

CONNECTING YOU + ENERGY



+ ENERGY

WHY YOUR NIPSCO BILL LOOKS DIFFERENT

Communities across Northern Indiana are seeing higher than normal winter bills, and some customers are expressing understandable frustration. This year's cold temperatures have significantly increased natural gas usage, which is the primary driver of higher bills. Even when the cost of natural gas remains steady, extreme cold forces furnaces to run longer and harder, raising both usage and total charges.

Colder temperatures across much of the country are leading many households to use more natural gas, and we're seeing the same seasonal impact here. This isn't unique to our communities, but we understand it's creating real stress for some customers.

WHY ARE BILLS HIGHER RIGHT NOW

- On average, January customers are using over 11 times more natural gas compared to August.
- Increased usage raises both supply and delivery portions of the bill.
- More people are at home. Colder temperatures also increase usage.
- Even if gas prices remain stable, higher usage leads to higher bills.
- If you have electric heating, you will see similar increases due to higher electric usage.

HOW NATURAL GAS BILLS WORK

A natural gas bill has two main components:

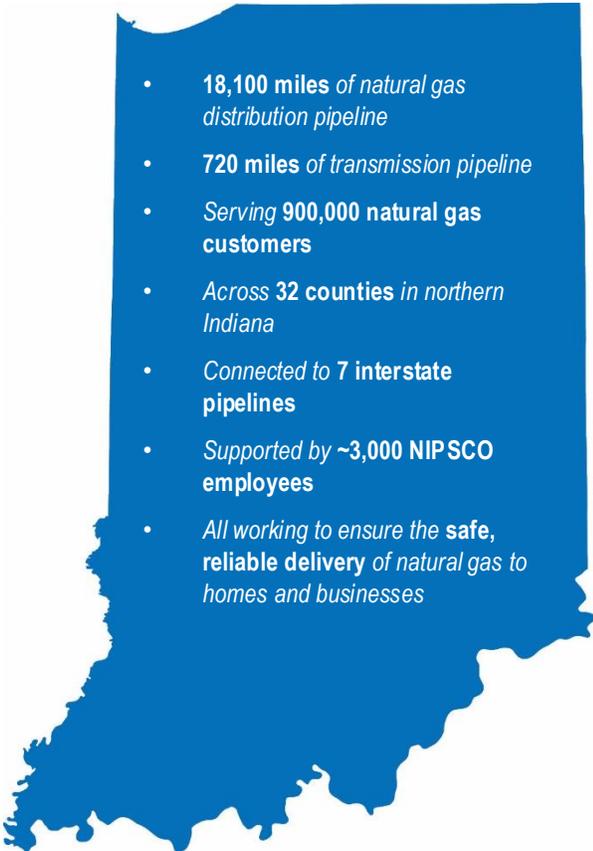
1. Gas Supply Charge

- This is the cost of the natural gas itself.
- NIPSCO does not mark up or profit from this charge.
- It reflects market prices and is reviewed by the Indiana Utility Regulatory Commission (IURC).

2. Delivery Charges

These cover the usage-driven cost to safely deliver natural gas to homes and businesses. In winter, furnaces pull a much higher volume of gas through the system, so the delivery portion of the bill naturally goes up with that increased usage. It's not an arbitrary added fee; it's the cost of safely delivering more energy to homes and businesses during the coldest months.

- Delivery Charges include:
 - 24/7 emergency response. If you smell gas in and around your home, NIPSCO has an emergency line you can call and a technician will respond to assess the situation and ensure the safety of your home and family.
 - System inspections, repairs, leak surveys and natural gas safety precautions
 - Long-term upgrades to improve the safe and reliable delivery of natural gas to homes and businesses in our communities
- Delivery Charges increase when customers use more natural gas — which is typical during cold weather.
- Delivery Charges are not added fees or "markup charges." They are tied to usage, reliability and essential safety operations.

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- 18,100 miles of natural gas distribution pipeline
 - 720 miles of transmission pipeline
 - Serving 900,000 natural gas customers
 - Across 32 counties in northern Indiana
 - Connected to 7 interstate pipelines
 - Supported by ~3,000 NIPSCO employees
 - All working to ensure the safe, reliable delivery of natural gas to homes and businesses

NIPSCO[®]
A NiSource Company

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YOUR **DOLLAR** AT WORK

HOW NIPSCO FUELS OUR COMMUNITY



30¢ NATURAL GAS SUPPLY

Goes directly to purchasing the natural gas you use. NIPSCO doesn't profit from this cost. What we pay is what you pay. No markup. No extra fees.



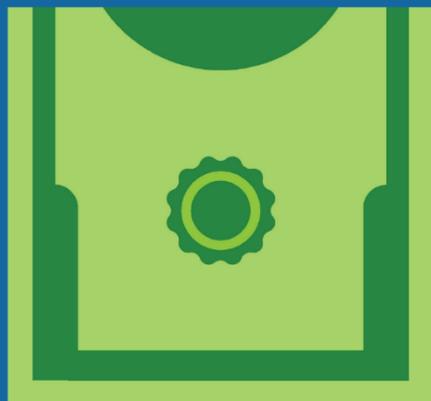
7¢ TAXES

Goes to support public services in our community like schools, roads and emergency services.



25¢ DAY-TO-DAY OPERATIONS

Covers the cost of safely maintaining pipelines, responding to service calls and keeping your gas flowing safely and reliably.



38¢ INFRASTRUCTURE IMPROVEMENTS & FINANCING

Investments in system upgrades to improve safety, reliability and long-term service, along with the cost of financing those improvements.

This graphic reflects average residential customer costs as of Aug. 1, 2025.



NIPSCO.com/ConnectingYou

Explore programs, services, billing support and tools to customize your preferences on our website, which has everything you need to make the most of your NIPSCO experience. To access, scan the QR code.

YOUR BILL DEBUNKING MYTHS

CUSTOMERS ARE NOT PAYING FOR DATA CENTERS

Data centers aren't raising bills. Data centers pay for 100% of the infrastructure needed to supply their energy needs. Winter bill changes are driven by weather-related usage, not data-center activity.

NIPSCO RATE INCREASES MUST BE REVIEWED AND APPROVED

The delivery charge rate does change occasionally. NIPSCO had a Gas Rate change approved in 2024 and an Electric Rate change approved in 2025. NIPSCO can only change delivery rates through a formal, transparent regulatory process with approval from the Indiana Utility Regulatory Commission (IURC). Bills increase in the winter primarily because homes use more natural gas.

AMI UPGRADES ARE NOT CAUSING HIGHER WINTER BILLS

The Automated Metering Infrastructure (AMI) communication module being upgraded does not affect meter accuracy. Recent bill increases are tied to colder weather, which makes furnaces run longer even when customer habits haven't changed.

DELIVERY CHARGES ARE NOT "JUNK FEES"

They fund the year-round maintenance, inspections, safety work, and emergency response needed to deliver gas safely and reliably — especially during severe winter weather. They do not pay for the gas itself.

WHAT NIPSCO CONTROLS AND WHAT WE DON'T

NATURAL GAS PRICES ARE SET BY THE MARKET

NIPSCO does not mark up the cost of gas.

DELIVERY RATES ARE REGULATED

Any change must be approved through a formal regulatory process that requires evidence and proof that rates are fair and reasonable.

DELIVERY CHARGES SUPPORT OUR SYSTEM

They fund maintenance, inspections, safety work and the operation of 18,000+ miles of pipeline serving 1.4 million customers across northern Indiana.

WHAT WE CAN CONTROL

How we communicate, how we support you and how we help you manage your bill. That's why we offer payment plans, the Budget Plan, and energy-assistance programs — and why we're increasing outreach now.

We can't change winter, but we can show up, explain the facts and help you explore your options.

HIGHER USAGE = HIGHER BILLS

Gas rates haven't doubled—but for many, use has. Colder winters mean your furnace runs more often, which increases your overall usage and can lead to higher bills.

December 2025 weather was
22.7% COLDER
than December 2024

December 2025 usage was
16% HIGHER
than December 2024

December 2025 weather was
107.8% COLDER
than November 2025

December 2025 median usage was
153% HIGHER
than November 2025



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YOUR BILL WHAT YOU CAN DO

We understand your bill may be higher, and we're here to help you manage it with tools, resources and support.

UNDERSTANDING YOUR BILL

Your bill includes tools to help you track and manage your energy use. Through your online account portal on [NIPSCO.com](https://www.nipSCO.com), you can access information like monthly usage comparisons, year-to-date graphs with temperature trends and downloadable usage history so you can see how much natural gas and electricity you're using and why.

[NIPSCO.COM/Bill](https://www.nipSCO.com/Bill)

GET HELP PAYING YOUR BILL

We know there are times when it may be difficult for you to pay your bill. We offer options to help you get back on track.

- **Payment Plans**
We offer payment arrangements to help you if you are having trouble paying your bill. Learn more at [NIPSCO.com/PaymentPlans](https://www.nipSCO.com/PaymentPlans).
- **Income-eligible assistance programs**
You may qualify for federal, state or local income-eligible payment assistance programs to help you pay your bill. Learn more at [NIPSCO.com/Assistance](https://www.nipSCO.com/Assistance).
 - **Low-Income Home Energy Assistance Program (LIHEAP/EAP):** Available to households that are at or below 60 percent of the State Median Income (SMI).
 - **Customer Assistance for Residential Energy (CARE) Discount Program:** Designed to provide further bill reductions to LIHEAP-approved customers.
 - **NIPSCO Hardship Program:** Funds for natural gas customers who fall between 151-250 percent of the Federal Income Level.
 - **SERV Program:** Supports income-qualified active military members and honorably discharged veterans with past-due residential gas accounts.
 - **SILVER Program:** Assists income-qualified senior customers aged 60 and older with past-due residential gas accounts.

- **Budget Plan**

Budget Plan allows you to pay about the same amount each month. Your amount is calculated based on usage, weather and projected costs. Learn more at [NIPSCO.com/BudgetPlan](https://www.nipSCO.com/BudgetPlan).

- **DependABill**

With DependABill® you'll pay the same fixed amount every month – no matter the weather or natural gas price changes. Learn more at [NIPSCO.com/DependABill](https://www.nipSCO.com/DependABill).

GET HELP MANAGING YOUR BILL

- **Energy Efficiency**

Save energy and reduce your electric and natural gas bills with our savings tips and energy efficiency offerings. We have many ways to help you save big in your home. Learn more at [NIPSCO.com/Save](https://www.nipSCO.com/Save).

- **No-Cost Home Energy Assessment**

When you schedule a no-cost Home Energy Assessment, you're on your way to improving the comfort of your home and lowering your energy bills. A trained energy advisor will take you step-by-step through the assessment to identify long-term, cost-effective energy-saving opportunities in your home. Learn more at [NIPSCO.com/Save](https://www.nipSCO.com/Save).

Still not sure where to start? For more information on any of our programs or services, call us at 1-800-4-NIPSCO.



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