



Teresa V.'s mother had an excellent collection of recipes.

"My mom was just the best cook in the world," Teresa said. "She always had recipes that were really good and not too complicated."

This fudgy brownie recipe was one of many from her mother's collection.

"These brownies are so good and so easy to make," Teresa said. "All you have to do is cut them up and serve them."

Teresa has been with NorthWestern Energy for almost 43 years.

"Back in 1978, I applied for a teller's job," she said. "When I started, I was a junior teller."

She went on to become a bookkeeper and then moved into benefits. Teresa now works as a human resources specialist.

"I like my job and I enjoy working for NorthWestern," she said.

In her positions, Teresa meets with almost every new employee on their first day of work.

"I welcome them to NorthWestern Energy and try to make their first day go as smoothly as possible," she said.

In her four decades with the company, Teresa has been amazed by how nice all of her colleagues are and how NorthWestern is so supportive of the communities it serves.

"Individual employees are very generous whenever someone is in need, and NorthWestern is so supportive of the communities we serve," she said.



## Teresa's Fudgy Brownies

### INGREDIENTS

- 1 cup butter or margarine
- 2 oz unsweetened chocolate
- 2 cups sugar
- 4 eggs
- 1 cup all-purpose flour
- 1 teaspoon vanilla extract
- ½ teaspoon salt
- 1 cup coarsely chopped nuts

### DIRECTIONS

- 1 Preheat oven to 350 degrees. Grease 13-by-9-inch baking pan.
- 2 In a 3-quart saucepan over very low heat, melt butter and chocolate, stirring the mixture constantly.
- 3 Remove pan from heat and, with a spoon, stir the sugar into the chocolate. Allow the mixture to cool slightly.
- 4 Add eggs, one at a time. Beat until well blended after the addition of each egg. Add flour, vanilla and salt to the mixture and stir in well. Add the chopped nuts to the mixture, stir to blend.
- 5 Pour mixture into greased baking pan. Bake for 30 to 35 minutes. Cool in pan on wire rack. Cut brownies into pieces and serve.

## 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

Customer Contact Center 800-245-6977  
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### SOUTH DAKOTA

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### 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)

NorthWesternEnergy.com



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.

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# ENERGY CONNECTIONS

## LOOK INSIDE FOR INFORMATION ON:

- Walk-in offices remain closed
- Electric vehicles and charging stations
- Helping our communities
- Meter upgrade complete
- Bob Glanzer Generating Station
- Brownie recipe



# Our walk-in offices remain closed for now

Due to COVID-19 precautions, our walk-in customer service centers remain closed.

NorthWestern Energy is a critical service provider, and the health and safety of our employees who deliver safe, reliable energy to the communities we serve is our priority. Our walk-in offices are located in buildings where our line crews, supply teams and other mission-critical workers are based.

Our offices will re-open as soon as we can do so safely. In the meantime, our customer service associates are ready to help, over the phone or by email (contactcenter@northwestern.com). The payment drop boxes at our walk-in offices are checked daily, and can still be used to pay your bill with a check or money order (no cash, please).



# Committed to helping our communities

In 2020, NorthWestern Energy donated \$400,000 toward helping our communities overcome the impacts of the coronavirus crisis. Those donations were in addition to our annual giving, which typically totals around \$2 million in charitable donations and sponsorships, economic development opportunities, scholarships and professional association dues.

It's important to us to give back to the communities we serve, and our charitable contributions will continue in 2021 and beyond. We provide year-round support for qualified 501(c)(3) and 170(c)(2) non-profit organizations that directly serve our communities. To review qualifications and submit a grant request, visit [contactus.northwesternenergy.com/CharitableGrantApp](https://contactus.northwesternenergy.com/CharitableGrantApp).



# Electric vehicles and charging stations coming soon

NorthWestern Energy is adding electric vehicles to our fleet and electric vehicle charging stations across our service territory.

By 2030, we are committed to replacing:

- 30% of our production light-duty class vehicles (cars through half-ton trucks) with electric alternatives. This will include replacing approximately 100 vehicles with battery electric vehicles and plug-in electric hybrids.
- 20% of new medium/heavy duty vehicles.
- 30% of new bucket trucks.
- 100% of new forklifts with electric alternatives.

We're working with the South Dakota Department of Environment and Natural Resources' Volkswagen Mitigation Trust Fund to install electric vehicle charging stations in Mitchell and Chamberlain, with plans to install additional charging stations across our service territory.

# Meter upgrade project complete

In 2020, NorthWestern Energy completed a project to upgrade all its electric and natural gas meters in Nebraska and South Dakota. This new technology will enable two-way communication between NorthWestern Energy and its meters, allows for better outage management and provides the opportunity for additional products and services in the future.

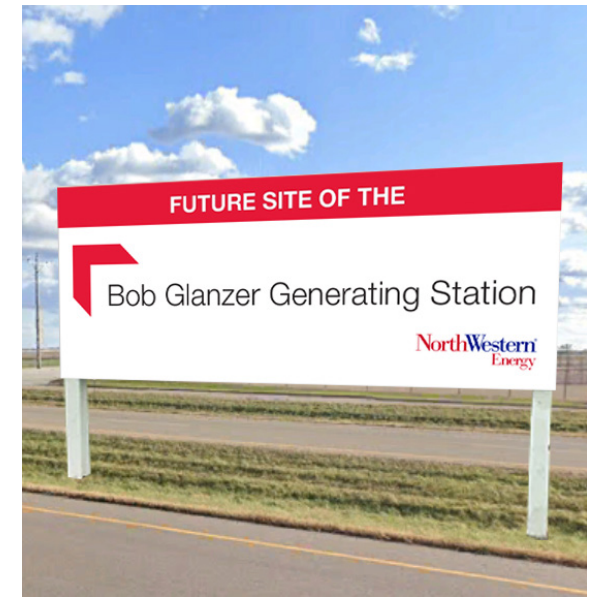
What are the benefits of the new meters?

The immediate benefits you will see include:

- **Dependable service.** The new meters enable more dependable service every day. They also help to quickly identify outages and restore power more quickly after a storm-related outage.

Future benefits may include:

- **Save money.** Better pricing options, enabled by a new technology, can provide consumers with potential savings. The new meters also help with energy efficiency, lowering the overall cost of service.
- **More data.** View your daily energy consumption data and adjust your daily patterns to save energy and money.



# NorthWestern Energy names generating station



NorthWestern Energy's new 58-megawatt natural gas plant near Huron S.D. will be named The Bob Glanzer Generating Station in honor of the late South Dakota State Rep. Bob Glanzer.

Glanzer was a high school teacher and coach before becoming the manager of the South Dakota State Fair in 1975. He went on to a successful banking career, retiring in 2012. In 2016 Glanzer was elected to the South Dakota House, a public service seat he held at the time of his death on April 3, 2020 at 74 from COVID-19 complications.

Rep. Glanzer's wife, Penny, and his son, NorthWestern Energy Community Relations Manager Tom Glanzer, called the announcement humbling.

Commercial operation of the Bob Glanzer Generating Station is scheduled for the end of 2021.