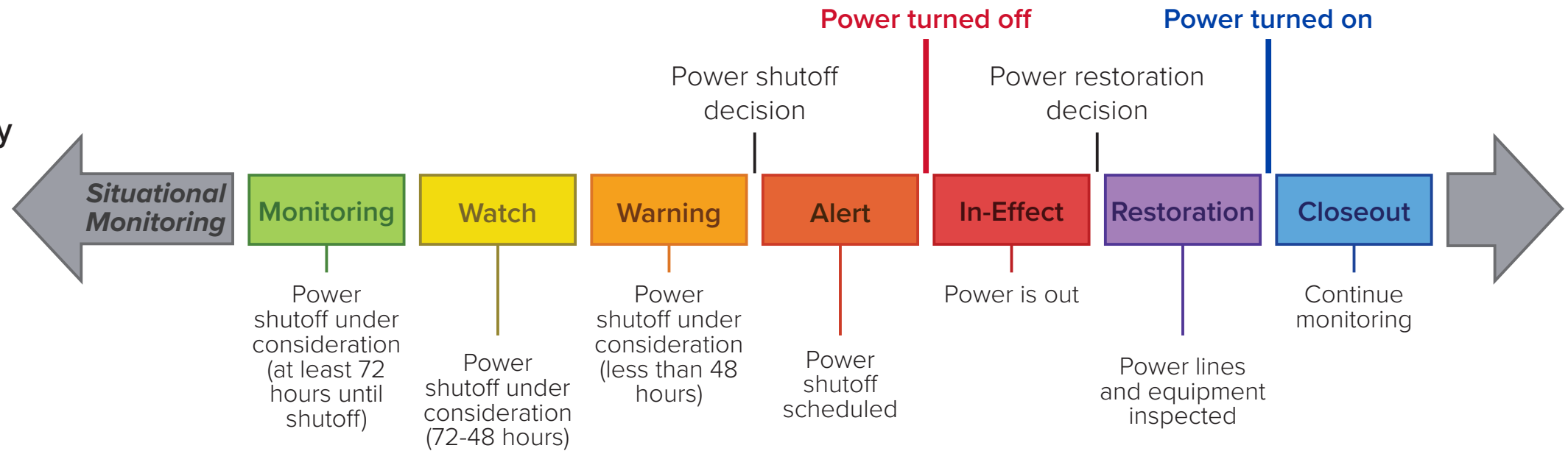


Our Public Safety Power Shutoff strategy includes a clearly defined, phased approach that guides us in the decision to implement a shutoff.



Public Safety Power Shutoffs help protect communities from wildfires

Due to the growing threat of catastrophic wildfires, NorthWestern Energy is exploring new ways to protect our customers and communities from wildfires. In the June issue of Energy Connections, we told you all about our 2024 Wildfire Mitigation Plan.

One new piece of that plan is implementing Public Safety Power Shutoffs. As a last resort, we will de-energize electrical infrastructure in specific areas, during periods of time where the risks of operating electrical infrastructure are unacceptably high. Known as Public Safety Power Shutoffs, or PSPS, this is an increasingly common method for energy companies to prevent wildfires.

When do Public Safety Power Shutoffs occur?

Public Safety Power Shutoffs are used only during extreme weather conditions when there is a high risk of an electrical line igniting a wildfire. We may turn off power when extreme weather conditions are expected but before they hit an area.

Public Safety Power Shutoffs are most likely to occur during fire season – the hot dry months in the summertime. However, it is possible to have a Public Safety Power Shutoff anytime of the year when it's hot, dry and windy.

Where do Public Safety Power Shutoffs occur?

All customers should be prepared for outages, including Public Safety Power Shutoffs. Public Safety Power Shutoffs are most likely to occur in wildfire-prone areas, such as forested areas on the outskirts of larger towns or cities, or rural forested areas. However, a Public Safety Power Shutoff could also be needed near prairies, grasslands and farms. The least likely place to have a Public Safety Power Shutoff is in a populated, urban area.

How long does a Public Safety Power Shutoff last?

Public Safety Power Shutoffs can vary in length. We will not restore power until weather conditions have improved to the point where we can safely operate the electrical grid. After the extreme weather conditions have passed, we will patrol electrical lines to make sure no branches, trees or other items have fallen into the lines. Once any damage has been repaired, NorthWestern Energy will restore power. A Public Safety Power Shutoff, plus the time to patrol and make repairs, could last several hours or even days. If storm damage occurs, restoration could take longer.

How will I be notified if there is a Public Safety Power Shutoff in my area?

If you will be impacted by a potential Public Safety Power Shutoff, NorthWestern Energy will notify you directly multiple times throughout the process. You will receive an automated phone call and email from us before power is turned off and after it is restored.

However, we can only contact you if we have your correct contact information. Update your contact information by logging in to My Energy Account or by calling us at 888-467-2669.

NorthWestern Energy will also post information on our website and social media accounts about Public Safety Power Shutoffs. For the most up-to-date information during an event, visit NorthWesternEnergy.com.

How can I prepare for Public Safety Power Shutoff events?

Be sure NorthWestern Energy has your current phone number and email address. Update your contact information by logging in to My Energy Account or by calling us at 888-467-2669.

Make a plan:

- Prepare for medical needs like refrigerated medicine or electrically powered medical equipment.
- Build a summer outage kit that includes bottled water, non-perishable food, baby food or formula and

diapers, pet food, medications and other necessities. Keep a block of ice in the freezer.

- Plan for a way to feed and water pets or livestock in case well pumps don't have power.

If the power goes out:

- Do not open freezers or refrigerators more than necessary. A refrigerator will keep food cold for about 4 hours if it is unopened. A full freezer will keep the temperature for approximately 48 hours (24 hours if it is half full) if the door remains closed.
- If you see a downed or damaged power line, keep your distance and call 911 immediately. Assume all power lines are energized. Never touch a power line or any object, including trees, that is in contact with a line.

What if I have special medical needs and depend on electricity?

- Make a plan for medical needs such as refrigerated medicine or electrically powered medical equipment. This could mean finding a place you can go during an outage or using a backup generator.
- For medical emergencies, call 911.

Learn more at NorthWesternEnergy.com/PSPS