



FOR IMMEDIATE RELEASE

March 10, 2010

FOR ADDITIONAL INFORMATION

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NIPSCO.COM GETS A MAKEOVER

New Site Offers Solutions for Managing your Account and Saving Energy

Merrillville, Ind. – NIPSCO customers will notice a big difference the next time they visit NIPSCO.com. Thanks to a complete website renovation, customers will find it much easier to do everything from making on-line payments to viewing current electric outages and finding simple ways to save energy in their home or business.

“We listened to what our customers had to say and this new site reflects many of the things our customers were looking for,” said Patricia Geno, Vice President of Communications for NIPSCO. “Today, we’re seeing approximately 10 percent of our customers using the web site on a regular basis, but with an increase in the number of people conducting transactions on-line, we expect this number to grow dramatically over the next few years.”

The re-design is just the first phase of an ongoing effort to continually provide customers with a convenient and secure way to manage their account as well as find helpful energy-related information and learn about what to do before a gas or electric emergency situation occurs.

For instance, the website features information on NIPSCO’s energy efficiency and appliance rebate programs, and the company plans to expand this area of the site in the future to include more interactive tools to improve your home’s energy efficiency.

Additionally, NIPSCO expects to upgrade its existing electric outage system map in the coming months to display other important details such as an outage’s estimated time of restoration, status and cause.

NIPSCO, with headquarters in Merrillville, Ind., is one of the 10 energy distribution companies of NiSource Inc. (NYSE: NI). With over 712,000 natural gas customers and 457,000 electric customers across the northern third of Indiana, NIPSCO is the largest natural gas distribution company, and the second largest electric distribution company, in the state. NiSource distribution companies serve 3.8 million natural gas and electric customers primarily in seven states. More information about NIPSCO is available at www.nipSCO.com.

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