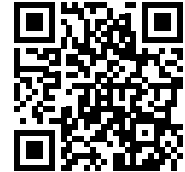


# your SERVICE

■ **NEVER QUESTION. CALL** - If you even think you smell natural gas inside your home or business, take action. **Call 911** and us 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.

■ **Appliance Safety** - Stay safe when installing or maintaining your natural gas appliances. Check a few simple steps and tips at **NIPSCO.com/ApplianceSafety**.



Scan the QR codes to learn more about the articles

## Help when you need it most

**Are you struggling to pay your NIPSCO bill?** If you are in a difficult financial situation, we offer assistance programs to help you get back on track. For more information or to find out if you qualify call us at **1-800-464-7726** or visit **NIPSCO.com/Assistance**. You may also be eligible to receive assistance through LIHEAP. Support is available to households that are at or below 60% of the State Median Income. Learn more and find out if you qualify by visiting **eap.ihcda.in.gov** or calling **2-1-1**.

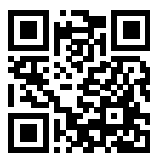
## NIPSCO CARE



For LIHEAP-approved customers, additional assistance is available through the NIPSCO CARE program. Once approved for LIHEAP, customers are automatically enrolled in the program, and bill reductions range from 15 to 32%. Learn more at **NIPSCO.com/Income-Eligible**.



## SILVER Program



Are you a senior citizen 60 years of age and older having challenges paying your past due NIPSCO gas bills? NIPSCO has an energy assistance program available called SILVER (Seniors in Indiana Low-Income and Vulnerable Energy Resource). Find out if you qualify at **NIPSCO.com/Senior**.

## SERV Program



Are you on Active Duty or a veteran experiencing difficulty paying your past due NIPSCO gas bills?

NIPSCO has a special energy assistance program for eligible active-duty customers and veterans. Learn more about our SERV (Supply Energy Resources to Veterans) program and if you qualify at **NIPSCO.com/Veteran**.





Scan the QR codes to learn more about the articles



## Know Your Home – Prevent carbon monoxide poisoning

Carbon monoxide (CO) is an odorless, tasteless, non-corrosive gas created when fuels (like gasoline, wood, natural gas) burn incompletely. CO can be produced when there is not enough oxygen for proper burning.

You can take simple steps to detect and prevent CO build up in your home:

- Install carbon monoxide detectors on every level and outside every room where someone sleeps.
- Regularly test your carbon monoxide detectors - replace the batteries and/or detectors as needed.

Find more carbon monoxide prevention tips at [NIPSCO.com/CarbonMonoxide](https://www.nipSCO.com/CarbonMonoxide).



## NIPSCO Choice

NIPSCO Choice is a voluntary program that allows you to choose your natural gas supplier. If you choose to participate, NIPSCO will continue to safely and reliably deliver the gas to your home or business through our existing pipeline system. Learn more about the program and how to enroll at [NIPSCO.com/Choice](https://www.nipSCO.com/Choice).



## Flexible payment plans

NIPSCO currently offers three-, six- and 12-month payment plans to customers who are struggling to pay their bill. Each month, you will pay a portion of your past due balance, plus your current monthly charges. 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).



## Manage your usage

**Monitor your usage** - Sign in to your account to view and compare previous usage, weather and bills.

**Energy saving tips** - Find valuable ways to save on your energy usage, conservation tips and more.

More ways to manage your usage and bills at [NIPSCO.com/TakeControl](https://www.nipSCO.com/TakeControl).



- **Prevent Damage From Cold Weather** - Take time to gently clear your gas and/or electric meters of any leaves or snow with a broom. Your meter(s) 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. [NIPSCO.com/ElectricLines](https://www.nipSCO.com/ElectricLines).