



5 things to check out on our new website

We recently launched a newly redesigned website that is easier to use whether you're on a desktop computer, mobile device or tablet. Here are five things we recommend you check out on our new site, NorthWesternEnergy.com:

- 1. Report an outage** – If you're experiencing a power outage, you can report it online. From the home page, click the "Report an Outage" button.
- 2. View our real-time outage map** – Find up-to-date information on our interactive outage map. You can find estimated restoration times and other information, and sign up for outage alerts.
- 3. Select your service area** – When you first visit our new site, you'll be prompted to select your service area. That will allow you to see information specific to your state.
- 4. Watch videos** – We have videos throughout our site to give customers a look at some of the amazing work we're doing. Check out a collection of videos at NorthWesternEnergy.com/BrightFuture
- 5. Access your My Energy Account** – While our website has changed, My Energy Account still offers the same services – you can pay your bill online, see past bills, sign up for paperless billing and more. Soon My Energy Account will be updated for an even better user experience.



Plan before you plant

Fall is a great time to plant trees. It allows the roots to get established before winter sets in. Then in the spring, the tree is ready to adjust to extreme heat or drought in the summer.

However, keep these important safety reminders in mind:

- Know where overhead power lines are located and plant at least 15 to 20 feet away. Trees that grow taller than 40 feet should be planted more than 35 feet away.
- Call 811 at least two working days before you dig to have underground utilities marked.
- Once you know where underground utilities are located, plant at least 25 feet away.

Is your furnace ready for winter weather?

When was the last time you had your furnace inspected? Not sure? That means it's probably time for an inspection.

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.

Also, be sure you're changing your furnace filter monthly.



Use caution around overhead power lines

When working on ladders or anywhere near overhead power lines, always be aware of where lines are located and keep your distance. Keep yourself, your ladder and any other equipment more than 10 feet from overhead power lines. Contact with power lines can result in serious injury or even death.

If equipment comes into contact with a power line, do not attempt to remove it. Call 911.

If your vehicle comes into contact with a 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.



Please don't shoot at power equipment

As hunting season gets underway, we want to remind all customers not to shoot at power lines, insulators, signs or any above-ground natural gas equipment – and to report any damage they might spot. Unfortunately, every year during hunting season, some of our infrastructure is damaged by gun shots. This damage is costly and may also cause significant safety hazards for hunters and hikers.

Please call 911 to report illegal activity to law enforcement. Call NorthWestern Energy immediately if you spot damaged electrical or natural gas lines.

Teachers, enter to win a \$100 gift card!

NorthWestern Energy offers free classroom teaching materials focusing on electric and natural gas safety.

After ordering the materials, you can fill out a survey to be entered to win a \$100 gift card or one of two \$50 gift cards. To order, visit NorthWesternEnergy.com/kids

