

NEWS



A NiSource Company

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FOR ADDITIONAL INFORMATION

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MORE THAN 12,500 NIPSCO CUSTOMERS REGISTER TO PAY BILLS ONLINE THROUGH NIPSCO'S DIRECTLINK e-SERVICES

Tips and Links on How to Prepare for Winter Heating Season Added

MERRILLVILLE, Ind. – More than 12,500 residential customers of Northern Indiana Public Service Company (NIPSCO) have registered to manage and pay their bills online through NIPSCO's DirectLink e-Services.

NIPSCO also announced today that it has completed the first in a series of enhancements to its Web site at www.nipSCO.com in preparation for the home heating season. From the home page, click on "Prepare Now for Winter Heating Season, Use Energy Wisely." A list of tips on how to use energy wisely around the home, as well as a link to the U.S. Dept. of Energy's "Energy Savers" Web site will appear.

"DirectLink e-Services and an enhanced Web site are examples of the initiatives NIPSCO has taken to advance our customer service efforts," said NIPSCO President Mark Maassel. "This is a safe, secure and convenient tool that we hope will continue to resonate with our customers."

DirectLink e-Services, which went live in May, provides a venue for customers to register to pay their bill on-line and take advantage of other electronic billing and payment services. Customers also can access information such as their account history, including when their last bill payment was received, amount due on their current bill, as well as retrieve previous bills for the past 24 months.

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.

NIPSCO, with headquarters in Merrillville, Ind., is one of the 10 energy distribution companies of NiSource Inc. (NYSE: NI). With over 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.com.