

Electric Credit Questions and Answers

Q. What months of Electric Credit are reflected in my November bill?

A. Your Electric Credit is retroactive to your July 2002 consumption as reflected on your August 2002 billing statement. Your November statement also includes Electric Credits for your August and September consumption as reflected on your September and October bills.

Q. What can I expect in my December billing statement?

A. In December and moving forward, you can anticipate your billing statement to reflect the Electric Credit for the consumption billed that month.

Q. How long will I receive this Electric Credit?

A. In total, customers will receive an Electric Credit of approximately 6% on the electric portion of their utility bill for 49 months beginning with their August 2002 bill, retroactive to July 2002 consumption.

Q. I currently have a credit agreement, how does the Electric Credit affect my payments?

A. The Electric Credit will reduce your outstanding balance but will not affect your scheduled credit agreement payment amount.

Q. What portion of my electric bill is being credited?

A. Customers will receive an Electric Credit on the pre-tax portion of their electric bill, not the after-tax portion.

For additional information about the Electric Credit, please visit our web site at www.nipsco.com.

Attention NIPSCO Customers

Important information
about your
Electric Credit



A NISource Company

November, 2002

Dear Valued Customer:

The Electric Credit proposal, negotiated with the Indiana Office of Utility Consumer Counselor and other parties, is now reflected on the electric portion of your monthly statement. This proposal was approved by the Indiana Utility Regulatory Commission in September.

Under the terms of the agreement, beginning with this statement and moving forward, you will receive an Electric Credit of approximately six percent.

Please review this insert carefully for valuable information about how your Electric Credit is calculated and what you can expect on future billing statements. In addition, the back panel of this insert includes answers to questions you may have about the Electric Credit.

As always, should you have any questions about your statement, the Electric Credit or any NIPSCO issue, please visit our web site at www.nipsco.com for more information.

Thank you.


Sincerely,

A handwritten signature in black ink that reads "Barrett Hatches".

Barrett Hatches
NIPSCO President and CEO

A detailed explanation of your NIPSCO statement reflecting your Electric Credit.

- 1 **Prior Electric Credits** – Reflects retroactive Electric Credits from August, September and October bills. Bills after this month will include only that month's credit.
- 2 **Electric Credit Calculation** – Your Electric Credit is calculated by multiplying the pre-tax electric portion of your utility bill by the Electric Credit percentage. In this instance, the percentage is equal to 6.3232%. This percentage will change periodically.
- 3 **Current Electric Credit** – Your Electric Credit for the current billing month.
- 4 **Message Area** – Watch this space for important information from NIPSCO.
- 5 The Indiana Office of Utility Consumer Counselor (OUCC) is the state agency with the statutory duty to represent the interests of consumers on utility matters. Contact the OUCC at 1-888-441-2494, uccinfo@ucclan.state.in.us or visit www.in.gov/oucc.



NIPSCO
A NISource Company

Monthly Statement
Northern Indiana Public Service Co.

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Account Summary		
Previous amount due	\$42.79	
Payment November 5, 2002	-\$42.79	
Total curren utility charges	\$20.61	
Indiana sales tax	\$1.03	
Amount due by December 13, 2002	\$21.64	
If paid after December 13, 2002, the amount due is \$22.42		

Detail of usage and charges

Service at		Your next scheduled read date is between Dec. 24-Dec. 28
123 N Main St Merrillville, IN 46411-1234		

Electric	Jul 26, 2002-Aug 27, 2002	OUCC/Industrial Group/NIPSCO Electric Credit Calculation	
		Utility Charge: \$52.69 x 6.3232%	-\$3.33
		Electric credits this period	-\$3.33

Electric	Aug 27, 2002-Sep 25, 2002	OUCC/Industrial Group/NIPSCO Electric Credit Calculation	
		Utility Charge: \$38.00 x 6.3232%	-\$2.40
		Electric credits this period	-\$2.40

Electric	Sep 25, 2002-Oct 25, 2002	OUCC/Industrial Group/NIPSCO Electric Credit Calculation	
		Utility Charge: \$40.75 x 6.3232%	-\$2.58
		Electric credits this period	-\$2.58

Electric	Oct 25, 2002-Nov 25, 2002	Billed at rate 811 - residential	
Usage - meter 2345678	29 days	Charges	
Meter reading (Nov 27)	14975	Charges	\$30.87
Meter reading (Oct 25)	-14712	OUCC/Industrial Group/NIPSCO 6.3232% Credit	-\$1.95
Electric usage	263 kwh	Electric charges this period	-\$28.92

JOHN DOE
123 N MAIN ST
MERRILLVILLE, IN 46411-1234

If your mailing address or phone number has changed, please check box and indicate the correction on the back of this payment stub.

Total amount due on December 13, 2002 **\$21.64**

If paid after December 13, 2002, the amount due is \$22.42

*AUTO**ALL FOR AADC 460
00016673 1AB 0.301 01
JOHN DOE
123 N MAIN ST
MERRILLVILLE, IN 46411-1234

Make checks payable to: **NIPSCO**

P.O. Box 13007
MERRILLVILLE IN 46411-3007

Account Number: 987-654-321-6
Please return this portion with your payment

Amount enclosed

\$

John Doe
Account Number: 987-654-321-6
Statement date: November 27, 2002

How to contact NIPSCO
1-800-4-NIPSCO
1-800-464-7726

Credit Department Hours
Monday through Friday,
7 a.m. to 7 p.m. CST

General Inquiries
24 hours a day, 7 days a week

Telecom device for the Deaf
1-800-635-0952

Gas emergency or electric lines down 1-800-634-3524

Mail payment to:
P.O. Box 13007
Merrillville, IN 46410-3007

Visit our Web site
www.nipsco.com

4 Please see this month's bill insert for details regarding your Electric Credit.

For your convenience, you can pay your bill using VISA, MASTERCARD or DISCOVER by calling 1-866-277-9665 or by check calling 1-866-736-5614. Please have payment information and your NIPSCO account number ready. There is a charge for this service.

This insert explains your Electric Credit and highlights important information for quick reference. Please refer to this insert to help you understand the changes to your energy bill.

