



FOR IMMEDIATE RELEASE

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FOR ADDITIONAL INFORMATION

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**ELIGIBLE CUSTOMERS MAY APPLY FOR ADDITIONAL NIPSCO
ENERGY ASSISTANCE PROGRAMS AS OF DEC. 1**

MERRILLVILLE, Ind. — Northern Indiana Public Service Company LLC (NIPSCO) announced today that additional energy assistance programs are now open for enrollment to income-eligible customers struggling to pay their gas utility bills.

Available programs include NIPSCO Hardship, SERV (Supply Energy Resources to Veterans) and SILVER (Seniors in Indiana Low-Income and Vulnerable Energy Resources). Eligible customers can apply through May 31, 2025 or until funds are exhausted. Programs provide a one-time benefit of up to \$400 per year to help cover NIPSCO residential gas utility bills.

As the weather gets colder, customers using natural gas to heat their homes and businesses typically increase their usage from November-March compared to other seasons. Usage makes up the largest portion of the average energy bill.

“We understand the challenges many of our customers face, especially as temperatures drop and gas heating usage increases.” said Vince Parisi, NIPSCO President and Chief Operating Officer. “Our assistance programs are designed to provide support to our most vulnerable customers, ensuring they stay safe and warm this winter season.”

NIPSCO Hardship Program

The NIPSCO Hardship Program assists customers whose income is just above the federal poverty guidelines for the Low-Income Home Energy Assistance Program (LIHEAP). This program provides gas bill assistance to households with income levels between 151% and 250% of the federal poverty level. Hardship funds are distributed through local Community Action Agencies, which also manage LIHEAP assistance. To learn more about the NIPSCO Hardship Program, visit [NIPSCO.com/IncomeEligible](https://www.nipSCO.com/IncomeEligible).

SILVER and SERV

SERV is an income-eligible assistance program designed to support active military members and eligible veterans who need financial help with their gas utility bills. To qualify, customers must be active members of the United States Armed Forces or honorably discharged veterans with a past-due NIPSCO residential gas account.

SILVER is an income-eligible program available to NIPSCO senior customers aged 60 and older who require assistance with their gas utility charges. Seniors must have an active, past-due NIPSCO residential gas account to be eligible.

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The SERV and SILVER programs are available to customers who qualify for LIHEAP or Hardship assistance. To view the full eligibility requirements for these programs, customers should visit [NIPSCO.com/IncomeEligible](https://www.nipSCO.com/IncomeEligible). There, they can apply by completing an online self-attestation form and uploading any required documentation.

Applicants should allow up to 30 business days for processing. If they meet all program requirements, a one-time credit will be applied to their NIPSCO residential gas utility account.

Customers are encouraged to check their eligibility and apply for these programs as soon as possible. They are also urged to share this information with family, neighbors and friends who may qualify.

Additional Energy Assistance Programs

Customers who are experiencing financial difficulties are also encouraged to visit [NIPSCO.com/Assistance](https://www.nipSCO.com/Assistance) or call NIPSCO's Customer Care Center at 1-800-464-7726 as soon as possible to determine what options might be available for their situation. Available programs include:

- **Low Income Home Energy Assistance Program (LIHEAP):** LIHEAP support is available to households that are at or below 60 percent of the State Median Income (SMI). Customers can learn more and find out if they qualify at eap.ihcda.in.gov or call 2-1-1. Online and paper applications are available to the public. The application deadline is 5 p.m. EST April 14, 2025.
- **Customer Assistance for Residential Energy (CARE) Discount Program:** In addition to the assistance available through LIHEAP, the NIPSCO CARE program is designed to provide further bill reductions to LIHEAP-approved customers. Once enrolled in LIHEAP, customers are automatically enrolled in the program, and reductions range from 15 to 32 percent, depending on the same criteria used by the state in determining the level of assistance.
- **Indiana Emergency Rental Assistance (IERA) Program:** IERA provides financial assistance for rent and utility payments for Indiana residents whose income has been negatively impacted by the pandemic. Customers can learn more and find out if they qualify by calling 2-1-1.
- **Township Trustees:** A limited amount of energy assistance funds are available through local Township Trustee offices. NIPSCO customers are encouraged to contact their local Township Trustee to see what help may be available.
- **Flexible Payment Plans:** NIPSCO has expanded its payment plan agreements to offer its most flexible payment plans to customers that need financial support, including three-, six- and 12-month plans. Customers can learn more and enroll at [NIPSCO.com/PaymentPlans](https://www.nipSCO.com/PaymentPlans).

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- **Budget Plan:** A free service to all NIPSCO customers to help manage their monthly energy bills by spreading out gas costs over an entire year. Learn more at [NIPSCO.com/budget](https://www.nipSCO.com/budget).

For more information on billing options and payment assistance, visit [NIPSCO.com/assistance](https://www.nipSCO.com/assistance). Customers looking to quickly find information 24 hours a day, seven days a week can use NIPSCO's Chat feature located in the bottom right-hand corner of its website ([NIPSCO.com](https://www.nipSCO.com)) or via the mobile app. Customers may also contact the NIPSCO Customer Care Center at 1-800-4-NIPSCO Monday-Friday, 7 a.m. to 7 p.m. CT.

Energy- and Money-Saving Programs

Usage makes up the largest portion of the average energy bill. Because of this, NIPSCO offers energy-efficiency programs to help manage usage and, in turn, bills. A full list of programs, rebates and tips available to NIPSCO customers can be found at [NIPSCO.com/SaveEnergy](https://www.nipSCO.com/SaveEnergy).

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About NIPSCO:

Northern Indiana Public Service Company LLC (NIPSCO), with headquarters in Merrillville, Indiana, has proudly served the energy needs of northern Indiana for more than 100 years. As Indiana's largest natural gas distribution company and the second-largest electric distribution company, NIPSCO serves approximately 859,000 natural gas and 500,000 electric customers across 32 counties. NIPSCO is part of NiSource's (NYSE: NI) six regulated utility companies. NiSource is one of the largest fully regulated utility companies in the United States, serving approximately 3.8million natural gas and electric customers through its local Columbia Gas and NIPSCO brands. More information about NIPSCO and NiSource is available at [NIPSCO.com](https://www.nipSCO.com) and [NiSource.com](https://www.nisource.com).