



FOR IMMEDIATE RELEASE

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FOR ADDITIONAL INFORMATION

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Blizzard Conditions Cause Extensive Damage to NIPSCO Power System

- *Approximately 30,000 customers affected and rising*
- *Multi-day cleanup event expected*

Merrillville, Ind. – NIPSCO is currently experiencing significant outages due to heavy snow and high winds brought by Wednesday’s blizzard conditions. As of 6 p.m. CT, approximately 30,000 customers are without power – 39,000 have been affected by the storm in total.

Current outages are primarily located in the western and northwestern portion of Indiana – including large concentrations in Benton, Lake, Newton, Porter and White Counties.

More than 250 NIPSCO employees are working to assess and respond to the damage, with the support of additional resources working in the call center and emergency command center to focus on power restoration efforts. An additional 112 outside resources from neighboring utilities and contractors have been secured for added support.

The storm conditions have not ended and are forecasted to continue into tomorrow, with the potential for damaging wind gusts through Friday. Low visibility, the loss of sunlight and poor road conditions can hamper response times and the ability for NIPSCO crews to access and make the necessary repairs.

At this time, NIPSCO expects a multi-day cleanup effort. Once the storm subsides, NIPSCO will be able to make a better assessment on estimated restoration times - which could improve or worsen depending on the weather conditions. Crews will continue to work around-the-clock to restore service.

A list of known warming shelters and future updates will be available at NIPSCO.com/outagecenter.

NIPSCO understands that any service outage is an inconvenience, especially during extreme weather conditions. NIPSCO crews working on the storm thank customers for their patience and understanding during the restoration efforts.

Restoration Process

Following an assessment of the damage, NIPSCO’s restoration process begins with repairing large transmission and distribution lines that supply electricity to large numbers of customers in large geographic areas – including critical customers such as hospitals and emergency response. Repairs to other lines that serve smaller groups of customers can’t be made until the larger lines feeding electricity to those areas are repaired.

When crews work on damaged trees during storms, they focus on repairs that are critical to our facilities and to restoring power and do not clean up or remove branches and debris that may be left behind. Contact your local municipal officials for more information on storm debris disposal.

Safety First – Stay Away from Downed Power Lines

Most important to your safety is to avoid downed power lines, damaged poles or other hazardous situations. Every downed wire should be treated as though it is a live wire.

Reporting an Outage

1. **Text:** Text “Out” to 444111. (You will receive a responses confirming your address and contact information.)
2. **Online:** NIPSCO.com
3. **Mobile Device:** m.nipsco.com
4. **Phone:** 1-800-4-NIPSCO (1-800-464-7726)

Staying Informed

Ice, sleet, snow, strong winds and tree damage are the most common causes of power outages during winter months and the most difficult when it comes to restoring service. Inclement weather creates a number of safety concerns for both the general public and our crews and often hinders restoration efforts.

During power outage events, NIPSCO will continue to provide updates regarding the current number of customers affected, where outages are located and when power is expected to be restored, using the following channels:

- **NIPSCO.com/Alerts** – Sign up for power outage alerts to receive outage updates, including estimated restoration times via text, email or phone.
- **NIPSCO.com/OutageCenter** – Find current information on the status of power outages and estimated restoration times.
- **m.nipsco.com** – View the same outage map and details on NIPSCO.com from your mobile device.
- **[Facebook.com/NIPSCO](https://www.facebook.com/NIPSCO) or [Twitter.com/NIPSCO](https://twitter.com/NIPSCO)** – Follow NIPSCO’s progress through popular social media channels to view photos and power restoration updates.

Find more storm safety tips and monitor the status of power restoration at **[NIPSCO.com/OutageCenter](https://www.nipsco.com/OutageCenter)**.

About NIPSCO: Northern Indiana Public Service Company (NIPSCO), with headquarters in Merrillville, Indiana, has proudly served the energy needs of northern Indiana for more than 100 years. As Indiana’s largest natural gas distribution company, and the second-largest electric distribution company, NIPSCO serves approximately 810,000 natural gas and 460,000 electric customers across 32 counties. NIPSCO is part of NiSource’s (NYSE: NI) seven regulated utility companies. NiSource is one of the largest fully regulated utility companies in the United States, serving approximately 4 million natural gas and electric customers through its local Columbia Gas and NIPSCO brands. More information about NIPSCO and NiSource is available at [NIPSCO.com](https://www.nipsco.com) and www.nisource.com.

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