



FOR IMMEDIATE RELEASE

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FOR ADDITIONAL INFORMATION

Kathleen Szot, NIPSCO Communications

219-314-3801

NIPSCO Billing Statement Gets a New Look

Customer feedback inspires new bill content and design

Merrillville, Ind. — A newly designed billing statement will begin appearing in NIPSCO customers' mailboxes and email inboxes, thanks to direct input from customers. The new bill, which launched in mid-May, was designed to be easier to read and understand.

Aimed at improving the billing experience for NIPSCO's nearly one million customers, the redesign project involved gathering multiple forms of feedback from customers, employees and other stakeholders via focus groups, online surveys and in-person meetings. These feedback channels allowed NIPSCO to test initial design prototypes, understand the information that is most important and compare the new design to the current format as well as to other types of bills customers receive.

"Since our last full-scale bill redesign in 2006, our customers' needs have changed, so it was important to design this new bill with them in mind," said Ron Uzubell, director of customer transactions for NIPSCO. "Our goal is to make it easier for customers to read and understand their NIPSCO bill."

Key improvements of NIPSCO's new bill:

- Easy to read: Larger, more streamlined text and integration of icons to display common terms.
- Organized layout: Information displayed in customers' order of importance and clearly presented to display important details.
- Focus on safety: More emphasis on tips to help keep you safe around natural gas and electricity.
- Prominent energy usage information: A larger graph that offers 13 months of historical usage.

Customers who are enrolled in NIPSCO's electronic billing option (e-bill) will also receive the new bill design. With e-bill, customers receive an email delivered as soon as it is ready, which means no more waiting on the mail. They can also sign up to receive a reminder alert via phone, text or email when their bill is due. For more information, visit NIPSCO.com/ebill.

Learn more about NIPSCO's redesigned bill at NIPSCO.com/MyBill.

Additionally, NIPSCO offers a number of billing and payment options to meet their customers' needs, including utility bill assistance programs for households that are experiencing financial challenges. Learn more at NIPSCO.com/BillingPayment.

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 and www.nisource.com.

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