



When Pamela Hanson first got an Instant Pot earlier this year, she made a point of using it for two meals a week.

“Mostly I did that to prove to my husband that it wasn’t a purchase that was just going to sit in the cupboard,” Pamela said.

The Instant Pot pressure cooker turned out to be an excellent purchase. Pamela has used it to make ribs, hardboiled eggs, rice, soups and countless other recipes. Her favorite Instant Pot meal is this spaghetti recipe.

Pamela recently celebrated her 20-year anniversary with NorthWestern Energy. She’s held a number of positions with the company over the years and is now a demand side management specialist, which means she offers energy efficiency options, education and trainings for customers. She helps manage the E+ Home Energy Audit program for residential customers and the Free Weatherization Program for low-income customers. Pamela also helps organize NorthWestern Energy’s presence at home shows throughout our service territories.

“I really enjoy that,” Pamela said. “I like being out with the customers face-to-face.”

At home shows, she talks to customers about how to make their home more energy efficient and how to save money on their monthly utility bill. One of those tips could include cooking with a pressure cooker.

“It’s actually cheaper to run an Instant Pot than your electric stove or oven,” Pamela said.



Pamela’s Instant Pot Spaghetti

INGREDIENTS

- 1 Tablespoon olive oil
- 1 lb. ground beef
- 1 teaspoon kosher salt
- 1 teaspoon onion powder
- ½ teaspoon garlic powder
- 2 cups water, divided
- 1 (24-oz.) jar marinara or tomato-based pasta sauce
- 8 oz. dry spaghetti
- Grated Parmesan cheese, for serving

DIRECTIONS

- 1 Set your Instant Pot to the sauté setting. Sauté the beef, seasoning with salt, onion powder and garlic powder. Cook through until no longer pink.
- 2 Turn off sauté and add ½ c water, followed by the marinara sauce.
- 3 Break the spaghetti in half and layer on top of the beef/sauce. Rinse the marinara sauce jar with the remaining ½ c water and pour over the pasta. Do Not Stir!
- 4 Set the pressure cooker to cook on HIGH for 8 minutes.
- 5 Use quick release to release pressure. Stir. If after 8 minutes the pasta is not fully cooked, you can put lid back on and cook for longer.
- 6 Serve with grated parmesan cheese.

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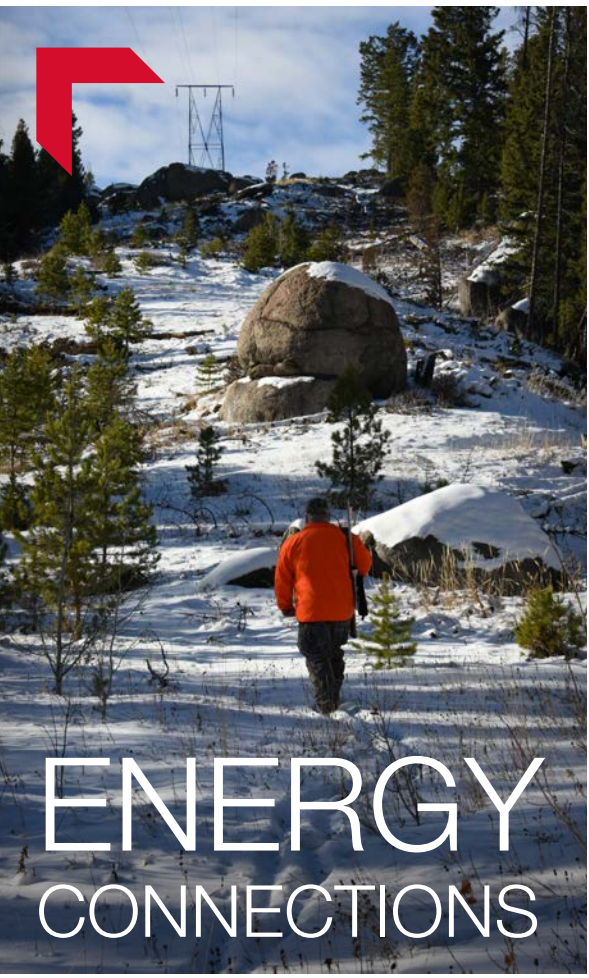
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We are proud of the diversity in the communities we serve. To better serve the needs of some of our customers, we translate important customer information into two languages: Spanish and Karen.

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.

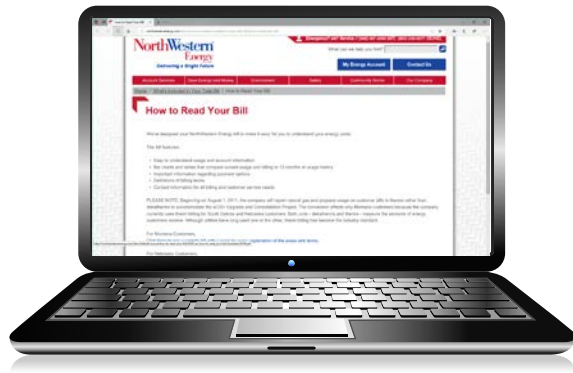
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LOOK INSIDE FOR INFORMATION ON:

- Hunting safety reminder
- How to read your bill
- Beware of increased scam activity
- Plan before you plant trees
- Employee feature
- Instant Pot spaghetti recipe



How to read your bill

Utility bills can be complicated – with all the abbreviations, industry jargon, regulatory requirements and tiny print – it’s no wonder that many customers only look at the amount due each month. But the more you know about your energy use, the better you’ll be able to manage it.

We’ve designed your NorthWestern Energy bill to make it easy for you to understand your energy costs. NorthWestern Energy bills feature:

- Easy to understand usage and account information
- Bar charts and tables that compare current usage and billing to 13 months of usage history
- Important information regarding payment options
- Contact information for all billing and customer service needs

We also have a page on our website dedicated to explaining every item on your bill, everything from where to find your account number to how we calculate therms.

For more information, visit northwesternenergy.com/readyourbill.

If you have questions or concerns about your bill, give us a call or send us an email (contactcenter@northwestern.com). We can put you in touch with a representative who can explain your charges line by line, or help you determine if a better billing or payment option is available for your account.

We’re here to help!

During these difficult times, if you’re concerned about your ability to pay your bill, please contact us right away.

We can assist you in creating a payment arrangement, extending your due date or helping you find other assistance options in your area. Please reach out before your bill’s due date.

Numerous resources are available to help those who are struggling to pay their energy bill. There are free weatherization programs to make your home more energy efficient and financial help through the Low Income Energy Assistance Program. There are also programs that offer one-time assistance for customers in an unexpected financial crisis.

Beware of increased scam activity!

Many electric and natural gas customers throughout the country are being targeted by impostor utility scams.

Here are a few common signs of potential scam activity:

- Threat to disconnect: The impostor utility representative aggressively tells the customer his or her account is past due and service will be disconnected if a large payment is not made.
- Request for immediate payment: The caller instructs the customer to quickly purchase a prepaid debit card—widely available at retail stores.
- Request for prepaid debit card info: The caller asks the customer for the prepaid debit card’s number, which grants the caller instant access to the card’s funds.

For more information on common scams and how to spot them, visit Utilities United Against Scams at utilitiesunited.org.



Please don’t shoot at power equipment

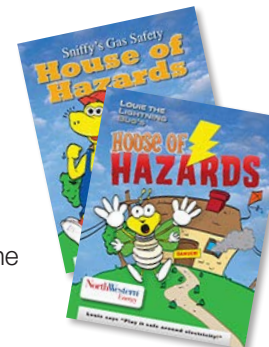
As hunting season gets underway, we want to remind all customers not to shoot at power lines, insulators, signs or any above-ground natural gas equipment. Unfortunately, every year during hunting season, some of our infrastructure is damaged by vandals. This damage is costly and may also cause significant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

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 northwestern.electricuniverse.com/order-page.html



Plan before you plant

Fall is a great time to plant trees. It allows the roots to get established before winter sets in. Then come 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 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.

