

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](https://www.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](https://www.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](https://www.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](https://www.nipSCO.com/Out).

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

7AM to 7PM CT, Monday through Friday

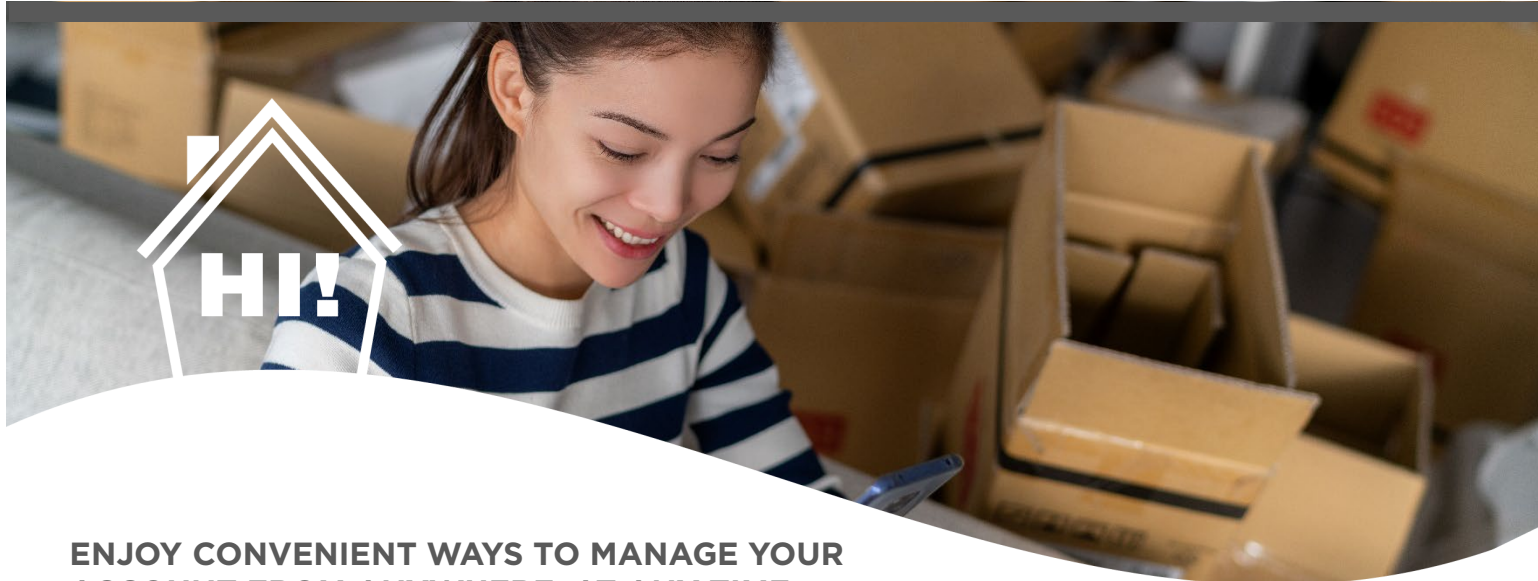
Emergency calls will be answered 24 hours a day, seven days a week, with additional personnel scheduled in anticipation of weather-related outages

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



NIPSCO
A NiSource Company

100124_MarComm_NewCustomer



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

Register your account for free at 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.

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

NIPSCO.com

100124_MarComm_NewCustomer

NIPSCO
A NiSource Company



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.

FOLLOW THESE STEPS IF YOU EVEN THINK YOU DETECT A NATURAL GAS LEAK OR IF YOU EXPOSE, HIT OR TOUCH A NATURAL GAS PIPELINE OR OTHER NATURAL GAS EQUIPMENT.



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 THE AREA IMMEDIATELY

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



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

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

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





IDENTIFYING NATURAL GAS

If you smell a sulfur or rotten-egg-like odor, you could have a gas leak. Natural gas is naturally colorless and odorless. We add an odorant called mercaptan to natural gas, which gives it a distinctive smell. In some cases, 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 caused by natural gas.

USE YOUR SENSES TO DETECT A NATURAL GAS LEAK



LISTEN

FOR A HISSING, BLOWING, WHISTLING OR ROARING SOUND



SMELL

A DISTINCT ODOR LIKE ROTTEN EGGS OR SULFUR



LOOK

FOR BLOWING DIRT, BUBBLING WATER OR DEAD VEGETATION

NEVER QUESTION. CALL.

If you even **THINK** you smell gas inside your home or business, take action. NIPSCO will send someone to check on the source of the odor **FREE OF CHARGE**, whether there is a leak or not.

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

NIPSCO.com

100124_MarComm_NewCustomer

CARBON MONOXIDE

Carbon monoxide (CO) is a colorless, odorless and tasteless gas produced by the incomplete combustion of fuels such as gasoline, coal, wood, charcoal, kerosene, natural gas, propane, heating oil and almost any other combustible material like tobacco, fibers and paper.

Although carbon monoxide poisoning can occur at any time of year, it is more common in winter when people warm up automobiles in attached garages or operate heating appliances and fireplaces with windows closed tight.

Early carbon monoxide poisoning symptoms include headache, nausea, drowsiness, and blurred vision. Since these symptoms are similar to those associated with the flu, you may not suspect that carbon monoxide is the cause. If those symptoms disappear when you go out into fresh air, that's a sign that you could have a carbon monoxide problem.

If you are experiencing symptoms of carbon monoxide poisoning or if your carbon monoxide detector alarm sounds, leave the area and call 911.

NIPSCO
A NiSource Company



ALWAYS CONTACT 811 BEFORE YOU DIG

Before you begin any digging or landscaping projects, be sure to **contact Indiana 811 at least two full 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.

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

NIPSCO.com

100124_MarComm_NewCustomer

IMPORTANT INFORMATION ABOUT YOUR NATURAL GAS LINES

NIPSCO delivers natural gas safely and reliably through a series of underground pipelines. These gas lines might be running near your home or business property, or you might own a portion of that piping on your property.

We maintain the buried gas pipe that runs along the streets and yards and up to the gas meter. You are responsible for locating, digging safely around (by hand), repairing or replacing all exposed or buried piping that extends beyond the meter outside to another business or structure (such as an outdoor gas grill, gas light, pool heater or standby generator) as well as all inside house lines to appliances.

A qualified professional should inspect all gas pipe beyond the meter on your property for any leaks (and corrosion if piping is metal). Any unsafe conditions should be repaired promptly.





NATURAL GAS APPLIANCES

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

CROSS BORES

Clogged sewer line? Call a professional and 811. A call to 811 will help determine if your clogged line could be caused by another utility line crossing through the sewer line – a rare situation called a cross bore. Cross bores can pose a safety risk, if not addressed properly. Contacting 811 won't guarantee a sewer line is free from cross bores, but it will show you if there are utilities nearby. A possible cross bore does qualify for an emergency utility locate.

KEEP YOUR METER CLEAR

Don't let leaves and snow build up on or around your natural gas or electric meter. Take time to gently clear the meter of any leaves or snow with a broom. This will ensure there is proper ventilation for your meter.

Also, please remember to always keep your natural gas meter clear and visible so it is accessible for maintenance or in the event of an emergency.



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

NIPSCO.com

100124_MarComm_NewCustomer

NIPSCO
A NiSource Company



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](https://www.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](https://www.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](https://www.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](https://www.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](https://www.nipSCO.com).

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

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

100124_MarComm_NewCustomer

NIPSCO
A NiSource Company



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](https://www.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](https://www.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**.

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

NIPSCO.com

100124_MarComm_NewCustomer

NIPSCO
A NiSource Company