



Paul Mantz's path to NorthWestern Energy wasn't exactly a straight line, but each twist and turn brought him closer to his current career as Manager of National Accounts and Economic Development.

After completing a double major in geography and history, Paul started his career as an intern at the Department of Energy while working to get his master's degree in geography. A brief time in Washington D.C followed, where he worked for the Department of State's Bureau of Intelligence.

"It was awesome, but I knew I didn't want to stay in D.C. forever," Paul said. "I got lucky, I had a friend that worked in the U.S. Senate that helped me get a job working on the Senate's Energy and Natural Resources Committee."

His job in the Senate working on energy policy is where he initially made contact with energy companies from across the country. Eventually, the politician he worked for retired. This led him to communicate further with different companies and to start looking for a career in the energy industry.

Shortly after beginning his journey to earn his master's degree in business administration, Paul joined NorthWestern Energy. As Manager of National Accounts and Economic Development in South Dakota and Nebraska, Paul provides exceptional customer service to larger customers. He also works with state and local governments to develop communities in NorthWestern Energy's service territory, helping them grow and thrive.

Through this journey, Paul has been in school more than most. It is helpful that he enjoys learning new things, but he is also thankful that he will soon be graduating with his master's in sustainability. During his time at NorthWestern Energy, the company has supported him while he furthered his education.



Chili crisp alfredo pasta

Paul's recipe for chili crisp alfredo pasta is one that his wife found on social media. This super easy and delicious one-pan pasta dish is perfect for busy weeknights or weekends with family and friends.

INGREDIENTS:

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| 2 tablespoons olive oil | 2 tablespoon butter |
| 1 tablespoon minced garlic | 1 tablespoon garlic chili crisp* |
| 1½ cup pasta of choice (Ditalini works well) | ½ cup Parmesan cheese, grated |
| 2-3 cups chicken broth | 1 tablespoon dried parsley |
| 2/3 cup heavy whipping cream | Salt and pepper, to taste |

DIRECTIONS:

- Heat olive oil and sauté minced garlic until fragrant.
- Add pasta and stir to coat with oil, then add chicken broth, bring to boil.
- Reduce to simmer and cover for 8-10 minutes to cook pasta.
- Uncover and add heavy whipping cream while still simmering.
- Once liquid is mostly absorbed, remove from heat and stir in butter.
- Stir in chili crisp, parmesan, parsley, salt and pepper, and enjoy!

*Chili crisp can be found in the Asian section of most grocery stores or online.

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NorthWesternEnergy.com    

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.

ပညာတော်အသုံးအဆောင်များကို ကျင့်သုံးခြင်းသည် နေရာအနှံ့အပြားတွင် အထောက်အကူပြုပေးမည်ကို ကြိုတင်စဉ်းစားနေသည့်အခါ အထူးအားပေးပါ။ ပတ်ဝန်းကျင်ဆိုင်ရာ အသုံးအဆောင်များကို အထောက်အကူပြုပေးမည်ကို အထူးအားပေးပါ။ အထောက်အကူပြုပေးမည်ကို အထူးအားပေးပါ။

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Energy Connections

Customer Bill Insert
 South Dakota/Nebraska | November 2024

In this issue: Beware of scams | NorthWestern supports local communities | Chili crisp alfredo pasta recipe



Bright ideas to save

Cover drafty windows

Use a heavy-duty, clear plastic sheet on a frame or tape clear plastic film to the inside of window frames during the cold winter months. Make sure the plastic is sealed tightly to the frame.



Scam activity increases around holidays

Scammers are working overtime to find victims and are likely to continue to do so in the coming months.

“Scammers have a tendency to be very active around the holidays,” said Tricia Davis, Manager of Customer Interactions at NorthWestern Energy.

Scammers are constantly changing their tactics, which can include robocalling, fraudulent text messages and emails. Scammers often spoof local numbers, enticing customers to answer calls.

Whatever their tactic, most scammers try to create a sense of urgency, demanding immediate payment to avoid disconnection of services.

Here are some facts to help you avoid scams:

- NorthWestern Energy will not call, email, text or stop by demanding immediate payment for “overdue” bills or to avoid disconnection.
- We will not request payment via pre-paid cards.
- We will not disconnect service without contacting customers multiple times.
- We will not demand immediate payment for replacing or installing utility-related equipment.
- We will not offer to restore power more quickly after a storm for a fee.

Here are some tips on what to do if you are contacted by a scammer:

- Never let a utility worker enter your home without checking that he/she is wearing a uniform with a logo, driving an official vehicle and carrying valid identification.
- Never give your bank account, credit card or personal information via text, email or robocall.
- Always verify the contact or call-back information provided matches your latest bill.
- If you are suspicious, shut the door, hang up the phone, delete the email or text. Protect yourself.

If you are contacted by a scammer, you can report it online at NorthWesternEnergy.com/scams or by calling us. Scam reporting helps us track and keep customers informed of scam activity. In some situations, we can shut down the numbers scammers are calling from.

In addition to reporting scam activity to NorthWestern Energy, customers are encouraged to also report scam activity to the Federal Trade Commission at reportfraud.ftc.gov.



NorthWestern supports local communities

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

These are some of the ways we’ve supported our local communities in recent months:

Aberdeen – Our Aberdeen team generously volunteered at the Salvation Army for the summer kids lunch program, packing and distributing sack lunches throughout the community. We had a total of 18 employees who volunteered over two days.

Huron – We proudly sponsored the South Dakota State Fair and had a booth at the Warren Lotsberg NorthWestern Energy stage. We also raffled off a Cannondale E-bike.

Huron – Our employees volunteered and participated in National Night Out in Huron.

Madison – NorthWestern Energy supported Downtown in Madtown events with sponsorship and booth attendance.

Brookings – We sponsored and volunteered at the Kite Festival in Brookings this summer.

Brookings – South Dakota State University presented Mike Sydow with the Excellence in Power Award at the Center for Power Systems Studies Banquet in September. Mike worked for NorthWestern Energy for 38 years before retiring. Most recently he served as our General Manager of Operations for South Dakota and Nebraska.