

NEWS



A NiSource Company

801 E. 86th Avenue
Merrillville, IN 46410

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FOR ADDITIONAL INFORMATION

Tom Cuddy, Manager
NIPSCO Communications
219-647-6556
tcuddy@nisource.com

NIPSCO Launches Automated Call Back Feature To Enhance Customer Service Experience

MERRILLVILLE, IN – Northern Indiana Public Service Company (NIPSCO) today announced it will launch a unique feature on its toll-free customer service hotline called “Auto Call Back.”

Beginning Friday, April 22, NIPSCO customers who call the company’s customer service number (1-800-4-NIPSCO) and are then placed on hold, can opt to either receive a return phone call – through “Auto Call Back” service – or continue to hold.

“Auto Call Back will save time for customers and is a natural extension of our efforts to provide a high level of customer service,” said NIPSCO President Mark Maassel. “Our research has shown that our customers will find the feature to be a real time saver.”

NIPSCO, with headquarters in Merrillville, Ind., is one of the 10 energy distribution companies of NiSource Inc. (NYSE: NI). With nearly 700,000 natural gas customers and 440,000 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

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