

Your Guide to ***NIPSCO***

CUSTOMER
INFORMATION

Whether you are a new or existing gas customer, electric customer, or both, NIPSCO welcomes the opportunity to serve your energy needs. We understand that you may have questions about your service, billing or home safety. With this guide, we hope to provide you with the answers you need.

Visit us at NIPSCO.com for more information.

Our Commitment To Service Excellence

At NIPSCO, we are proud to provide Northern Indiana with safe and reliable gas and electric service. It is our goal to meet your energy needs and to offer helpful products, services and ways to help you save on your energy bills.

And through our commitment to service excellence, we continue to focus on what is in the best interest of our customers and the communities we serve.

We thank you for your business and look forward to serving you.

Call Us 24 Hours A Day, Seven Days A Week

Any time you have a question about your NIPSCO service, please call one of our friendly customer service representatives at 1-800-464-7726. Our trained representatives can assist you with a broad range of issues, including new service, billing questions, payment arrangements, service outages, and gas and electric emergencies. We are fully staffed 24 hours a day, with additional personnel scheduled in anticipation of weather-related outages.

Contacting us



Phone

24-hour Customer Service

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

- Electrical Outages & Emergencies
- Credit Department
Hours: Mon-Fri, 7 a.m. – 7 p.m. CST
- TTY/TTD
1-800-635-0952
- Call Before You Dig
811

Gas Leak Emergencies

- 1-800-634-3524

TTY/TTD

- 1-800-635-0952

Call Before You Dig

- 811

Web/Mobile

- NIPSCO.com m.nipsco.com

Mail

NIPSCO
Attn: Customer Service Manager
801 E. 86th Avenue
Merrillville, IN 46410

E-Mail

nipscoquestions@nisource.com

Interpreter Line Service (24-Hr/Free)

If you have any questions or need translation, NIPSCO offers multiple language services free of charge.

Getting started



Who Has Access To My Account?

Only the authorized account holder can access individual account information unless permission has been given otherwise.

Customer Privacy

Maintaining the confidentiality of your sensitive personal information is important to us. We take steps to protect from public disclosure your social security and bank account numbers and other sensitive personal information. However, sensitive personal information may be shared with affiliates, agents, contractors, vendors and other organizations that assist us in the conduct of our utility business. We further reserve the right to disclose, without your consent, any communications or sensitive personal information, when requested to do so by courts, government agencies or by law enforcement authorities; or in connection with the possible sale or reorganization of all or a portion of our business; or when we believe that disclosure is reasonably necessary or appropriate to prevent physical harm, or financial loss related to the conduct of our utility business. To learn more about NIPSCO's privacy practices and your ability to avoid receiving mailings from third-party marketers, please visit NIPSCO.com.

Register Your Account Online

Managing your account online is just a few clicks away at NIPSCO.com. It's easy, secure and free. You'll need your 10-digit account number to create your account. Once enrolled, you'll have access to a number of helpful online services available, including:

- Sign up for paperless e-bill
- Compare payment options
- Make a one-time payment using electronic check, credit or debit card
- Sign up for Automatic Payment Service

Shutting Off/Transferring Service

If you will be moving to another area in our service territory, or need to terminate service, please contact us at 1-800-464-7726 before you move.

Being safe



Call 811 Before You Dig

Before you begin any digging or landscaping projects, be sure to call 811 at least two working days before you break ground and have your utility lines marked. It's free, it's easy—and it's the law.

Electric Safety

Ice, snow and fallen tree limbs can interrupt electric service. For your safety, please stay away from any fallen power lines. Remember to report any electrical outage to NIPSCO so that we may respond.

You should never attempt to prune limbs or remove trees that are close to power lines. Tree work near power lines requires specialized, nonconductive equipment. For your safety, always contact NIPSCO if you see a tree that you suspect is causing a potentially dangerous condition or power outage.

Gas Safety

Natural gas is colorless and odorless. For easier detection of gas leaks, NIPSCO adds a rotten egg scent to natural gas. If you notice this odor inside your home, immediately take the following action:

- Leave the home or premises immediately, contact our Gas Leak Emergency Hotline at 1-800-634-3524 from a safe location and wait for a NIPSCO service person to arrive
- DO NOT re-enter the home or premises
- DO NOT smoke, make a spark or a flame
- DO NOT turn on/off any light switches or activate or switch on/off any other electrical or telephone equipment
- DO NOT raise or lower windows

Gas leaks may result in the following signs:

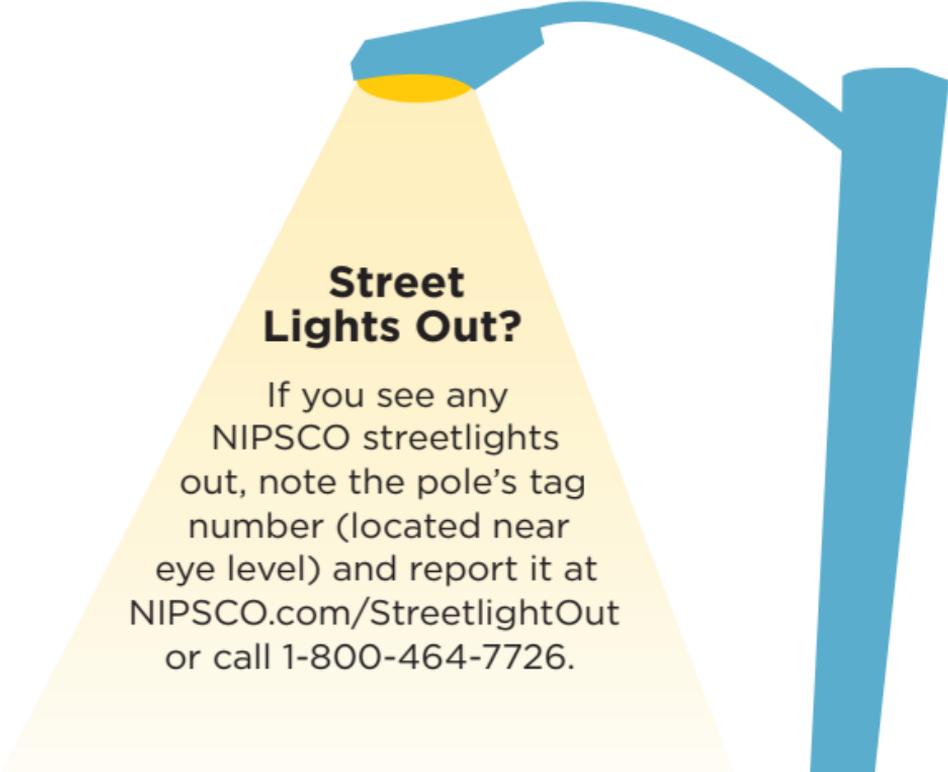
- The smell of rotten eggs may be noticeable
- A hissing sound may be audible
- Dead or dying vegetation may be outdoors

For more important safety tips, visit [NIPSCO.com/StaySafe](https://www.nipSCO.com/StaySafe).

Power Outages

If you lose electrical power, please follow these steps:

- If you have electricity in some parts of your home but not others, please check to see if you have a blown fuse or a tripped circuit breaker
- If you have no electricity anywhere in your home, report your outage from your computer or mobile device at NIPSCO.com or by calling 1-800-464-7726.
- Follow outage status and restoration efforts and find safety tips at NIPSCO.com/OutageCenter

An illustration of a blue streetlight pole on the right side. A yellow cone of light emanates from the top of the pole, pointing downwards and to the left. The text is contained within this yellow cone.

Street Lights Out?

If you see any NIPSCO streetlights out, note the pole's tag number (located near eye level) and report it at NIPSCO.com/StreetlightOut or call 1-800-464-7726.

Understanding your monthly bill



What Is The Delivery Charge?

The delivery charge covers operating and distribution costs, including the cost of responding to gas emergencies and logistic costs, such as reading the meter, billing, printing and mailing bills. For additional information about your bill, please visit NIPSCO.com.

Why Is My Bill Sometimes Estimated?

Bills are estimated if we can't gather your meter reading. In the event we estimate your meter, we strive to get as close as possible to the likely energy usage based on your consumption habits. When the meter is next read, your bill will be adjusted accordingly.

If your bill has been estimated, and you would like to submit your own meter reading, you can report your meter reading online by logging into your account or submit your reading by phone by calling 1-800-464-7764.

What Do I Do If My Bill Seems Higher Than Normal?

- Check to see if your bill was estimated
- Confirm the number of days billed
- Compare meter readings to be sure they fall in line with previous readings
- Determine if there were additional people in the home
- Compare usage with previous months
- Visit NIPSCO.com/SaveEnergy for ways to save energy
- Call 1-800-464-7726 if you still have questions about your bill

Where Can I Find Information On Current Rates/Tariffs?

NIPSCO's rates and tariffs are approved by the Indiana Utility Regulatory Commission. For more info, visit the About Us section on NIPSCO.com.

Questions About Your Bill?

If you think your bill contains an error or you would like to have some part of your bill explained to you, please call one of our customer service representatives at 1-800-464-7726. The customer service representative will help explain the charges that appear on your bill, which may resolve your concern. If you are dissatisfied with a proposed resolution of your complaint, you have the right to take your complaint to the Indiana Utility Regulatory Commission. The IURC may be contacted at:

Consumer Affairs Division
Indiana Utility Regulatory Commission
PNC Center, Suite 1500 East
101 West Washington Street
Indianapolis, IN 46204

1-800-851-4268
317-232-8556 for TYY/TDD

www.in.gov/iurc

For additional information regarding your account, please visit NIPSCO.com.

Paying your bill



What Are My Payment Options?

We continually strive to offer you a number of easy, convenient ways to pay your bill:

- Online at NIPSCO.com or your online banking service
- Through automatic monthly deductions using our ZapCheck program
- Over the phone through our automated phone system at 1-800-464-7726
- At hundreds of authorized payment locations throughout Indiana (listed on NIPSCO.com)
- By mail using the provided payment envelope

When Is My Payment Due?

Payment must be received by the date indicated on your bill, or you will be assessed a late fee. Always allow sufficient time for processing your payment to avoid late payments or possible disconnection of service. If you are making a payment after receiving a disconnect notice, please call a customer service representative during normal business hours to ensure that the payment will be received by NIPSCO prior to the disconnect date.

What If I Have Trouble Paying My Bill?

NIPSCO offers a variety of energy assistance options for those who qualify. For more information, call 1-800-464-7726 or visit [NIPSCO.com/PaymentAssistance](https://www.nipSCO.com/PaymentAssistance).

Even if you do not qualify for assistance, NIPSCO has programs that can help you budget your payments. Please call a customer service representative for more information.

What Happens If I Do Not Pay My Bill?

State regulations permit NIPSCO to disconnect customers who fail to pay their bills. If you are disconnected for failure to pay your bill, you will be required to pay the past due amount, plus a reconnection charge. You may also be required to pay a deposit to ensure future payment.

For disconnection of service due to non-payment, NIPSCO will notify the customer in writing 14 days in advance and will identify the reason and date for the disconnection. Our Credit Department is available Monday through Friday, 7 a.m. – 7 p.m. CST, to discuss the status of your service, offer assistance options, or make payment arrangements to avoid disconnection.

For more information, please call us directly at 1-800-464-7726.

In your
neighborhood



Identifying NIPSCO Employees

From time to time you may see our employees in your neighborhood, conducting home service calls, performing system maintenance and/or repairs. NIPSCO employees are required to carry photo identification and to show it upon request. If you have doubts about someone claiming to be a NIPSCO employee, you can report it to NIPSCO by calling 1-800-464-7726. Always call your local police department if you suspect suspicious activity.

Your Gas Meter

Regular meter readings ensure that you are billed only for the actual amount of gas or electricity you have used and that your equipment is working properly. Make sure your meter is visible at all times and accessible for maintenance and emergency responders: trim bushes and trees around utility meters, clear snow and ice from meters and service line connections and don't build pools or decks that block meters. You are responsible for any damage to or maintenance of electrical lines and/or gas pipelines inside your home, as well as the weatherheads outside of your home.

Your Electric Service Line

There are certain components of your electric service that are not NIPSCO's property and are your responsibility to maintain and repair. These include electrical lines inside your home, as well the weatherhead (entry point for electrical wiring) outside your home.

Tree Trimming

We work year round to trim trees away from electric power lines in order to keep equipment operating safely and provide you with reliable service. NIPSCO uses only nationally recognized, insured, and properly certified contractors to perform tree work along our lines. Tree work near power lines requires specialized, nonconductive equipment and federally mandated Occupational Safety & Health Administration (OSHA) worker safety and skills training. For your safety, always contact NIPSCO if you see a tree that you suspect is causing a potentially dangerous condition or a power outage. Never attempt to prune limbs or remove trees that are close to power lines.

Saving energy



Energy Savings Tips

We're dedicated to delivering reliable energy, but we also want to help you use that energy efficiently and help reduce your bill in the process. Here are a few simple tips that can result in big savings:

- Install a programmable thermostat
- Reduce your water heater temperature
- Switch to compact fluorescent light (CFL) or LED bulbs
- Replace your air filter frequently
- Weatherproof your windows and doors
- Turn off lights and appliances when not being used
- Install Energy Star appliances when possible
- Visit NIPSCO.com/SaveEnergy for a list of energy saving programs available to you

NIPSCO 

NIPSCO.com

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

Versión en Español está disponible en línea.