



For Electric Operations Supervisor Alex Wolf, a career in the utility industry started with family. Inspired by his older brother, a lineman, and growing up in a community served by NorthWestern Energy, he found a natural path into the energy field.

After graduating from Mitchell Technical College, Alex joined NorthWestern Energy as a groundman. Over the next nine years, he progressed through apprenticeship, earned his journeyman certification, served as a foreman, and earlier this year became Electric Operations Supervisor in Aberdeen.

Today, he leads electric crews responsible for capital projects, system improvements and helping ensure customers receive safe, reliable electric service.

One of the most memorable moments of his career came after a powerful storm struck Highmore, South Dakota, causing widespread damage across the electric system. To restore service as quickly as possible, NorthWestern Energy deployed five portable generators, allowing much of the community to regain power while crews repaired poles, restored services and rebuilt damaged transmission lines.

“It truly is 24/7 service,” Alex said. “Our crews are always ready to respond whenever customers need us.”

While storm restoration highlights the team’s work, Alex emphasizes that reliability starts long before severe weather arrives. Engineering teams analyze system data, while field crews perform upgrades and preventative maintenance to strengthen the electric grid.

Safety remains the team’s top priority.

“We all want to go home to our families,” he said. “Safety comes first every single day.”

Reflecting on his career, Alex says restoring power after outages remains especially rewarding.

“You don’t realize the impact you make until you flip the switch and watch a town’s lights come back on,” he said. “It’s a very rewarding career.”



Chocolate Sheet Cake

INGREDIENTS

- 1 stick (1/2 cup) butter
- ½ c cooking oil
- 1 c water
- 4 Tbsp cocoa
- 2 cups sugar
- 2 cups flour
- ½ c buttermilk (can substitute ½ c milk and ½ Tbsp vinegar)
- 1 tsp soda
- 1 tsp cinnamon
- 1 tsp vanilla
- 2 eggs, beaten
- Pinch of salt

DIRECTIONS

- 1 Bring butter, oil, water, and cocoa to a boil. Remove from heat.
- 2 Mix sugar and flour together and add to cocoa mixture.
- 3 Add buttermilk, soda, cinnamon, vanilla, eggs and salt. Mix.
- 4 Bake in a floured and greased 9” x 13” pan at 350° for 30 to 40 minutes.

CONTACT US

MONTANA	
Customer Contact Center	888-467-2669
7 a.m. - 6 p.m. M-F	
Emergency 24/7 Service	
Call Before You Dig	811
Energy Efficiency	800-823-5995

NEBRASKA AND SOUTH DAKOTA	
Customer Contact Center	800-245-6977
7 a.m. - 6 p.m. M-F	
Emergency 24/7 Service	
Call Before You Dig	811

PAYMENT	
Paymentus Automated	
Phone Payment Option:	
(via checking, savings, credit or debit card)	
English:	833-970-2262
Spanish:	833-970-2263

CONSTRUCTION CENTER	
1-83-FOR-BUILD (1-833-672-8453)	

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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. To request translated customer information, please contact us at the numbers listed above.

Estamos orgullosos de la diversidad en las comunidades a las que servimos. Para satisfacer mejor las necesidades de algunos de nuestros clientes, traducimos información importante del cliente a dos idiomas: español y karénico (Karen). Para solicitar información traducida del cliente, contáctenos a los números indicados arriba.

ပသးခုဒီးပင်ကမာလာဘဉ်ပသးလာ ပမာစာဘဉ်ပာကဗျာဖိအါကလုင်အါဗွီ လာအအိဉ်လာ လီကဝီဖဲအံနုဉ်လီၤ ဒ်သီးပမာစာဘဉ်သုကအါထီဉ်အဂီၢ်, ပကွဲးလီၤလံာ်ကတိၤကျိၣ်ထံ တၢ်စုၢ်အရုဒိဉ်တဖဉ်ဆူ (Spanish)စပဲနးအကျိၣ် ဒီး (Karen)ကညီကျိၣ် န့ဉ်လီၤ. သုမုၢ်လိာ်ဘဉ်လံာ်လာ ပာကွဲးကျိၣ်ထံ အံးဖဲဒီး, ဝံသးစုၢ်သုဆဲးကျိးပာသုဖဲ လီတဲခိနီၢ်ဂံၢ် ဒ်အအိဉ်ဗျါလာတၢ်ဖိခိဉ် အသီးန့ဉ်လီၤ.

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Energy Connections

Customer Bill Insert
South Dakota & Nebraska | August 2026

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Bright ideas to save Game Responsibly

Turn off your video game console when you’re not using it. A console left on 24/7 can use nearly 10x more electricity than one that’s powered off when not in use.



**Know what's below.
Tap, Click, or Call
811 Before you dig.**

Call Before You Dig

Why Contact 811?

At NorthWestern Energy, underground pipelines are a safe and reliable way for us to deliver essential electricity and natural gas to customers and communities. Any of these lines could be running under your property and some are only a few inches below ground. Hitting one of these buried lines while digging can knock out service, cost money to repair and cause serious injury.

Digging Safely

Once your utility lines have been marked, it's time to get to work. Here are some tips on how to dig safely near buried lines:

- Respect the marks and maintain them while digging
- Make sure to always dig carefully around the marks, not on them
- Dig with care near buried facilities and follow hand excavating rules
- Remember erosion or root structure may cause lines to shift; always call again each time you're planning a digging job
- Immediately contact NorthWestern Energy if you hit, touch, scrape, or damage a natural gas pipeline. Even a small gouge, dent, crease, or scrape may cause future safety problems.

What to do if you smell natural gas

NorthWestern Energy makes it easy to detect natural gas leaks by adding an unpleasant rotten egg or skunk-like smell to natural gas. If you smell this odor:

- Leave the area immediately.
- Do not use phones, matches, light switches or anything else that could trigger the ignition of the gas.
- When at a safe distance, at least 300 feet away, call 911 and NorthWestern Energy.

Stay on top of back-to-school budgets with payment alerts

Busy back-to-school time is just around the corner, and we know how quickly things can add up. With NorthWestern Energy's payment alerts, you'll get timely reminders about upcoming bills and payment confirmation, helping you stay organized and keep your budget on track.

Sign up today in My Energy Account to receive alerts by text or email and take one more thing off your to-do list.

Stay cool and save energy this summer

As temperatures rise, so can your energy bills. Here are some practical tips to help you stay cool and while conserving energy and saving money all summer long:

- **Cover windows to keep out heat.** Close your blinds or curtains to keep sunshine from heating your house during the day.
- **Turn up your thermostat.** Set your thermostat at a temperature you find comfortable. The smaller the difference between the indoor and outdoor temperatures, the lower your overall cooling bill will be.
- **Don't set your air conditioner lower than usual when turning it on.** It won't cool faster and may waste energy and money.
- **Switch off ceiling fans when leaving a room.** Fans cool people, not spaces, by creating wind chill.
- **Keep hot air from leaking into your home.** Apply caulk or weatherstripping to seal air leaks around doors and windows.



Powering More Than Energy: Investing in the Communities We Call Home

At NorthWestern Energy, our commitment to the communities we serve extends beyond delivering safe, reliable energy. As neighbors, partners and community members ourselves, we believe strong communities are built through meaningful investment, volunteerism and long-term partnerships that help people and places thrive. We're proud to work alongside community leaders and nonprofit organizations to make a meaningful difference.

In the first quarter of 2026 alone, NorthWestern invested more than **\$1.6 million** across our service territory.

These investments help strengthen local economies, expand opportunities and support the organizations that make our communities vibrant places to live and work. Here's a breakout of just a few of the areas we've invested in so far this year:

Scholarships: Empowering the Next Generation

Investing in education is one of the most important ways we can help create long-term community success.

NorthWestern supports scholarships and educational opportunities that help students pursue careers in fields critical to the future of our communities, including engineering, information technology, business administration and skilled trades. During the first quarter of 2026, more than **\$105,000 in scholarship funding** helped support students working toward these goals.

By partnering with colleges, universities and technical schools throughout our service territory, we help connect students with opportunities that can lead to rewarding careers close to home.

Economic Development: Helping Communities Grow

Our Economic Development team works with community

leaders, businesses and regional partners to support job retention, business expansion and new investment throughout our service territory. Whether assisting with site selection information, energy expertise, community planning or economic impact analysis, our team serves as a resource for communities looking to attract opportunities and support sustainable growth.

That work continues to gain momentum. In Q1, NorthWestern Energy invested nearly **\$480,000 in economic development initiatives**, helping communities build on their strengths, attract investment and prepare for future opportunities.

Donations & Sponsorships: Strengthening Local Connections

From supporting local events and nonprofit fundraising efforts to partnering with chambers of commerce and community organizations, NorthWestern helps create connections that bring people together and support local priorities. During the first quarter of 2026, the company contributed more than **\$370,000 through donations and sponsorships**.

Building a Sustainable Future

As energy needs continue to evolve, NorthWestern Energy remains committed to providing cost-effective, reliable and responsibly sourced energy while being a good steward of the natural resources entrusted to us.

Investments in hydroelectric, wind and solar generation are helping shape a more resilient energy future while maintaining the reliability our customers expect. By balancing innovation with practicality, we continue exploring opportunities that support both our customers and the communities we serve.