



Scam activity is on the rise; stay vigilant

Scam activity targeted toward NorthWestern Energy customers has been high in recent months and is likely to continue.

“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. Although robocalling is a scammer’s primary approach, in recent months customers have reported a variety of scam activity from fraudulent text messages to emails. Scammers are now spoofing local numbers, enticing customers to answer calls from familiar-looking numbers.

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:

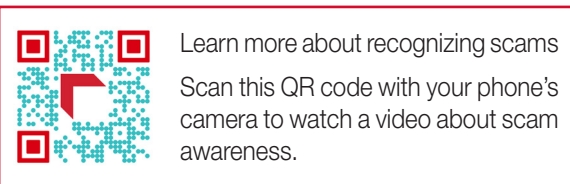
- We will not call, email or stop by demanding immediate payment for “overdue” bills or to avoid disconnection.
- We will not request payment via pre-paid cards.
- We will not disconnect service without contacting customers multiple times.
- We will not demand immediate payment for replacing or installing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

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 robo call.
- Always verify that the contact or call-back information provided matches your latest bill.
- Always contact customer service to verify suspicious emails, phone calls, texts, visits, etc.

If you are contacted by a scammer, you can report it online at NorthWesternEnergy.com/scams. 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.



Is your furnace ready for winter weather?

When was the last time you had your furnace inspected? Can’t recall? That means it is probably time for an inspection. A well-maintained furnace is safer and more efficient.

You should have all natural gas appliances, furnaces, vents, flues, chimneys and gas lines in your home or business inspected every year or two by a qualified industry professional.

In addition, stock up on furnace filters and change them monthly.



Give a gift everyone is sure to use

Looking for a gift that always fits? Give the gift of energy with a gift certificate for NorthWestern Energy.

NorthWestern Energy Gift of Energy gift certificates are great holiday gifts for recent college grads, new parents or anyone else on your holiday shopping list.

They’re also a nice way to help a family member, friend, or colleague who may be struggling to pay their energy bill.

For more information, visit NorthWesternEnergy.com/giftofenergy or call 800-245-6977. You’ll need the customer’s name or account number.



Read our new issue of Bright magazine

The Community issue of NorthWestern Energy’s Bright magazine is now available. Visit NorthWesternEnergy.com/Bright to read the magazine online or subscribe to have a copy mailed to you.

The Community issue showcases all the ways we’re committed to being an active member of the communities and states we serve.

You’ll read about the Sandhill crane migration that occurs every spring in our Nebraska service territory and the ways we support Yellowstone National Park. During the severe storms in South Dakota this spring, our crews worked around the clock to restore power, and one employee helped save a young boy who was out on his bicycle when the storm hit. Chamberlain, South Dakota, is our featured community in NorthWest Corner, and you’ll find a delicious recipe inspired by a traditional Lakota dish.

We want to hear what you think of the magazine. Write to us at bright@northwestern.com.