

New Customer Information Packet

At NIPSCO, we are proud to serve Northern Indiana. Enclosed you'll find all the information you need to apply for new electric and/or natural gas service. To get started, please review the following checklist to help guide you through the process.

Your Responsibilities Mark All Private Underground Facilities (Sprinklers, Septic, etc.) Land or Lot is within 6" of Final Grade Clear path for routing of gas or electric lines Proposed Meter Location Free of Obstructions Notifying your Engineer when the site is ready Electric or Gas Load Sheet Buried Hazards Form Payments (if applicable) Inspections (if applicable)

When marking private underground facilities, always be sure to call 811 before you dig!



Contact our Customer Care Center to get started today.



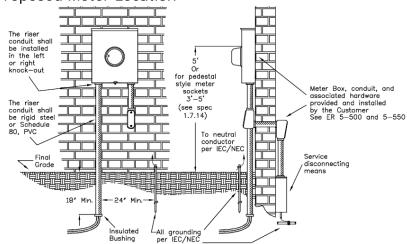
New Electric Service Request



Step 1: Please make a request for new electric service installation, call 1-800-4-NIPSCO (1-800-464-7726). Place the order with a customer service representative for the appropriate address. An Engineer will contact you within (2) Business Days. Please note: There may be a deposit required before a meter turn-on.

Step 2: Please have the following information ready for your Engineer:

- Date you need the meters installed and turned on.
- Approved Site Plans (if applicable)
- Electric Load Sheet
- Buried Hazards Form
- Proposed Meter Location



Contact our Customer Care Center to get started today.

Phone: 1-800-4-NIPSCO (1-800-464-7726)

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Additionally, an engineer may require a Right of Way agreement and easement. Please refer to the Your Responsibility checklist as you prepare the site for readiness. Also be sure to refer to the Installation Requirements and Standards during this time. Contact your engineer when all site readiness requirements have been completed.

After the site readiness has been confirmed and all necessary payments received (if applicable), the engineer will release this project to be scheduled for construction. Please note: The scheduled date may be recalculated if one or more of the site readiness requirements have been altered, or due to emergencies and inclement weather.



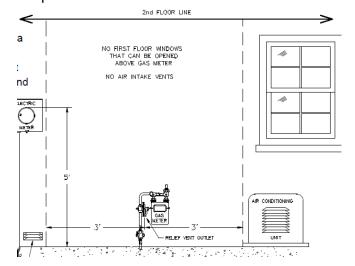
New Gas Service Request



Step 1: Please make a request for new gas service installation, call 1-800-4-NIPSCO (1-800-464-7726). Place the order with a customer service representative for the appropriate address. An Engineer will contact you within (2) Business Days. Please note: There may be a deposit required before a meter turn-on.

Step 2: Please have the following information ready for your Engineer:

- Date you need the meters installed and turned on.
- Approved Site Plans (if applicable)
- Gas Load Sheet
- Buried Hazards Form
- Proposed Meter Location



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Additionally, an engineer may require a Right of Way agreement and easement. Please refer to the Your Responsibility checklist as you prepare the site for readiness. Also be sure to refer to the Installation Requirements and Standards during this time. Contact your engineer when all site readiness requirements have been completed.

Step 4: After the site readiness has been confirmed and all necessary payments received (if applicable), the engineer will release this project to install your gas line to be scheduled for construction. Please note: The scheduled date may be recalculated if one or more of the site readiness requirements have been altered, or due to emergencies and inclement weather.

Step 5: Upon the installation of your gas line, a NIPSCO representative will call to schedule your gas meter installation date. The gas meter installation date is dependent on the following: Please note: All appliance drops and branch connections shall terminate with approved shutoff valves that are properly capped or plugged.

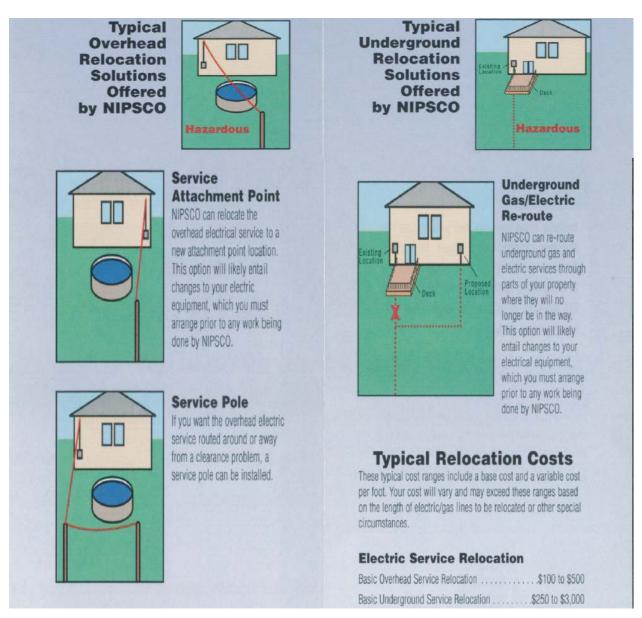
Gas Meter Installation Requirements □ Deposit (if applicable) □ Inspection (if applicable) □ One or More Appliances Connected □ Your Availability to be on Site □ Permanent Electric Service on Site (or Thermopile Appliances)

Contact our Customer Care Center to get started today.



Relocate Electric Service Request

Are you installing a pool or deck on your property? Are you remodeling, building an addition on your home, or are you doing some decorative landscaping around it? When doing such work, quite often the location of your existing electric service lines may not be the best for new construction plans. This is where NIPSCO can help. We can relocate electric services on your property where they will not interfere with your plans, while meeting all applicable safety codes. See typical solutions and associated costs below.



Contact our Customer Care Center to get started today.



Relocate Electric Service Request

Application/
Initial Contact

Site Preparation

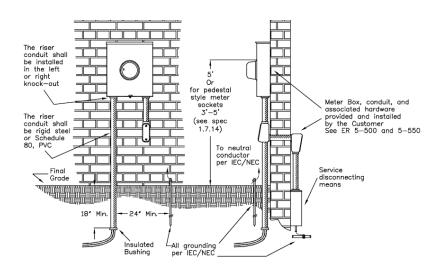
Site is Ready
Construction Complete

DATE NEEDED

Please make a request to relocate electric service, call 1-800-4-NIPSCO (1-800-464-7726). Place the order with a customer service representative for the appropriate address. An Engineer will contact you within (2) Business Days.

Step 2: Please have the following information ready for your Engineer:

- Date you need the meter installed and turned on.
- Buried Hazards Form
- Proposed Meter Location



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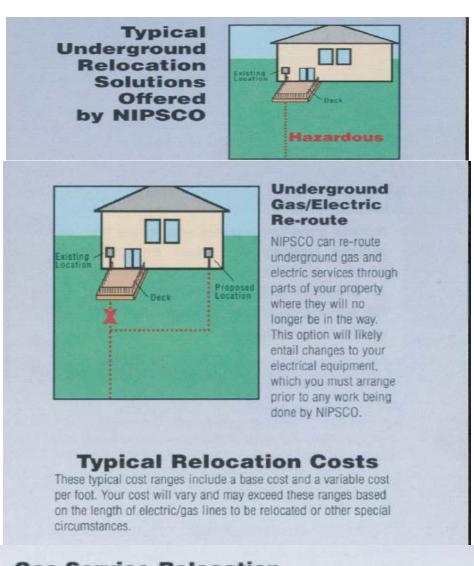
Additionally, an engineer may require a Right of Way agreement and easement. Please refer to the Your Responsibility checklist as you prepare the site for readiness. Also be sure to refer to the Installation Requirements and Standards during this time. At this time, your engineer will also prepare for you the estimate to relocate your electric service. Contact your engineer when all site readiness requirements have been completed.

Step 4: After the site readiness has been confirmed and all necessary payments received (if applicable), the engineer will release this project to be scheduled for construction. Please note: The scheduled date may be recalculated if one or more of the site readiness requirements have been altered, or due to emergencies and inclement weather.



Relocate Gas Service Request

Are you installing a pool or deck on your property? Are you remodeling, building an addition on your home, or are you doing some decorative landscaping around it? When doing such work, quite often the location of your existing gas service lines may not be the best for new construction plans. This is where NIPSCO can help. We can relocate electric services on your property where they will not interfere with your plans, while meeting all applicable safety codes. See typical solutions and associated costs below.



Gas Service Relocation

Basic Gas Service Relocation \$350 to \$700

Contact our Customer Care Center to get started today.



Relocate Gas Service Request

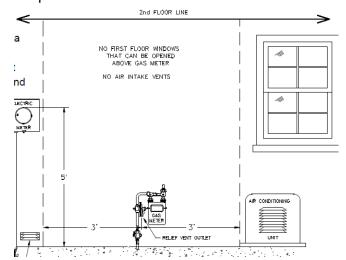
Application/ | Site Preparation | Site is Ready | Construction Complete |

2 BUSINESS DAYS | DATE NEEDED

Step 1: Please make a request to relocate gas service, call 1-800-4-NIPSCO (1-800-464-7726). Place the order with a customer service representative for the appropriate address. An Engineer will contact you within (2) Business Days.

Step 2: Please have the following information ready for your Engineer:

- Date you need the meter installed and turned on.
- · Gas Load Sheet
- Buried Hazards Form
- Proposed Meter Location



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Additionally, an engineer may require a Right of Way agreement and easement. Please refer to the Your Responsibility checklist as you prepare the site for readiness. Also be sure to refer to the Installation Requirements and Standards during this time. At this time, your engineer will also prepare for you the estimate to relocate your gas service. Contact your engineer when all site readiness requirements have been completed.

Step 4: After the site readiness has been confirmed and all necessary payments received (if applicable), the engineer will release this project to install your gas line to be scheduled for construction. Please note: The scheduled date may be recalculated if one or more of the site readiness requirements have been altered, or due to emergencies and inclement weather.

Your availability to be home is required to relocate your gas line.

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Electric Upgrade Request

Application/
Initial Contact

Site Preparation

Site is Ready
Construction Complete

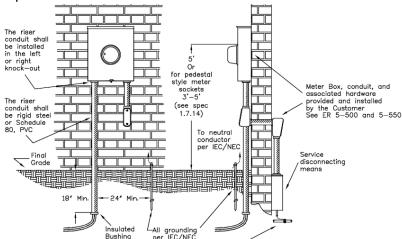
2 BUSINESS DAYS

DATE NEEDED

Step 1: Please make a request for an electric upgrade, call 1-800-4-NIPSCO (1-800-464-7726). Place the order with a customer service representative for the appropriate address. An Engineer will contact you within (2) Business Days.

Step 2: Please have the following information ready for your Engineer:

- Date you need the meter installed and turned on.
- · Electric Load Sheet
- Buried Hazards Form
- Proposed Meter Location



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Additionally, an engineer may require a Right of Way agreement and easement. Please refer to the Your Responsibility checklist as you prepare the site for readiness. Also be sure to refer to the Installation Requirements and Standards during this time. At this time, your engineer will also prepare for you the estimate to upgrade your electric service. Contact your engineer when all site readiness requirements have been completed.

Step 4: After the site readiness has been confirmed and all necessary payments received (if applicable), the engineer will release this project to be scheduled for construction. Please note: The scheduled date may be recalculated if one or more of the site readiness requirements have been altered, or due to emergencies and inclement weather.



Upgrade Gas Service Request

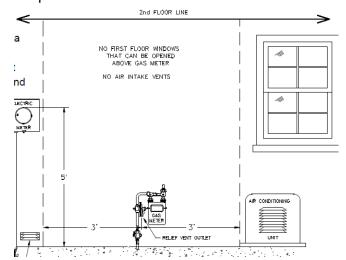
Application/ | Site Preparation | Site is Ready | Construction Complete |

2 BUSINESS DAYS | DATE NEEDED

Step 1: Please make a request to upgrade gas service, call 1-800-4-NIPSCO (1-800-464-7726). Place the order with a customer service representative for the appropriate address. An Engineer will contact you within (2) Business Days.

Step 2: Please have the following information ready for your Engineer:

- Date you need the meter installed and turned on.
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Your availability to be home is required to relocate your gas line.

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Retire Electric Service Request

Demolitions cannot take place without the respective service connections and appurtenant equipment removed in a safe manner by NIPSCO. Please allow approximately a 2-week lead time when requesting a service retirement date.

Step 1: Please make a request to retire electric service, call 1-800-4-NIPSCO (1-800-464-7726). Place the order with a customer service representative for the appropriate address. An Engineer will contact you within (2) Business Days

Step 2: Please have the following information ready for your Engineer:

- Date you need the service retired.
- Approved Site Plans (if applicable)
- Buried Hazards Form

Step 3: Your engineer will continue to work with you through this process.

Please refer to the Your Responsibility checklist as you prepare the site for readiness. Also be sure to refer to the Installation Requirements and Standards during this time. Contact your engineer when all site readiness requirements have been completed.

Step 4: After the site readiness has been confirmed and all necessary payments received (if applicable), the engineer will release this project to be scheduled for construction. Please note: The scheduled date may be recalculated if one or more of the site readiness requirements have been altered, or due to emergencies and inclement weather



Retire Gas Service Request

Demolitions cannot take place without the respective service connections and appurtenant equipment, (meters and regulators), removed in a safe manner by NIPSCO. Please allow approximately a 2-week lead time when requesting a service retirement date.

Step 1: Please make a request to retire gas service, call 1-800-4-NIPSCO (1-800-464-7726). Place the order with a customer service representative for the appropriate address. An Engineer will contact you within (2) Business Days

Step 2: Please have the following information ready for your Engineer:

- Date you need the service retired.
- Approved Site Plans (if applicable)
- Buried Hazards Form

Step 3: Your engineer will continue to work with you through this process.

Please refer to the Your Responsibility checklist as you prepare the site for readiness. Also be sure to refer to the Installation Requirements and Standards during this time. Contact your engineer when all site readiness requirements have been completed.

Step 4: After the site readiness has been confirmed and all necessary payments received (if applicable), the engineer will release this project to be scheduled for construction. Please note: The scheduled date may be recalculated if one or more of the site readiness requirements have been altered, or due to emergencies and inclement weather.