



When Jan Thomson-Rouse joined NorthWestern Energy a year and a half ago as a government affairs specialist, she was drawn to the position because advocating on behalf of NorthWestern, our customers and our partners was something she felt passionately about.

"I just love to engage with people, especially when I'm doing it for a cause I believe in," Jan said.

As a government affairs specialist based in Helena, Mont., Jan's job is to build collaborative coalitions that drive change and positively impact NorthWestern Energy, our industry and our customers.

"It's just so wonderful to be in a job where you're afforded an opportunity to engage with all different groups and individuals," Jan said.

Jan represents NorthWestern to state and local politicians, as well as organizations and individuals, and advocates for policies that are a priority for the company. In everything she does, Jan keeps customers' interests as her top priority.

"We're acting on behalf of our customers," she said.

Her favorite thing about her job is the people Jan interacts with, both colleagues at NorthWestern and people outside the organization.

"I just love the interpersonal relationships I get to build," Jan said.



Jan's Taco Dip

This has been one of Jan's favorite recipes for 20 or 30 years – so long that she's not sure exactly where it came from.

"It's been around for a long time," she said.

This recipe is an all-time favorite among family, friends and co-workers. It's fast and easy, always a crowd pleaser, and can be sized for any event. The dip can be made a day ahead, and then popped in the oven or microwave before serving.

"It's just so easy and convenient," Jan said.

INGREDIENTS

- 2 8-ounce packages cream cheese
- 2 15-ounce cans chili without beans
- 2 8-ounce packages shredded mozzarella cheese
- 1-2 bunches of green onions, chopped
- 1 7-ounce can diced green chilies
- 1 6.5-ounce can sliced black olives

DIRECTIONS

- 1 Layer ingredients in order in a 9x13 glass baking dish.
- 2 Heat in oven at 375 degrees or microwave until cheese is melted.
- 3 Serve with your favorite chips or veggies.

Note: This recipe can be cut in half and served in a glass pie dish.

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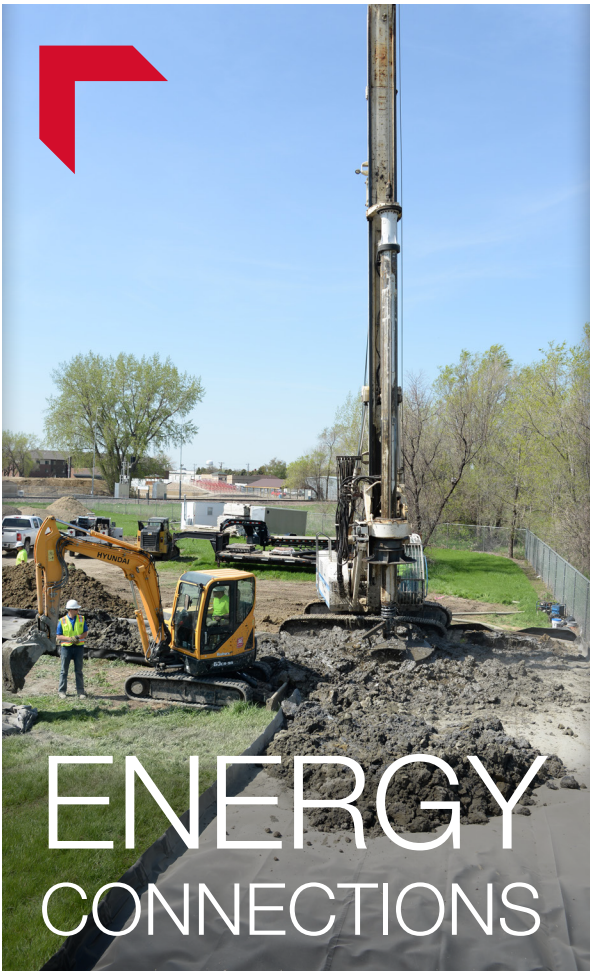
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We are proud of the diversity in the communities we serve. To better serve the needs of some of our customers, we translate important customer information into two languages: Spanish and Karen.

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.

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LOOK INSIDE FOR INFORMATION ON:

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- Space heater tips
- Winter meter care
- Snow plowing tips
- Teacher contest
- Employee feature and Taco Dip recipe



Space heater tips

As the heating season continues, you may see ads suggesting space heaters can reduce your heating costs. However, those claims deserve a closer look.

Small space heaters can be less expensive to use if you want to heat only one portion of your residence while keeping the rest of the home at a cooler temperature. However, if you're attempting to heat a larger area with an electric space heater rather than using your normal heating unit, consider the following: on average, it usually costs twice as much to heat the same space to the same temperature using electricity compared to natural gas, so using electric space heaters to reduce heating costs may not be the best approach.

Space heaters are a good way to supplement heating in one room, if it doesn't have adequate heat or where someone needs more heat than other family members.

When choosing a space heater, look for units where hot surfaces are out of reach. Choose units with thermostats and auto tip-over switches that shut off automatically.

For safety, follow these tips when using a space heater:

- Always follow the manufacturer's instructions for the safe and efficient use of your heater.
- Keep the heater away from curtains, bedspreads or anything that could catch fire.
- Keep electric space heaters away from bathtubs, showers and sinks.
- Fix or replace frayed or exposed wiring on electric heaters.
- Use only heavy-duty extension cords rated for the heater's amperage.

Keep meters clear of snow and ice

It's extremely important to keep your outdoor natural gas meter clear of snow and ice. Carefully remove snow or ice from the gas meter and any associated piping. Please do this gently and never use an open flame.

As snow piles up through the winter, be sure to keep a path to your gas and electric meter.

Also, check to ensure that melting snow or ice from the roof or nearby trees is not dripping on the meter, and that the meter is clear following rooftop snow removal.

The natural gas meter's outdoor regulator vent must always be clear so the flow of natural gas into the home can be regulated properly. If this vent becomes plugged when snow and ice on or above the meter melts and re-freezes, the pressure of gas being pumped into the home could either increase or decrease to a dangerous level. Any airflow blockage can lead to big problems and even carbon monoxide poisoning. After major snow storms, it is a good habit to get in, to take a walk around your property and ensure all vents are clear of snow or ice and that there is a path to your gas and electric meter.

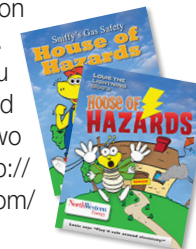


Plow with caution

Utility equipment may be located close to the areas where snow removal is happening. We encourage you to stay diligent and be sure to keep this equipment visible and clear of snow pile up. In addition, be sure to avoid meters and control panels (the large green electric boxes often located near walkways) while plowing. If you hit the equipment, be sure to report it right away. Even a minor nick could lead to damage, and we will send our crews to assess. Being diligent during snow removal can avoid unnecessary and costly repairs.

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 <http://northwestern.electricuniverse.com/order-page.html>



Check out our 2019 Environmental Report

At NorthWestern Energy, we understand that almost everything we do to produce and deliver energy to our customers impacts the environment. Our 2019 Environmental Stewardship Report outlines our commitment to being good stewards of the environment.

Our customers may not realize that we consider the environmental consequences of every business decision we make at NorthWestern Energy. Our Environmental Team is responsible for keeping this focus and is actively involved throughout our system, from the planning of new transmission lines to the licensing requirements of our hydroelectric plants to evaluating the impacts of new energy resources being added to our supply portfolio.

Read the complete report at: northwesternenergy.com/environment.

