



A NiSource Company
WE'RE ON IT!

Customer Service Handbook

Important Contact Information

Web site	www.nipsco.com
24/7 customer service (Credit Department: 7 am – 7 pm CST, M-F)	1-800-464-7726
Gas leak emergency	1-800-634-3524
Indiana 811 (Call before you dig)	811, or 1-800-382-5544

Applying for service

To apply for electric and/or natural gas service, call 1-800-4-NIPSCO (1-800-464-7726). Applicants for service must be at least 18 years of age and have valid identification.

As a new applicant, you might be required to pay a deposit. If you have been a customer of any utility company within the past two years and can provide a good credit reference letter, you might not be required to pay a deposit. If you have not been a customer of a utility with the past two years, but can meet two of the following criteria, a security deposit is **not** required:

- You are currently employed and have not had more than two different employers in the past two years, **and/or**
- You have been employed by your current employer for less than two years and have had no prior employment due to recent graduation from college or vocational school, or recently discharged from military service, **and/or**
- You own a home or are in the process of buying a home, **and/or**
- You have occupied the same residence for more than two years and are now putting service in your name.
- You have established a good credit rating that does not reflect any default of payment on any account more than two times within the past 12 months.

Reading your meter

NIPSCO reads meters on or around the same date every month. Occasionally, unusual circumstances such as severe weather, bad road conditions, a locked gate, or unfriendly dogs prevent us from reading your meter. When this happens, we will calculate your bill based on your past energy usage. If you wish to avoid a calculated bill, you may provide us with a reading online at our Web site at www.nipsco.com, or by phone at 1-800-464-7726 on our automated phone system.

Are you moving?

If you plan to move or wish to have service disconnected, please call NIPSCO at least one week in advance. **A minimum notice of three business days is needed to schedule shut-off.** We will also need your forwarding address for timely account processing.

Disconnection of service

For disconnection of service due to non-payment of utility bills, 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, 7 am – 7 pm CST, to discuss the status of your service and make payment arrangements to avoid disconnection. If payment arrangements are made, it is important to make all payments by their due dates as agreed to in order to avoid disconnection without further notice.

In compliance with Indiana Utility Regulatory Commission (IURC) rules, NIPSCO may disconnect service without prior request or notification when danger to life or property, tampering, or fraudulent or unauthorized use of service exists.

Postponement of disconnection

It is possible to postpone a service disconnection for 10 days if you rely on the service for medical reasons. Before the scheduled shut-off date, you must provide NIPSCO with a letter from a licensed physician or public health official stating that disconnection would threaten the health of a household member.

Reconnection of service

NIPSCO complies with the "Rules and Regulations" on file with the IURC regarding reconnection fees. If your service is disconnected, you will be required to pay a reconnection charge and a security deposit, in addition to all past-due charges, before service will be restored. Your service will be restored on the working day following the receipt of payment.

Payment arrangements

NIPSCO realizes that unforeseeable circumstances might make it difficult for you to pay your utility bill in full by the due date. If this occurs, you might qualify for payment arrangements to avoid disconnection of your service. The most important thing to remember is to contact us early, before the scheduled disconnect date. Payment arrangements may be made by calling our automated self-service phone system, NIPSCO DirectLink, at 1-800-464-7726. To speak with a Customer Service Representative, call between 7 am and 7 pm CST, Monday through Friday.

Paying your bill

Your NIPSCO bill includes a return envelope for easy payment. Make checks or money orders payable to NIPSCO, and be sure to write your account number on the face of the check. If you lose the return envelope or wish to make multiple payments during the month, please address a letter-size envelope to:

NIPSCO
P.O. Box 13007
Merrillville, IN 46410-3007

Pay Your Bill on the Web

For your convenience, you may also make a payment online via our DirectLink e-Services at www.nipsco.com. Once your account is registered, you may make a payment by electronic check for FREE! You may also pay your bill through our payment services partner EDS with your VISA, MasterCard, or Discover credit card or debit card, or by electronic check. EDS charges a convenience fee for each transaction.

Pay Your Bill by Phone

If you would like to pay by phone with your credit or debit card, you may call EDS at 1-866-277-9265. To pay by phone with an electronic check, call 1-866-736-5614. EDS charges a convenience fee for each transaction.

Pay Your Bill at an Authorized Payment Agency

Payments may also be made at any of our authorized payment agencies. Payment agencies charge a convenience fee for each transaction. A listing of payment locations in your area is available at www.nipsco.com or by calling NIPSCO DirectLink at 1-800-464-7726.

Always allow sufficient time for processing your payment to avoid late payments or possible disconnection of service.

Pay Your Bill Through Our Free ZapCheck Service

Automatic deduction of monthly NIPSCO bills from your checking or savings account is available through our free ZapCheck service.

You can also receive and pay your bill online with our CheckFree e-Bill service. Enroll at www.nipsco.com.

Natural gas safety & emergency service

In its natural state, natural gas is odorless and colorless. For easier detection of gas leaks, NIPSCO adds a distinctive “rotten egg” scent to natural gas. If you notice this odor, immediately take the following actions:

1. Do not light matches
2. Do not turn electrical switches on or off
3. Do not use a telephone in the building
4. Leave the premises and contact NIPSCO's gas leak emergency hotline at 1-800-634-3524

Electric power failure

Ice, snow, and fallen tree limbs can interrupt electric service. For your safety, please stay away from any fallen lines. If you lose power, please follow these steps:

1. If you have electricity in some parts of your home but not others, please check to see if you have a blown fuse or a tripped circuit breaker.
2. If you have no electricity anywhere in your home, call 1-800-464-7726 to report the outage. NIPSCO DirectLink, our automated phone system, will identify your address by the phone number from which you are calling and automatically issue an outage ticket. If we do not have your current telephone number, please call to have it updated. You can also update your phone numbers in the account management area of our Web site at www.nipSCO.com, or by completing the information on the payment coupon of your monthly bill.

Indiana 811 - Call Before You Dig

Before you start any landscaping or construction project on your property, contact Indiana 811 at 811 or 1-800-382-5544 at least 48 hours before digging. They will contact NIPSCO and other utilities to mark the approximate location of any buried service lines that might be in the area of your project at no cost to you.

Identifying our employees

Our employees, except for supervisors and contractors, wear uniforms with the company's emblem on them. NIPSCO employees are also required to carry a photo identification card. If you have doubts about someone claiming to be a NIPSCO employee, immediately contact your local police department, then report it to NIPSCO by calling 1-800-464-7726.

Products and services – 1-866-777-9151

We are committed to providing you with hassle-free, energy-related solutions to make your life easier.

- **Appliance Care - *Residential***
Worry-free appliance care for dishwasher, dryer, refrigerator, stovetop, oven and clothes washer
- **E.S.P. Cooling - *Residential***
Worry-free cooling emergency repair service
- **E.S.P. Heating - *Residential***
Worry-free heating, water heater and electric line emergency repair service
- **E.S.P. Gas Line - *Residential***
Worry-free indoor gas line repair service
- **E.S.P. Electric Line - *Residential***
Convenient, inexpensive repair service for your indoor electrical wiring
- **E.S.P. Water Line – *Residential***
Convenient, inexpensive repair service for your water lines

Managing Your Gas Bill

- **Price Protection Service (PPS)**
Lock in a set price for your natural gas supply charges with a fixed or capped price option
- **DependaBill**
Pay the same amount for your gas bill each month regardless of weather or natural gas price changes for a 12-month period

For more information or to sign up for any of our products and services, visit our Web site at www.nipsco.com.

NIPSCO DirectLink

NIPSCO DirectLink, our 24/7 automated phone system, allows you to access account information, report emergencies and perform a variety of other transactions with the touch of a button on your touch-tone phone. Just call 1-800-4-NIPSCO (1-800-464-7726) and follow the prompts that best meet your needs.

Visit us at www.nipsco.com

You can also find information and perform a number of services online at www.nipsco.com. Click on the link to "Manage Your Account" to pay your bill online, learn about many of NIPSCO's programs and services, and even perform a do-it-yourself home energy audit. For access to your personal account information, register as a site user and follow the steps to identify your account. Then you can view your current bill, track your usage and payment history, submit meter readings, update your mailing address and phone numbers, and perform several other self-services at your convenience.

Complaints

If you have questions or concerns about your NIPSCO service or bill, please contact us at 1-800-464-7726, or write to us at:

NIPSCO
Attn: Customer Service Manager
801 E. 86th Ave.
Merrillville, IN 46410

You may also contact the Indiana Utility Regulatory Commission (IURC) to review your concern at:

IURC
101 W. Washington St., Ste. 1500 East
Indianapolis, IN 46204
Phone: 1-800-457-4268
TDD/TTY: 1-317-232-8556
Web site: www.state.in.us/iurc