



FOR IMMEDIATE RELEASE

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FOR ADDITIONAL INFORMATION

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NIPSCO Prepared to Respond as Winter Storm Heads Toward Northern Indiana
Customers Reminded to Report Outages and Stay Informed

Merrillville, Ind. — With predictions of sleet, heavy snow and wind gusts of up to 45 mph, NIPSCO is preparing for any potential challenges in the event of any power outages.

The company is taking the following measures to ensure preparation, including:

- Increasing staffing at customer call center.
- Scheduling extra work crews to handle any system problems.
- Postponing scheduled work that would require equipment to be out of service.
- Putting work crews out in the field to monitor the system and respond quickly to any problems.
- Remaining in contact with area public officials in the event potential problems arise.

Additionally, NIPSCO wants to remind customers to be safe and report any outages through their multiple channels, all of which are available 24 hours a day, seven days a week.

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.

Preparing for Severe Weather

Finally, customers can also prepare for storms by following some simple customer safety tips, including:

- Monitor the weather and know what conditions are forecasted for your area.
- Check to see if shrubs or trees need trimming or if you have any weak limbs. Be particularly careful when working near power lines.
- Compile a storm preparedness kit, including essential medicines, non-perishable food items and water, flashlights, portable radios, extra batteries and a manual can opener.
- If someone in your family requires life support equipment, make prior arrangements for a back-up power supply. This may mean having a back-up power supply such as a generator or going to a health care facility that has back-up power.
- Avoid opening the refrigerator or freezer. Food will stay frozen in a fully loaded freezer for 36 to 48 hours if the doors remain closed. If the freezer is half full, the food will generally keep 24 hours.

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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