

# your SERVICE

- **NEVER QUESTION. CALL.** - If you even think you smell natural gas inside your home or business, take action. Evacuate. Call 911 and NIPSCO at **1-800-634-3524**. NIPSCO will send someone to check on the source of the odor **FREE OF CHARGE**, whether there is a leak or not.
- **Pipeline Reliability** - We safely and reliably deliver natural gas every day through miles of pipeline, serving homes and businesses in our communities. This is our commitment and shared value.



Scan the QR code to learn more

## Be Ready for the Unexpected

September is National Preparedness Month, a perfect time to make sure your household is ready for emergencies like power outages, gas leaks or severe weather. Build a basic emergency kit with essentials like flashlights, batteries, water, non-perishable food, and a first-aid kit. Don't forget supplies for pets and important documents. Sign up for NIPSCO outage alerts at **NIPSCO.com/alerts** to stay informed and always call 911 and NIPSCO at **1-800-634-3524** if you suspect a gas leak. Preparedness starts with a plan. Learn more at **ready.gov**.

## Financial Assistance



Bill payment assistance programs are available for customers experiencing financial difficulties. The Low-Income Home Energy Assistance Program (LIHEAP) opens Oct. 1, along with NIPSCO's SILVER and SERV programs for eligible seniors and veterans. Learn more about bill assistance options at **NIPSCO.com/FinancialSupport**.



## Furnace Checkup

Before the cold sets in, schedule a professional inspection of your furnace and gas appliances. Annual maintenance helps ensure your system runs safely and efficiently all fall and winter long. Never attempt gas-related repairs yourself. Leave it to the pros. A little preparation now can prevent bigger problems later.

## Carbon Monoxide Safety



Carbon monoxide (CO) is an invisible, odorless gas that can be deadly. It's produced when fuels burn incompletely. Install CO detectors near sleeping areas and test them regularly. If your detector sounds or you feel dizzy or nauseous, leave immediately and call 911. Learn more at **NIPSCO.com/CO**.





Scan the QR codes  
to learn more



## Know Your Home - Get an Annual Inspection

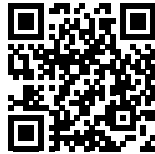
Each year, have a qualified professional inspect your natural gas appliances for proper venting and an adequate supply of fresh air. Without proper venting, combustion gas can lead to carbon monoxide poisoning. A qualified professional will look for signs of deterioration like rust, cracks or holes and make sure the exhaust and vent are in good repair and are not clogged or blocked.

If you need to repair or replace any appliances, have a qualified professional complete the installation. Learn more about proper venting at [NIPSCO.com/Venting2025](https://www.nipSCO.com/Venting2025).



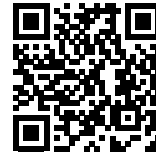
## Cross Bore

Cross bores are accidental intersections of underground utility lines. For example, a natural gas line intersecting a sewer line. If a sewer backup develops, it's important to **CALL BEFORE YOU CLEAR**. Contact 811 and a professional plumber to ensure the clog is cleared properly and safely. Visit [NIPSCO.com/Crossbore](https://www.nipSCO.com/Crossbore) to learn more.



## Stay Up-To-Date

It is important to update your contact information to stay informed about electric outages, safety info, account updates, service issues, remote connect or disconnect orders and on programs available to you. Sign into your account at [NIPSCO.com/Contact2025](https://www.nipSCO.com/Contact2025) to update your info or set up an account by verifying your contact information.



## Enroll in Budget Plan

Avoid seasonal bill spikes by enrolling in NIPSCO's Budget Plan. This program spreads your energy costs evenly throughout the year, making it easier to manage your monthly budget, especially during colder months when heating costs rise. Sign up today at [NIPSCO.com/BudgetPlan](https://www.nipSCO.com/BudgetPlan) and enjoy more predictable billing all year long.



- **Make Your Home Safer** - You've heard of smoke and carbon monoxide (CO) detectors, but did you know there's a detector for natural gas? Methane detectors can identify a potential natural gas leak. Natural gas detectors come with various features and are available in home improvement stores and online. Learn about methane detectors and other safety topics by visiting [NIPSCO.com/KnowYourHome](https://www.nipSCO.com/KnowYourHome).
- **Prevent Damage From Winter Weather** - Take time to gently clear your gas meter of any leaves or snow with a broom. Your meter needs to be visible and accessible at all times for maintenance or in the event of an emergency. If you think there's a problem with the outside piping or equipment, call us at **1-800-464-7726**. For more information visit [NIPSCO.com/Winter](https://www.nipSCO.com/Winter).
- **Stay Away from Downed Power Lines** - Always consider downed wires as energized and dangerous. Stay at least 30 feet from the wires and never touch objects near a downed wire. Visit [NIPSCO.com/ElectricLines](https://www.nipSCO.com/ElectricLines).