

# NEWS



A NiSource Company

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## FOR IMMEDIATE RELEASE

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## FOR ADDITIONAL INFORMATION

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### **NIPSCO BILLS GET NEW LOOK**

*Customer Feedback Leads to Reader-Friendly Bills;  
Web Site Offers Tutorial on New Bills*

**MERRILLVILLE, IN** – Customers of Northern Indiana Public Service Company (NIPSCO) will soon receive bills with a whole new look that includes more details about their account and energy usage.

“As we were developing this new bill format, we got feedback from members of our Community Advisory Panels, who urged us to provide more data to customers regarding their energy usage, including bar graphs showing usage history” said NIPSCO President Mark Maassel. “This is another step in an ongoing effort to enhance and advance our customer service efforts.”

The new bills will not affect customers’ current billing cycle or due date. NIPSCO sought input from customers, professional bill designers, and explored best-practices in bill design from other customer-facing corporations, including other utilities.

The new bills include a number of improved features such as:

- A larger format, which allows for account information to be printed on both sides of the bill to reduce the amount of paper required to produce bills.
- The type of service (gas/combined and residential/commercial) is clearly identified at the top of the bill.
- The Billing & Payment Summary appears at the top center for customers who just want to know their account status at a glance.
- If there’s an unpaid balance, the “Amount Due Immediately” will be identified separately from the amount due and due date for current charges.
- For customers on a billing plan, an Actual Account Status section will appear in the Billing & Payment Notes to show the cumulative actual account balance as the amount they’re ultimately responsible to pay if they go off the plan.

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### **PAGE 2**

- Service Summary Notes include an average daily comparison of temperatures and usage for the current month, the previous month, and the same month last year.
- Bar graphs of gas and electric use history will appear on bills, except for certain customer scenarios
- NIPSCO Choice bills will provide full supplier contact information.

Customers are encouraged to log onto [www.nipsco.com](http://www.nipsco.com), enter the DirectLink e-Services suite, and view a short, automated presentation that has been developed to provide them with an overview of what changes have been made to the design of their monthly NIPSCO bills. Customers also can register their account to view copies of their bills for the past 24 months and compare the impact of the cost of gas and their consumption on their total bill. To register an account, customers must have their account number, as well as the primary account holder's date of birth and Social Security number. There's no charge to register an account.

**Editor's note:** Artwork of the new NIPSCO bill is available and can be requested by contacting Tom Cuddy at 219-647-6556.

NIPSCO, with headquarters in Merrillville, Ind., is one of the 10 energy distribution companies of NiSource Inc. (NYSE: NI). With nearly 712,000 natural gas customers and 445,000 electric customers across the northern third of Indiana, NIPSCO is the largest natural gas distribution company, and the second largest electric distribution company, in the state. NiSource distribution companies serve 3.7 million natural gas and electric customers primarily in nine states. More information about NIPSCO is available at [www.nipsco.nisource.com](http://www.nipsco.nisource.com).

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