Jan. 25, 2007

EXHIBIT 20
DATE 1-31-07
HB 2

Human Resources

To Whom it May Concern:

I was greatly surprised, after checking in with Human Resources to see if I qualified for help on my heating bill. The head of my household, Bob, passed away in 1989. I was so grateful that Montana Power was there for me, and I thanked them. Now, with Northwestern energy, I am still receiving help, after 5 years at the age of 78. I have always enjoyed giving, but have a hard time receiving and it has nothing to do with pride. I truly thank all who are involved, in this endeavor, to help Senior Citizens. I do not accept this lightly, but with a grateful heart!

At the time, I didn't know Human Resources would come into the home to get into every nook and cranny, and that they did! I thanked, and still do, all the people, who were the nicest, in altering something here, added where the need was to keep out the cold. They also gave good hints as to how you could help yourself. For every job there was, there was that lovely person or persons to do the work and I missed them when they were gone. Its really hard to express, on paper, your feelings, to such a great organization to which I include all the office people. I pray the Lord blesses everyone, real good, for they have to know, it is all appreciated.

Sincerely,
With love,
Marcy Powell
Missoula, Montana