



NIPSCO

WE'RE HERE FOR YOU



Available Now

ENERGY ASSISTANCE & PAYMENT PLANS

Please note: Energy Assistance must be applied for annually. If you applied last program year, whether you received assistance or not, you must reapply this year.

HELP *When you need it most*

If you are struggling financially, we want to help you through the process of finding the assistance you need. Financial support is available through a variety of programs. Don't miss out on funds that may be available to you.

ENERGY ASSISTANCE PROGRAM (EAP)

You may be eligible to receive state and federal assistance to help pay your NIPSCO bill from the Energy Assistance Program (EAP).

THE APPLICATION PERIOD BEGINS OCTOBER 1, 2024 AND ENDS ON APRIL 14, 2025

Do You Qualify

Income eligibility will be based on 60 percent of State Median Income.

Where To Apply

EAP is implemented through participating local agencies in each county under the Indiana Housing and Community Development Authority (IHCDA). Online applications are being accepted now at ihcda.rhsconnect.com.

NIPSCO CARE

Once you're approved for EAP, you are automatically enrolled in the NIPSCO CARE program. With these **additional discounts** on your energy bill, you could save between 11 and 26 percent, depending on your income. You will receive notification from NIPSCO.

INDIANA ENERGY RENTAL ASSISTANCE PROGRAM (IERA)

To apply for the first time, and to find out about additional resources and services, please **call 2-1-1**. If you already have an active application, check your email frequently for requests for additional information.

EAP ELIGIBILITY CALCULATOR

2024-2025 Annual Household
Income Guidelines
60% of State Median Income

HOUSEHOLD SIZE	12-MONTH INCOME
1	\$32,236
2	\$42,156
3	\$52,075
4	\$61,994
5	\$71,913
6	\$81,832
7	\$83,629
8	\$85,552

NOT ELIGIBLE?

Even if you aren't eligible for these energy assistance programs, you may be eligible for one of our flexible payment plans.

Full details are available online:
NIPSCO.com/PaymentPlans



FOR ALL THE CURRENT PROGRAMS AND INFORMATION AVAILABLE, VISIT NIPSCO.COM/Assistance
CALL 1-800-464-7726





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A LITTLE HELP *Goes a Long Way*

Not eligible for energy assistance? Our payment plans are designed to give you choices and help ease any financial stress you may be experiencing. Contact us if you are currently behind on your bill or as soon as you realize you need help and we'll quickly get you set up on the best plan for you.

PAYMENT PLANS

Allows you to pay your past due balance over three months. Each month you will pay a portion of your past due balance, plus your current charges due each month. To get started on the program, you'll need to make an initial down payment. Enroll in this program **ONLINE** at [NIPSCO.com/PaymentPlans](https://www.nipSCO.com/PaymentPlans).

NEED HELP FINDING ANOTHER PLAN

There may be other personalized options available. Contact our customer care team at **1-800-464-7726** to learn more.

ALTERNATIVE PAYMENT OPTIONS

Just need an alternate way to pay right now? There are many options.

ONLINE or **BY PHONE** using our payment processing vendor Paymentus. Paymentus will charge a convenience fee of \$2.00 per transaction.

Contact Paymentus online at [NIPSCO.com/PaymentOptions](https://www.nipSCO.com/PaymentOptions) or by phone at **1-855-763-6277**, 7 days a week, 24 hours a day

Search for **IN PERSON PAYMENT LOCATIONS** at [NIPSCO.com/PaymentOptions](https://www.nipSCO.com/PaymentOptions).

TAKE CONTROL *of Your Energy Bill*

Options are available to **take control** of your energy bill, including:

- Energy Assistance
- Payment Plans
- Ways to Save
- Monitoring and Managing Usage



WE'RE HERE FOR YOU to help you every step of the way... from getting back on track, to ensuring you are prepared with options that best suit your energy needs moving forward!

MANAGING YOUR USAGE = MANAGING YOUR BILL

- **Monitor Your Usage** - Sign in to your account to view and compare previous usage, weather and bills. Multiple types of historical data on your account are available to review and compare. Don't have an online account? Register today at [NIPSCO.com](https://www.nipSCO.com).
- **Find Energy Saving Tips** - Find valuable information about ways to save on your energy usage, easy conservation tips and much more.

MANAGE YOUR BILLING AND PAYMENTS

- Budget Plan
- Billing and Payment Alerts
- Payment Options

UNDERSTAND YOUR BILL

Get a better understanding of features and charges on your bill by visiting our website and clicking on Bills and Payments and Understanding Your Bill.

FOR ALL THE CURRENT PROGRAMS AND INFORMATION AVAILABLE, VISIT [NIPSCO.COM/Assistance](https://www.nipSCO.com/Assistance) CALL 1-800-464-7726





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ADDITIONAL *Assistance Programs*

STARTING DECEMBER 1, 2024

HARDSHIP PROGRAM

If you are a natural gas customer struggling to pay your past due energy bill and fall between 151-250 percent of the federal poverty level, NIPSCO may provide energy assistance funds. Hardship funds are available through many of the same local Community Action Agencies where EAP funds are distributed. Funds are distributed starting December 1 each year. To find a Hardship Agency, **visit [NIPSCO.com/IncomeEligible](https://www.nipSCO.com/IncomeEligible)**.

If you have applied for EAP but need additional assistance, NIPSCO has two additional programs you may qualify for.

SERV Supply Energy Resources to Veterans

Are you a Veteran or active-duty military person that is struggling to pay past due energy bills? **Thank you for your service.** NIPSCO has a **special energy assistance program for Veterans and active-duty military personnel.** Find out if you qualify today.

TO QUALIFY YOU MUST MEET THE FOLLOWING CRITERIA:

1. Be a Veteran or active-duty military
2. Be a NIPSCO natural gas customer
3. Have a NIPSCO natural gas account in your name
4. Have a NIPSCO natural gas account that is past due
5. Fall at or below 250 percent of the federal poverty level

SERV funds are available and limited. To learn more, visit [NIPSCO.com/Veteran](https://www.nipSCO.com/Veteran).

SILVER Seniors in Indiana Low-income and Vulnerable Energy Resource

Are you a senior citizen that is struggling to pay past due energy bills? NIPSCO has a **special energy assistance program for seniors.** Find out if you qualify today.

TO QUALIFY YOU MUST MEET THE FOLLOWING CRITERIA:

1. Be 60 years of age or older
2. Be a NIPSCO natural gas customer
3. Have a NIPSCO natural gas account in your name
4. Have a NIPSCO natural gas account that is past due
5. Fall at or below 250 percent of the federal poverty level

SILVER funds are available and limited. To learn more, visit [NIPSCO.com/Senior](https://www.nipSCO.com/Senior).

Finding and applying for energy assistance can be confusing and even overwhelming. We're here for you.

FOR ALL THE CURRENT PROGRAMS AND INFORMATION AVAILABLE, VISIT [NIPSCO.COM/Assistance](https://www.nipSCO.com/Assistance)
CALL 1-800-464-7726

