

Sprinkle the 5 chopped pieces of Andes chocolate over the filling.

Over 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.

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Customer Bill Insert

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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 rottenegg 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.