



FOR IMMEDIATE RELEASE

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FOR ADDITIONAL INFORMATION

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**NIPSCO Customers Only A Couple Clicks Away
From Managing Account Online**

New customer service enhancements available at www.nipsco.com

MERRILLVILLE, Ind. – With a couple clicks of a mouse, residential customers of Northern Indiana Public Service Company (NIPSCO) can access, pay their bills and manage their account online at www.nipsco.com.

Beginning today, residential customers now have convenient access – through DirectLink e-Services – to paying their bill on-line or signing up for other electronic billing and payment services. In addition, customers can access their account history, including when their last payment was received, amount due on their current bill and the date the current bill is to be paid, as well as retrieve previous bills for the past 24 months.

“DirectLink e-Services is a safe, secure and convenient method in which customers can manage their account online,” said NIPSCO President Mark Maassel. “We believe our customers will find tremendous value in these new features and to be a real time saver.”

NIPSCO’s DirectLink e-Services – which uses state-of-the-art software, including firewalls, encryption and authentication procedures to protect customer information – can be found at the top of the home page on NIPSCO’s web site at www.nipsco.com. To utilize DirectLink e-Services, a customer must first click on “New User” and create a user profile for the site. To register an account, a customer should have an 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.

DirectLink e-Services also includes information such as:

- How to have service turned on, transferred or shut-off;
- How and where to go to receive assistance in paying bills through programs and services such as Winter Warmth, Gift of Warmth and Township Trustees;
- What current products and services are available, including Extra Service Protection, Depend-a-Bill and BudgetPlan, among others;
- How to read your natural gas meter, use energy wisely, prepare for and know what to do during and after major storms, as well as other general customer safety tips; and
- Frequently asked questions and answers on a variety of common customer service inquiries.

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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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