



When NorthWestern Energy installs a new natural gas pipeline or electric line, we may need to acquire a right of way across private or public property. That's where Dylan S. comes in. Dylan is NorthWestern Energy's Real Estate Representative for both the Butte and Bozeman Divisions.

"I acquire the rights to use other people's land for electric and gas operations," Dylan explained.

Dylan has been with NorthWestern for more than eight years. After graduating from college with a business management degree with a concentration in energy management, Dylan got a job in Havre, Montana, as a landman with NorthWestern. In that position, he worked mainly on oil and gas rights.

About four years ago, Dylan moved to Butte, Montana, for his current position. Dylan is also a member of the International Right of Way Association, and is the treasurer and education coordinator for the state chapter.

Dylan's favorite thing about working at NorthWestern is his coworkers.

"We definitely have a lot of good people who work here," Dylan said. "I work with basically every single department, so I get to meet people across the entire company."

Dylan grew up in Colorado, and when he moved to Montana eight years ago, he had no idea how to cook. He asked his mom for the recipes for some of his favorite dishes and taught himself kitchen skills. Cheeseburger eggrolls was one of the recipes his mom shared.

"It is very easy but very good too," Dylan said.



## Cheeseburger Egg Rolls

### INGREDIENTS:

- |                            |  |
|----------------------------|--|
| 1 pound ground beef        | 1 tablespoon yellow mustard            |
| 1 onion, chopped           | 1 (16 ounce) package egg roll wrappers |
| 1 cup chopped dill pickles | 1 cup vegetable oil for frying         |
| 1 cup shredded cheese      |  |

Note: There are a bunch of variations of ingredients that can be used to emulate your favorite kind of burger. Try bacon, green chili, blackened seasoning and blue cheese crumbles, tomatoes, mushrooms (I prefer sautéed) and Swiss cheese, or jalapenos and pepper jack cheese.

### DIRECTIONS:

- Place the ground beef and onion in a skillet over medium heat. Cook and stir for about 10 minutes, breaking up the beef into crumbles as it cooks. Drain the meat and transfer to a bowl. Stir in the chopped pickles, shredded cheese and mustard, and mix together well.
- Line a baking sheet with parchment paper. Place a bowl of water next to your work surface. Remove an egg roll wrapper from the stack, and cover the remaining wrappers with a damp paper towel to prevent them from drying out.
- Place the wrapper on the work surface with a corner facing toward you. Place about ¼ cup of filling on the wrapper, and fold the top corner down over the filling. Tightly roll the wrapper into a cylinder, tucking in the corners as you roll, until the wrapper completely encloses the filling. Moisten the last corner with a little water, and finish wrapping so the moistened corner tightly seals to the egg roll, and there are no gaps to let the filling leak out. Place filled egg rolls on the parchment-lined baking sheet, covered with a slightly damp paper towel, while you finish making the egg rolls.
- Heat the oil in a deep saucepan or deep fryer to 365 degrees F. Carefully place 2 or 3 egg rolls at a time into the hot oil, and fry for about 4 or 5 minutes, turning the egg rolls over once, until golden brown. Remove the egg rolls with tongs, and drain on paper towels.

5 You can use your favorite condiments to dip them in, such as ketchup, mayo/ketchup mix, mustard/ketchup mix, A1 Sauce, barbecue sauce, ranch dressing or thousand island dressing.

## 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 karenic.

ပညာတော်အသံနှင့်အတူ တွေ့ကတိုက်ပျော်နေကြောင်း တောင်းဆိုအားထောက်ခံမှုကို တွေ့ပေးမိက  
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## LOOK INSIDE FOR INFORMATION ON:

- Yellowstone County Generating Station
- Annual pipeline inspections
- From the mailbag
- Cheeseburger egg roll recipe



# Yellowstone County Generating Station will help deliver reliable, affordable energy for Montana

The 175-megawatt Yellowstone County Generating Station, which is currently under construction south of Laurel, will generate energy on-demand to respond quickly to changes in customer energy demand, and provide cost-effective, reliable and environmentally responsible energy.

### Q: Why is NorthWestern Energy building a natural gas-fired generating plant?

**A:** NorthWestern Energy relies on the energy market, with its volatile prices, more than any of our peer energy companies in the region. This excessive reliance on markets creates critical affordability and reliability risks for our customers.

The region faces an increasing probability of near-term deficits in its energy supply during peak load conditions, and the chance of shortages is expected to grow unless the region invests in new capacity – resources always available to generate energy in all weather conditions.

The Yellowstone County Generating Station, an on-demand, 24/7 energy resource, is needed to meet our responsibility to provide our customers with reliable energy service in all weather conditions at the most affordable cost. If the Yellowstone County Generating Station had been operating during the extreme cold event in December, NorthWestern Energy’s Montana customers could have avoided at least \$4.7 million in energy market purchases from Dec. 20 to 26.

### Q: Why not add more wind or solar instead of gas-fired generation?

**A:** While NorthWestern would earn more money adding renewable infrastructure, building an equivalent amount of capacity would be significantly more costly for our customers. Using recent data we estimate we would need to add more than \$2 billion of wind and more than \$4 billion of solar. Reliable energy service can only be delivered with a balanced set of generation resources, one that includes variable renewables such as wind, and resources that provide energy in all weather conditions, including our hydro facilities and fossil fuel power plants.

Until longer-duration carbon-free resources are available and cost effective, we need natural gas fired generation to deliver reliable energy.

### Q: When will Yellowstone County Generating Station begin operating?

**A:** Yellowstone County Generating Station is on track to begin serving our Montana customers in 2024.

### Q: What are other local benefits of the Yellowstone County Generating Station?

**A:** About 250 personnel are employed for construction of the project. When complete 10 full-time, skilled employees will operate the plant.

Property taxes for the Yellowstone County Generating Plant are expected to be about \$4.26 million annually.

# Annual pipeline inspections underway

Every year, NorthWestern Energy does leak surveys on our natural gas system. This includes gas main lines, service lines and gas meters.

In coming months, you may see crews working throughout neighborhoods carrying what’s called a sniffer. These long, hand-held wands can detect even tiny traces of natural gas, which allows us to find small leaks and get them fixed right away.

Inspectors will need to access your property to inspect your natural gas meter. If they can’t reach your meter due to a locked gate or an animal in your yard, they’ll come to your door and ask for access. If they can’t get a hold of someone in the house, they’ll send a NorthWestern Energy employee back later, so we can be sure to get a full inspection of the natural gas system.

We contract with Heath Consultants, whose employees drive cars that are clearly marked with their logo and the NorthWestern Energy logo. They also wear yellow safety vests that identify them as a NorthWestern Energy contractor. In rural areas, you may also see inspectors on ATVs.



# From the mailbag

Recently, a valued customer took the time to point out our January edition of Energy Connections included some corporate speak that probably doesn’t mean much to our customers. Here’s a little more information on what John T. does in his position as director of digital customer experience success.

### Q: What is digital customer service success?

**A:** Digital customer service refers to a customer’s perception of a company and its brand based upon customer interactions across digital platforms. Digital platforms can include social media, text, mobile apps, website, chat, email and more. As we move forward with bringing new technology into our processes and services, we’re looking at how best to serve our customers in those digital platforms.

### Q: Is a gas module the new name for a gas meter?

**A:** When we upgrade our electric meters, we’re swapping out the existing meter with a new meter. With gas meters, the upgrade involves replacing a module that allows two-way communication between NorthWestern Energy and the gas meter. However, we aren’t changing the gas meter itself.

### Q: What are customers asking of the company?

**A:** According to our customer satisfaction surveys, customers want to be more informed of outages and estimated outage restoration times. In addition, they are asking the company to let them know when power has been restored. They also want to be able to access more information online. This may include being able to log in to a portal or app and see their energy use in a per-day or hourly perspective, or to set up alerts informing them of their energy usage.

### Q: What is a strategic AMI vision and tactical deliveries?

**A:** Our new meters are a piece of advanced metering infrastructure, or AMI. These meters will allow us to offer many new services. We’re currently undergoing a strategic process to decide what services to roll out. The tactical piece is prioritizing the services and deciding in what order to roll them out to best serve our customers.

We always appreciate hearing from our customers. Thank you!

Learn more at [NorthWesternEnergy.com/YellowstoneProject](https://NorthWesternEnergy.com/YellowstoneProject).