



WELCOME

Whether you're a new or returning customer, we want to take the opportunity to thank you for establishing your utility service with NIPSCO.

Here's some helpful information about your account and important information about natural gas and electric safety. We encourage you to visit NIPSCO.com for additional information and to register your account. Once you register your account, you can access important account updates, check your statements and usage, schedule payments and enroll in programs and services.

At NIPSCO we are proud to support the communities where our employees and customers live and work. We strive to be a helpful neighbor and strong business partner by investing in our energy system to enhance reliability, improving environmental technology, and supporting the local economy.

We are also dedicated to helping you save energy and manage your monthly bill with our energy efficiency programs. For those facing economic hardships, we provide a helping hand through several energy assistance programs and payment plans.

Thank you for being a part of the NIPSCO family. We look forward to delivering safe, reliable, and affordable energy and friendly service to you for years to come.

CUSTOMER PRIVACY

Protecting your sensitive data and maintaining confidentiality of your personal information is important to us. Learn about our privacy practices at NIPSCO.com/Privacy.

RIGHTS & RESPONSIBILITIES

Regular meter readings ensure that you are billed only for the actual amount of gas or electricity you have used and ensure that your equipment is working properly. Make sure your meter is always visible and accessible for maintenance and emergency responders. Occasionally, bills are estimated if we can't gather your meter reading. Learn how to safely care for your meter at NIPSCO.com/KnowYourHome. You are responsible for any damage to or maintenance of gas pipelines inside your home.

There are certain components of your electric service that are not NIPSCO's property and are your responsibility to maintain and repair. These include electrical lines inside your home, as well the weatherhead (entry point for electrical wiring) outside your home. For more information, visit NIPSCO.com/Out.

1-800-4-NIPSCO (1-800-464-7726)

7AM to 7PM CT, Monday through Friday

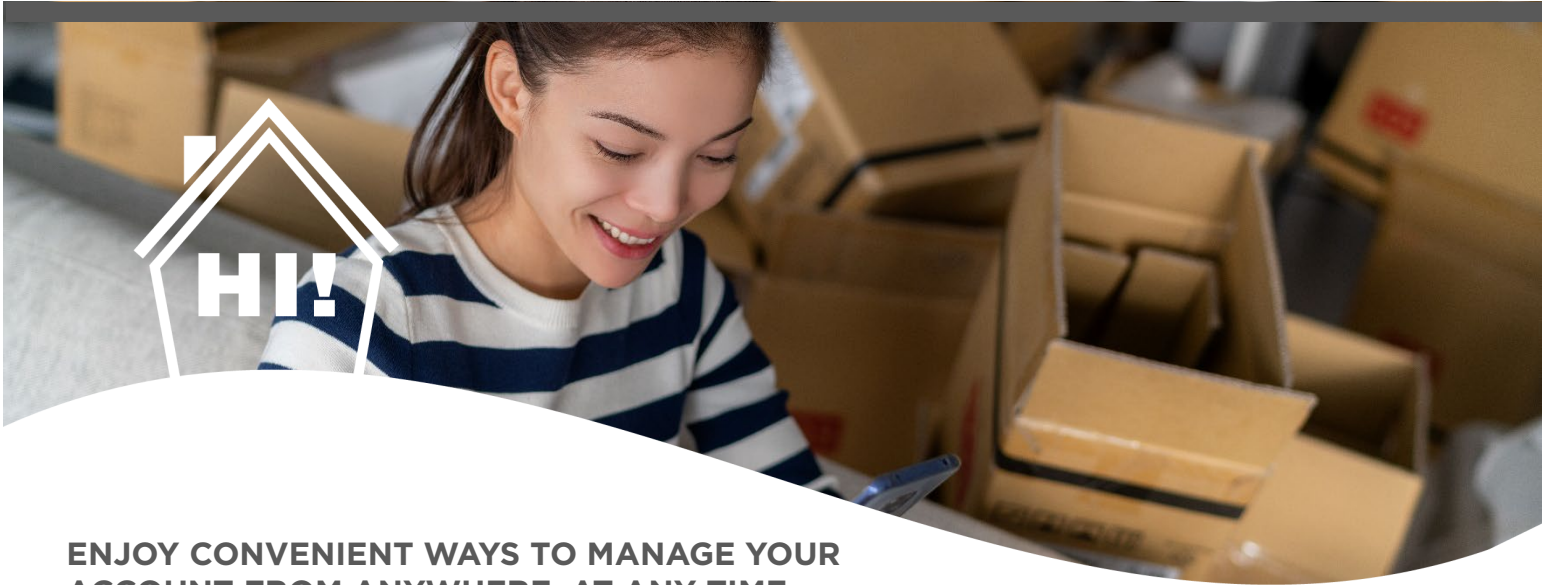
Emergency calls will be answered 24 hours a day, seven days a week, with additional personnel scheduled in anticipation of weather-related outages

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ENJOY CONVENIENT WAYS TO MANAGE YOUR ACCOUNT FROM ANYWHERE, AT ANY TIME

Register your account for free at [myaccount.NIPSCO.com](https://myaccount.nipSCO.com) and download our **NIPSCO Mobile App** to access helpful online services easily and securely.

- Enroll in programs like:
 - Paperless Billing
 - AutoPay
 - Budget Plan
 - Alerts
- Compare payment options
- View your bill and make a payment
- Access billing and payment history
- View your energy usage and compare month-over-month
- Stop, start or move your service
- Electric customers can also see and report power outages

MOBILE APP

The NIPSCO Mobile App is available on the App Store and Google Play. Easily log in with the safety of Touch ID/Face Recognition.

CHAT WITH US

Use our chat located in the bottom right-hand corner of our website or in our mobile app menu to quickly find information or manage your account 24/7.

SIMPLE STEPS TO START SAVING ENERGY AND MONEY

We want to help you use energy more efficiently and reduce your bill in the process.

NIPSCO Energy Efficiency wants to help you lower energy usage. Visit NIPSCO.com/SAVE to learn more about:

- Home Energy Tips
- Appliance Recycling
- Rebates
- Lighting Discounts
- Home Energy Assessments
- Income Qualified Weatherization

Through the Home Online Marketplace run by TRC, you can shop online and get discounts on popular energy-saving products shipped right to your door.

As you make changes, monitor your usage on the **NIPSCO Mobile App**.

ACCESS TO YOUR ACCOUNT

Only the authorized account holder can access individual account information unless permission has been given otherwise.

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STAY SAFE

Your safety is our top priority. Find out how you can stay safe and comfortable in your home or business at [NIPSCO.com/StaySafe](https://www.nipSCO.com/StaySafe).

GAS SAFETY

Natural gas is colorless and odorless. We add an odorant called mercaptan, which gives it a distinctive smell similar to rotten eggs or sulfur.

You can also identify natural gas by sight or sound. If you see blowing dirt, bubbling water or dead vegetation, or hear a hissing or roaring sound, that could be an indicator of a natural gas leak.

If you detect natural gas:

STOP

STOP WHAT YOU'RE DOING

Don't smoke or light a match. Don't open the windows. Don't use anything that could cause a spark, like a phone, light switch, appliance or flashlight. Don't start your car or use your garage door to leave.

LEAVE

LEAVE THE AREA IMMEDIATELY

If you're inside, get out immediately. If you're outside, leave the area quickly.

CALL

CALL 911 and NIPSCO

From a safe location, away from the building or odor of gas, call 911 and our emergency number at 1-800-634-3524 and wait for crews to arrive.

ELECTRIC SAFETY

Ice, snow and fallen tree limbs can interrupt electric service. For your safety, please stay away from any fallen power lines.

For your safety, always contact NIPSCO if you see a tree that you suspect is causing a potentially dangerous condition or power outage. **DO NOT ATTEMPT TO PRUNE OR REMOVE TREE LIMBS NEXT TO POWER LINES.** For more electrical safety tips, visit [NIPSCO.com/Trees](https://www.nipSCO.com/Trees).

POWER OUTAGES

Whenever and wherever an outage occurs, we're prepared to respond and keep you informed.

Check the status of an outage, how we restore power, safety tips and more at [NIPSCO.com/OUT](https://www.nipSCO.com/OUT).

If you experience an outage, you can report it via:

- NIPSCO Mobile App
- [NIPSCO.com/OUT](https://www.nipSCO.com/OUT)
- Chat
- Texting the word "Out" to 444111
- Calling 1-800-4-NIPSCO

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IN YOUR NEIGHBORHOOD

We're committed to ensuring you continue to have safe, reliable natural gas and electric service through replacement and inspection projects in our service territory.

ALWAYS CONTACT 811 BEFORE YOU DIG

Before you begin any digging or landscaping projects, be sure to **contact Indiana 811 at least two business days before you break ground** to have your utility lines marked. It's fast, it's free and it's the law. **Call 811** or submit a ticket at Indiana811.org.



TREE TRIMMING

We work year-round to trim trees away from electric power lines in order to keep equipment operating safely and provide you with reliable service. NIPSCO uses only nationally recognized, insured, and properly certified contractors to perform tree work along our lines. Tree work near power lines requires specialized, non-conductive equipment and federally mandated Occupational Safety & Health Administration (OSHA) worker safety and skills training. For your safety, always contact NIPSCO if you see a tree that you suspect is causing a potentially dangerous condition or a power outage. Never attempt to prune limbs or remove trees that are close to power lines. For more information, visit NIPSCO.com/Trees.

WATCH FOR IMPOSTERS AND SCAMS

From time to time, you may see our employees in your neighborhood conducting home service calls, performing system maintenance and/or repairs. Unfortunately, scammers are also expanding their tactics and may try to target you by impersonating a NIPSCO employee or contractor. If you have doubts about someone claiming to be a NIPSCO employee:

- **Ask for ID** – Our employees and contractors wear their IDs visibly.
- **Don't Worry, Just Call** – If you are not sure about a phone call, email, program, offer, or person claiming to be affiliated with us, call us at **1-800-4-NIPSCO** to report it.

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YOUR BILL

We designed our bill with you in mind. Learn about the key elements of your bill and our billing programs at NIPSCO.com/Bill.

WHAT IS THE DELIVERY CHARGE?

The delivery charge covers operating and distribution costs, including the cost of responding to gas emergencies, downed power lines and logistic costs, such as reading the meter, billing, printing and mailing bills. For additional information about your bill, please visit NIPSCO.com.

WHY IS YOUR BILL SOMETIMES ESTIMATED

Bills are estimated if we can't gather your meter reading. In the event we estimate your meter, we strive to get as close as possible to the likely energy usage based on your consumption habits. When the meter is next read, your bill will be adjusted accordingly.

If you would like to submit your own meter reading, you can submit it online by logging into your account or by phone at **1-800-464-7764**.

IF YOUR BILL SEEMS HIGHER THAN NORMAL

- Check to see if your bill was estimated.
- Confirm the number of days billed.
- Compare meter readings and usage with previous months.
- Determine if there were additional people or activity in the home.
- Visit NIPSCO.com/SaveEnergy for ways to save energy.
- Call 1-800-464-7726 if you still have questions about your bill.

BILLING QUESTIONS

Think your bill may contain an error or you need an explanation about some part of your bill, use our chat located in the bottom right-hand corner of our website or in our mobile app menu to quickly find answers 24/7, or call us at **1-800-464-7726**.

If you are dissatisfied with a proposed resolution on your complaint, you have the right to take your complaint to the Indiana Utility Regulatory Commission (IURC). The IURC may be contacted at:

Consumer Affairs Division
Indiana Utility Regulatory Commission
PNC Center, Suite 1500 East
101 West Washington Street
Indianapolis, IN 46204
1-800-851-4268
TTY/TDD: 317-232-8556
in.gov/iurc

CURRENT RATES AND TARIFFS

NIPSCO's rates and tariffs are approved by the Indiana Utility Regulatory Commission. For more info, visit the **About Us** section on NIPSCO.com.

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PAYMENTS

We continually strive to offer you several easy, convenient ways to pay your bill. Learn about the various methods available to pay your bill and choose a simple and secure payment method suitable for you at NIPSCO.com/PaymentOptions.

- **Online at NIPSCO.com** or your online banking service.
- Automatically withdraw your payment from your checking or savings account each month with **AutoPay**.
- With **credit card, debit card, PayPal or Amazon Pay** through our payment processing vendor, Paymentus.
- Over the phone through our **automated phone system** at 1-800-4-NIPSCO.
- At hundreds of **authorized payment locations** throughout Indiana (listed on NIPSCO.com).
- **By mail** using the provided payment envelope.

WHEN IS YOUR PAYMENT DUE

Payment must be received by the date indicated on your bill, or you will be assessed a late fee. Always allow sufficient time for processing your payment to avoid late payments or possible disconnection of service. If you are making a payment after receiving a disconnect notice, please call a customer service representative during normal business hours to ensure that the payment will be received by NIPSCO prior to the disconnect date.

TROUBLE PAYING

NIPSCO offers a variety of energy assistance programs for those who qualify, payment plans and budget options to help you stay on track. For more information, visit NIPSCO.com/Assistance.

IF YOU DON'T PAY YOUR BILL

State regulations permit NIPSCO to disconnect customers who fail to pay their bills. If you are disconnected for failure to pay your bill, you will be required to pay the past due amount, plus a reconnection charge. You may also be required to pay a deposit to ensure future payment.

For disconnection of service due to non-payment, NIPSCO will notify the customer in writing 14 days in advance and will identify the reason and date for the disconnection.

Our Credit Department is available Monday through Friday, 7AM to 7PM CT, to discuss the status of your service, offer assistance options, or make payment arrangements to avoid disconnection. Contact us at **1-800-464-7726**.

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