

Our commitment to reliable electricity

While power outages are unavoidable, NorthWestern Energy strives to keep power disruptions to a minimum. We closely track these reliability data points to monitor and measure the frequency and duration of outages:

SAIFI (System Average Interruption Frequency Index) - The number of sustained outages (a power outage lasting longer than 5 minutes) experienced by the average customer in a year.

2020	Three-year average
1.059	1.109

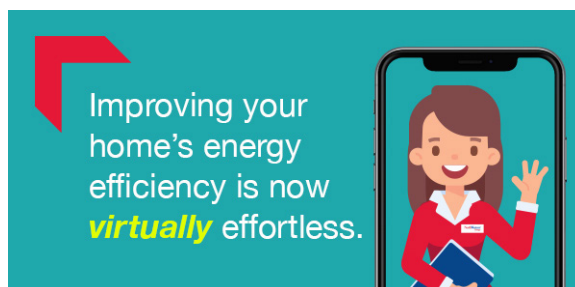
SAIDI (System Average Interruption Duration Index) - The cumulative duration, in minutes, of sustained outages experienced by the average customer in a year.

2020	Three-year average
119.43	116.6

CAIDI (Customer Average Interruption Duration Index) - The average wait time, in minutes, required to restore service once a customer experiences an outage.

2020	Three-year average
112.79	101.18

In 2020, SAIDI and CAIDI were up slightly over our three-year average. However, 2020 had the largest capital budget in company history, which led to an increase in longer planned outages that were necessary while crews worked to upgrade our infrastructure. Despite this uptick, we still ranked in the first quartile for reliability compared to other energy companies of a similar size. Thanks to 2020's planned maintenance, we hope to avoid future outages and be able to serve our customers with even better reliability.



Improve your home's energy efficiency

NorthWestern Energy is now offering free virtual home energy assessments. E+ Home EnergyCheck virtual assessment is a one-hour conversation with a knowledgeable and friendly energy specialist over a smartphone or tablet. They'll offer personalized tips to help improve your home's energy efficiency, along with free products to help reduce your energy use.

We've expanded eligibility for this free, virtual program: NorthWestern Energy residential natural gas or electric space- or water-heating customers in Montana whose home is at least five years old and has not received an E+ on-site audit in the past 10 years.

For more information or to schedule a Home Energy Check, visit NorthWesternEnergy.com/EnergyCheck

Notice: Responsibility of buried gas lines

The maintenance of buried gas piping downstream of the gas meter to gas-fired appliances or other structures on the property is the responsibility of the home/property owner or current occupant.

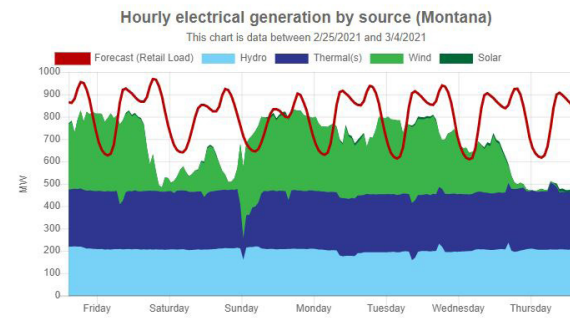
NorthWestern Energy is required to inform customers with privately owned natural gas or propane service lines of their responsibility to inspect and maintain their piping (Code of Federal Regulations 49 CFR 192.16). Customers should have the pipes periodically inspected for leaks, and metallic pipes should also be inspected for corrosion by qualified professionals, such as your local plumber. Any unsafe conditions should be repaired immediately or the flow of gas should be shut off.

NorthWestern's new Bright magazine!

NorthWestern Energy has so many stories to share - about our employees, our customers, our communities, our commitment to sustainability and about our company itself. That's what inspired us to launch Bright magazine. Bright showcases the incredible people who make NorthWestern what it is - a committed member of the communities and states we serve.



Our first issue of Bright magazine, the Community Edition, replaces our annual Community Report. You can find the magazine online and subscribe at NorthWesternEnergy.com/Bright.



Where does your power come from?

Have you ever wondered where your electricity comes from? You can now see near-real-time data in an interactive online chart displaying generation by thermal, hydro, wind and solar resources for the past seven days. The chart also displays the forecast demand, also called retail load.

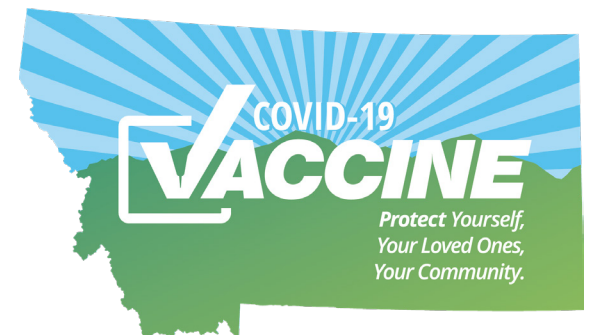
Check it out at NorthWesternEnergy.com



Energy bill assistance

All across Montana, we know people are struggling to pay for rent, energy and utilities because of the economic fallout of the COVID-19 pandemic. The Montana Emergency Rental Assistance program can help. The program provides rent, security deposit, energy, Internet and utility assistance to Montanans who have been financially impacted by COVID-19 and who are at risk of housing instability.

It's easy to apply, and thousands of Montanans qualify for assistance. Visit housing.mt.gov



Vaccines available to everyone 16 and up

We are partnering with the Montana Department of Public Health and Human Service, and Public Health in the 406 to bring you important health information.

The state is expanding the use of pharmacies for vaccinations and working with more than 400 partners to make the COVID vaccine more widely available - because it is the best way to protect yourself, your loved ones and your community.

Remember to wear a mask, social distance, wash your hands and - when you can - get vaccinated.

Learn more at CovidVaccine.MT.gov.