

## FOR IMMEDIATE RELEASE

Jan. 30, 2026

## FOR ADDITIONAL INFORMATION

NIPSCO Communications  
219-647-6210

### **NIPSCO Marks National Energy Assistance Day on Feb 2: Reminds Customers About Programs Available to Help**

**MERRILLVILLE, Ind.** –National Energy Assistance Day on Monday, Feb. 2, Northern Indiana Public Service Company LLC (NIPSCO) is reminding customers who may need financial assistance with their energy bills or paying past-due balances there are programs to help.

“We’re hearing the concerns from our customers, and we know winter bills can feel overwhelming — especially when temperatures drop suddenly,” said Vince Parisi, NIPSCO President and Chief Operating Officer. “No one should have to navigate that alone. If you’re unsure about your bill or having trouble paying it, we encourage you to contact us. Our team can help explain what’s driving your usage, review payment options, and connect you with assistance programs so you can keep your home safe, warm, and reliably served.”

Below is a list of current programs along with a brief description. For full details, including eligibility criteria, please visit [NIPSCO.com/IncomeEligible](https://www.nipSCO.com/IncomeEligible).

- **Low-Income Home Energy Assistance Program (LIHEAP):** 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](https://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, 2026.
- **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%-32%, depending on the same criteria used by the state in determining the level of assistance. The application deadline is 5 p.m. EST April 14, 2026.
- **NIPSCO Hardship Program:** Assists customers whose income is just above the federal poverty guidelines for the Low-Income Home Energy Assistance Program (LIHEAP), providing gas bill assistance for households with income levels between 151% and 250% of the federal poverty level. Hardship funds are distributed through local Community Action Agencies. The application deadline is 5 p.m. EST April 14, 2026.
- **SERV Program:** Supports income-qualified active military members and honorably discharged veterans with past-due NIPSCO residential gas accounts.

- **SILVER Program:** Assists income-qualified NIPSCO senior customers aged 60 and older with past-due NIPSCO residential gas accounts.
- **Indiana Emergency Rental Assistance (IERA) Program:** 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).
- **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.

NIPSCO encourages residents to please share this information with family, friends or neighbors who may qualify.

*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 900,000 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 3.8 million 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).*

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