

FOR IMMEDIATE RELEASE

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FOR ADDITIONAL INFORMATION

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Winter Utility Bill Assistance Programs Now Open

NIPSCO connecting customers in need with energy assistance programs

Merrillville, Indiana — Northern Indiana Public Service Company (NIPSCO), state agencies and other local organizations are partnering once again to help connect families that are struggling to pay their heating bills this winter with available assistance funds. Enrollment for the federal low-income energy assistance program (EAP) is now open.

While NIPSCO has among the lowest residential gas bills in Indiana, payment assistance programs help give a greater sense of security to customers experiencing financial difficulties.

“Winter weather can make utility bills a challenge for a family in need,” said Kimberly Ferrell, manager of NIPSCO’s customer contact center. “To help, there are a number of assistance programs available, and we strongly encourage customers to reach out as soon as they start experiencing difficulties. Our goal is to make sure that all homes in our communities stay safe and warm this winter.”

Assistance programs include:

- **Low Income Home Energy Assistance Program (LIHEAP):** LIHEAP support is available to households falling within 150 percent of federal poverty guidelines. Between Nov. 1 and March 15, Indiana utilities do not disconnect service to customers enrolled in LIHEAP who are behind on their bills.
- **NIPSCO Customer Assistance for Residential Energy (CARE) Discount Program:** The NIPSCO CARE Discount Program is designed to provide further gas bill reductions to LIHEAP-eligible customers. Once enrolled in LIHEAP, customers are automatically enrolled in the program.
- **NIPSCO Hardship Program:** For customers just outside the federal poverty guidelines for LIHEAP, the NIPSCO Hardship Program offers up to \$400 in gas bill assistance to households between 151 and 200 percent of the federal poverty level.

NIPSCO customer care agents trained to help connect customers with available funds are available Monday through Friday from 7 a.m. to 7 p.m. CST at 1-800-4-NIPSCO (1-800-464-7726).

Eligibility is based on income and family size. More information and a listing of agencies that help administer assistance programs is available at NIPSCO.com/PaymentAssistance.

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The following information is usually required when applying for LIHEAP at an agency; however, be sure to contact the agency for the complete list of documentation you will need to provide:

- Indiana picture ID
- Social Security cards for all household members
- NIPSCO bill
- Proof of residency
- Proof of income

Energy- and Money-Saving Programs

Improving a home's energy efficiency can also make a big difference on utility bills, and NIPSCO customers have access to a wide range of programs designed to help manage energy usage. A full list of programs and tips to help manage energy use can be found at [NIPSCO.com/Save](https://www.nipSCO.com/Save).

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 [NiSource.com](https://www.nisource.com).

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