



Engineering always came naturally to Bryan H. In school, he was drawn to structures, foundation design, and steel design, and those interests led him to a job at NorthWestern, which he started in August.

“It’s been a dream job so far,” said Bryan, who works as a Substation Engineer.

Bryan’s role keeps him constantly on the move. Some days are spent in the office focusing on design and coordination; other days, he’s out in the field overseeing work sites across the state.

He finds his work deeply fulfilling, both in the technical challenge and in the impact it has on local communities.

“It feels good knowing our work makes a direct difference for people. We take a lot of pride in being able to provide safe and reliable energy to keep people’s heat and lights on.”

Bryan says working for NorthWestern Energy has also changed the way he looks at the world around him.

“I used to drive past substations and never think twice about them,” he said with a laugh. “Now I can’t help but look at them closely. I notice so much more about how power systems work.”

When he’s not engineering substations, Bryan has one more thing he’s passionate about.

“Banana chocolate chip muffins,” he said with a grin. “They’re my favorite, and I highly recommend them.”



Bryan’s banana chocolate chip muffins

INGREDIENTS

- 1 ½ cups all-purpose flour
- 1 teaspoon baking soda
- ½ teaspoon salt
- ¾ cup granulated sugar
- 1 cup mashed bananas (about 3 medium)
- 1 large egg (room temperature)
- ½ cup vegetable oil
- 1 teaspoon vanilla extract
- ½ cup semi-sweet chocolate chips
- ¼ cup milk chocolate chips

INSTRUCTIONS

- 1 Preheat oven to 375°F. Line a muffin pan with paper liners.
- 2 In a small bowl, combine flour, baking soda, and salt. Stir in chocolate chips.
- 3 In another bowl, combine sugar, mashed bananas, egg, oil, and vanilla.
- 4 Add dry ingredients to wet ingredients and mix just until combined.
- 5 Divide batter evenly into muffin cups.
- 6 Bake 18-20 minutes, or until a toothpick inserted in the center comes out clean.
- 7 Cool in pan for 5 minutes, then transfer to a wire rack.

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 AND SOUTH DAKOTA	
Customer Contact Center	800-245-6977
7 a.m. - 6 p.m. M-F	
Emergency 24/7 Service	
Call Before You Dig	811

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 f y in i

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. To request translated customer information, please contact us at the numbers listed above.

Estamos orgullosos de la diversidad en las comunidades a las que servimos. Para satisfacer mejor las necesidades de algunos de nuestros clientes, traducimos información importante del cliente a dos idiomas: español y karénico (Karen). Para solicitar información traducida del cliente, contáctenos a los números indicados arriba.

ပသးရဒီးပင်ကမာလာဘဉ်ပသးလာ ပမာစာဘဉ်ပာကမျာဂ်ဖိအါကလုင်အါဉ် လာအအိဉ်လာ လီဂကဝီဖဲအံးနုဉ်လီၤ. ဒ်သီးပမာစာဘဉ်သုကအါထီဉ်အဂီၢ်, ပကွဲးလီၤလံာ်ကတိၢ်ကျိဉ်ထံ တၢ်မုၢ်အရုဉ်တဖဉ်ဆူ (Spanish)စပဲနးအကျိဉ် ဒီး (Karen)ကညီကျိဉ် နုဉ်လီၤ. သုမုၢ်လိဉ်တဉ်လံာ်လၢ ပာကွဲးကျိဉ်ထံ အံးပံးဒီး, ဝံသးစုၤသုဆဲးကျိးပာသုဖဲ လီတဲခိနီၢ်ဂီၢ် ဒ်အအိဉ်ဖျါလာတၢ်ဖိခိဉ် အသီးနုဉ်လီၤ.

Energy Connections Editor
11 E Park St, Butte, MT 59701
news2@northwestern.com

Energy Connections

Customer Bill Insert
Montana | January 2026

In this issue: Keep your meter clear | Help is available
Ways to save | Banana chocolate chip muffin recipe

Bright ideas to save

Heating for a crowd

When entertaining a large group of people, lower the thermostat a degree or two before the guests arrive. Otherwise, your house may begin to feel too hot when it’s full of people.

Stay safe and warm with outage alerts



Sign up for outage alerts from NorthWestern Energy to be notified via email or text when your power is out and when it is restored.

You can also sign up for billing and payment notifications and more.

To set your notification preferences, login to My Energy Account and

select “Notifications” from the “settings” menu. If you don’t have My Energy Account, sign up today! It’s free and easy! Visit NorthWesternEnergy.com and click “Register for My Energy Account.”

Help is available

If you’re concerned about paying your bill, reach out to us right away. We have billing and payment options that can help. We can also help determine if you qualify for assistance from various government and nonprofit programs. Call Us: 7 a.m. - 6 p.m., Monday through Friday at 888-467-2669.

Assistance funds still available

Help is still available through the Montana Homeowners Assistance Fund at the Montana Department of Commerce. The Fund provides mortgage reinstatement, lien prevention and utility assistance to eligible Montana homeowners who have experienced a financial hardship after Jan. 21, 2020, as a result of the COVID-19 pandemic.

Learn more at commerce.mt.gov/Housing/Homeownership/Homeowner-Assistance-Fund or call 406-841-2840, Opt 1.

Keep your gas meter clear of snow and ice

Just like scraping off your car or shoveling your sidewalks, it’s important to take care of your gas meter after it snows. Remember:

- Allowing snow and ice to build up on your natural gas meter, or fall from the roof above your meter, can lead to dangerous damage.
- Your natural gas meter’s regulator vent must always be clear so the flow of natural gas into the home can be regulated properly.
- Allowing a large amount of snow to pile up on a meter can lead to pipes breaking, causing dangerous gas leaks.
- After every snow, be sure to clear off your gas meter gently using your hands or a broom. Never use a shovel on the meter. Also, take a walk around your property and ensure all vents are clear of snow or ice.
- Clear a path to your gas and electric meter in case we need to access them in an emergency.
- If you rely on a snow removal company to clear your property, be sure they are also safely clearing snow and ice from your meter, and a path to your meter. If you have a seasonal property or are away on vacation, ask someone to check your natural gas meter and vents, especially after a significant storm.



Ways to save on energy use this winter

Cold weather can make a major impact on your energy bill. You can save money on your monthly bill with these energy efficiency tips:

- 1. Know what impacts your energy use:** Start by comparing your energy usage from month to month, or year to year, on your billing statement.
- 2. Evaluate your insulation levels:** Adding insulation will help keep your home warm in the winter and cool in the summer. Note: In the winter, cold floors and walls are signs more insulation is needed.
- 3. Find and seal air leaks:** Do you see daylight peeking around your door or window frame or feel drafts around plumbing, ducting, recessed lighting, outlets and light switches? If so, you have air leaks. Seal the air leak by using insulating foam, caulk, weather strips, door sweeps or foam gaskets.
- 4. Utilize a programmable or smart thermostat:** Install a programmable thermostat that automatically adjusts your heat. Change your thermostat setting during the heating season to the lowest comfortable setting, which is 68°F for most people during the day. At night, turn your thermostat back 7-10 degrees.
- 5. Install an outdoor-rated timer for your engine block heater:** Almost all engines need to be warmed for only about an hour.
- 6. Use your window treatments:** Close your curtains at night to reduce heat loss but open the curtains on south-facing windows during the day, so the sun’s warmth can help heat your house.

Learn more and get more energy-saving tips at NorthWesternEnergy.com/waystosave.

The Outlet

Poem by Lori Nelson, Community Relations Specialist

You unplug your old green tractor,
from the outlet on the wall.
It’s time to feed your cattle,
in the cold, you hear them bawl.

You don’t give it too much thought,
when it starts with a roar;
Electricity is something,
there’s a million uses for.

Next, checking on the water,
that your cows drink as they please,
From the automatic trough,
and you pray it didn’t freeze.

But it is plugged in too,
electric heat has kept it warm.
It should be able to withstand,
this winter’s coldest storm.

The lethal grip of bitter cold,
can kill a newborn calf.
Sometimes human intervention,
must be made on their behalf.

A heat lamp’s amber glow,
slaps the icy hand away.
As long as the power’s on,
it won’t steal any calves today!

But your power doesn’t come,
from an outlet on the wall.
It’s made possible by workers,
that are giving their all.

From those working in the office,
to those who maintain powerlines,
And so many countless others,
whose efforts all combine.

These are the men and women
that bring light and warmth to you.
You don’t have to look too far,
to see the work they do.

So when you plug your tractor in,
to make sure it will start,
spare a thought for the vast system,
of which that outlet is part.