



While growing up, whether hunting or fishing, you could always find Alex M. enjoying the outdoors. Alex's desire to make a sustainable impact on our environment and passion for the outdoors led him to pursue a career in agricultural engineering.

Alex, a construction engineer at NorthWestern, recently graduated from South Dakota State University with a bachelor's degree in agricultural and bio-systems engineering.

While studying at SDSU, Alex was a part of a project that engineered ways to combine an underwater drone with water quality testing. He also interned with the South Dakota Department of Transportation where he oversaw the construction of a roadway redesign project, including upgrades to the sidewalk, roadway, storm sewers and more.

"I am huge on sustainability," Alex said. "The earth offers so many resources, so it's about how we can use those resources while still serving the environment."

Alex knew he wanted a career that allowed for both design and working with people. Typically, engineering jobs don't allow for a ton of customer engagement. Day to day, Alex's work varies, but he primarily works with customers from start to finish on new gas or electric services.

"I enjoy talking to people so much, so that is really what led me to apply for this position," he said. "When I received the job offer as a Construction Engineer for NorthWestern Energy, I knew that I would have the opportunity to get a mix of everything I enjoy."



If you are looking for a perfect fall chili recipe, look no further. Homemade chili is a family tradition for Alex. During hunting season, Alex's dad was always making chili to take on the road with them or to enjoy during a warm fall dinner at home. Chili reheated in the microwave tastes just as good as when it's served fresh. So, don't worry if you make too much! Freeze it and reheat it later.

Homemade Chili

INGREDIENTS

- | | |
|---|---|
| 1 lb. of ground venison or beef | 2 green peppers, chopped |
| 1 large onion, chopped | 1 lb. of bacon (chopped into pieces) |
| 1 clove garlic, pressed | 2 15-oz cans kidney beans, drained and rinsed |
| 2 quarts (or 2 28-oz cans) diced tomatoes | 2 tablespoons Worcestershire sauce |
| 1 tsp red pepper flakes | 2 tablespoons chili powder |
| 1 8-oz container sliced mushrooms | |

DIRECTIONS

- 1 In a pan, fry the chopped bacon.
 - 2 Once cooked, transfer the bacon pieces into a slow cooker and sauté the mushrooms, onions and green peppers in the bacon grease.
 - 3 In a separate pan, start browning the burger.
 - 4 Drain grease off the burger and sautéed vegetables. Add them to the slow cooker.
 - 5 Add remaining ingredients to the slow cooker and simmer for about 6 hours (Alex usually starts it after breakfast and eats around 5-6 p.m.)
- Tips: Serve with sour cream, cheese and corn chips (Fritos scoops are Alex's preference)
- If you like spice, you can substitute fresh chopped jalapenos for some of the green peppers.

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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.

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

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Scammers are busy targeting our customers

Scam activity targeted toward NorthWestern Energy customers has been high in recent months and is likely to continue. During a three-day period in September, the NorthWestern Energy Contact Center received about 800 calls from customers reporting scam activity.

“Scammers have a tendency to be very active around the holidays,” said Tricia Davis, Manager of Customer Interactions at NorthWestern Energy.

Scammers are constantly changing their tactics. Although robocalling is a scammer’s primary approach, in the past year customers have reported a variety of scam activity from fraudulent text messages to scammers showing up in person demanding payment to avoid disconnection of service. Scammers are now spoofing local numbers, enticing customers to answer calls from local numbers. Most scammers try to create a sense of urgency, demanding immediate payment to avoid disconnection of services.

Here are some facts to help you avoid scams:

- NorthWestern Energy sends multiple disconnection notices and offers several bill payment options prior to

disconnecting services.

- NorthWestern Energy never demands immediate payment or payment via prepaid cards to avoid disconnection of service.
- NorthWestern Energy only texts customers who have signed up for specific text notifications and we will not ask for personal or billing information via text.
- NorthWestern Energy does not send bills via email. E-bill customers receive an email notification alerting you that their bill is available online.
- NorthWestern Energy does not charge customers a fee to upgrade or replace meters.

If you are contacted by a scammer, you can report it online at NorthWesternEnergy.com/scams. Scam reporting helps us track and keep customers informed of scam activity. In some situations, we can shut down the numbers scammers are calling from.

In addition to reporting scam activity to NorthWestern Energy, customers are encouraged to also report scam activity to the Federal Trade Commission at reportfraud.ftc.gov.

Read our new issue of Bright magazine

The People issue of NorthWestern Energy’s Bright magazine is now available. Read the magazine online or subscribe for a print copy to be mailed to you at NorthWesternEnergy.com/Bright.

The People issue is all about our employees and retirees who are the true power behind our company.

Behind every one of our employees and retirees is a story. You’ll read about Bobbie Roberts who spent 50 years at NorthWestern Energy, becoming the first woman to work in numerous positions previously held only by men. Jack Altimus carried bear spray to work and drove a four-wheeler with a bear cage while keeping the lights on in Yellowstone National Park for more than three decades. The magazine features photos from the South Dakota State Fair, a glimpse of De Smet and so much more.

We want to hear what you think of the magazine. Write to us at bright@northwestern.com.



Natural gas prices continue to fluctuate

The U.S. Energy Information Administration reports rising natural gas prices due to a below-average supply and continued demand for natural gas. NorthWestern Energy natural gas customers’ heating costs will be higher than last winter.

Liquid natural gas exports are at record highs because natural gas prices are higher in other countries than in the U.S. Hurricanes disrupted production. And although the economy is recovering from the pandemic, natural gas supplies have not increased.

Higher natural gas costs are reflected in the Purchase Gas Commodity item on customers’ bill. The Service Rate is unchanged.

We know many of you are concerned about your energy bills this winter. Reach out to us right away. We have billing and payment options that can help.

Learn more about Payment Assistance, Payment Arrangements and Energy Savings Tips at NorthWesternEnergy.com/waystosave.



Is your furnace ready for winter weather?

When was the last time you had your furnace inspected? Can’t recall? That means it is time for an inspection. A well-maintained furnace is more efficient and safe.

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. In addition, stock up on furnace filters and change them monthly.