

NIPSCO

Energy Assistance



WE'RE HERE FOR
YOU

HELP WHEN YOU NEED IT MOST

If you are struggling financially, we want to help you through the process of finding the assistance you need. Financial support is available through a variety of programs. Don't miss out on funds that may be available to you.

LIHEAP

You may be eligible to receive state and federal assistance to help pay your NIPSCO bill from the Low Income Energy Assistance Program (LIHEAP). Income eligibility will be based on 60 percent of State Median Income. LIHEAP is implemented through participating local agencies in each county under the Indiana Housing and Community Development Authority (IHCDA). Online applications are being accepted now at ihcda.rhsconnect.com.

NIPSCO CARE

Once you're approved for LIHEAP, you are automatically enrolled in the NIPSCO CARE program. With these **additional discounts** on your energy bill, you could save between 11 and 26 percent, depending on your income. You will receive notification from NIPSCO.

HARDSHIP PROGRAM

If you are a natural gas customer, have received a disconnect notice, and fall between 151-250 percent of the federal poverty level, NIPSCO may provide energy assistance funds. Hardship funds are available through many of the same local Community Action Agencies where LIHEAP funds are distributed. Funds are distributed starting December 1, 2021. To find a Hardship Agency, visit NIPSCO.com/IncomeEligible.

TOWNSHIP TRUSTEES

Township trustee may be able to provide individual bill assistance from annual tax revenues.

FINDING AND APPLYING
FOR ENERGY ASSISTANCE
CAN BE CONFUSING AND
EVEN OVERWHELMING.

WE'RE HERE FOR YOU

NOT ELIGIBLE?

Even if you aren't eligible for these energy assistance programs, you may be eligible for one of our flexible payment plans.

Full details are available online:
NIPSCO.com/PaymentPlans

FOR MORE INFORMATION
VISIT NIPSCO.COM/AssistancePrograms
CALL 1-800-464-7726



NIPSCO

Income Eligibility



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NIPSCO HARDSHIP ELIGIBILITY CALCULATOR

2021-2022 Annual Household
Income Guidelines
250% Federal Poverty Level

HOUSEHOLD SIZE	MAXIMUM INCOME
1	\$32,200
2	\$43,550
3	\$54,900
4	\$66,250
5	\$77,600
6	\$88,950
7	\$110,300
8	\$111,650

LIHEAP ELIGIBILITY CALCULATOR

2021-2022 Annual Household
Income Guidelines
60% of State Median Income

HOUSEHOLD SIZE	1 MONTH	12 MONTHS
1	\$2,251	\$27,012
2	\$2,944	\$35,324
3	\$3,636	\$43,635
4	\$4,329	\$51,947
5	\$5,022	\$60,259
6	\$5,714	\$68,570
7	\$5,844	\$70,128
8	\$5,974	\$71,686
9	\$6,104	\$73,245
10	\$6,234	\$74,803

FOR MORE INFORMATION
VISIT [NIPSCO.COM/AssistancePrograms](https://www.nipSCO.COM/AssistancePrograms)
CALL 1-800-464-7726

NIPSCO

Emergency Rental Assistance



WE'RE HERE FOR
YOU

ARE YOU A RENTER THAT NEEDS ENERGY ASSISTANCE? THERE IS A PROGRAM SPECIFICALLY FOR YOU!

INDIANA ENERGY RENTAL ASSISTANCE PROGRAM (IERA)

Eligible renters can get help paying their natural gas bill through IERA. IERA is currently taking applications. Apply as soon as possible.

Find all the information you need to apply online at the links below. IERA is a statewide program, however, 6 locations have separate programs:

- All Areas Except Those Listed Below - indianahousingnow.org
- Elkhart County - elkhartcounty.com/rentalassistance
- Hamilton County - hctaindiana.com
- Lake County - lakecountyin.care
- Marion County - indyrent.org
- St. Joseph County - sjcindiana.com
- City of Fort Wayne - fwcares.org

Additional information for Indiana renters at in.gov/ihcda/homeowners-and-renters/rental-assistance/.

FINDING AND APPLYING FOR ENERGY ASSISTANCE CAN BE CONFUSING AND EVEN OVERWHELMING.

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NOT ELIGIBLE?

Even if you aren't eligible for any energy assistance programs, you may be eligible for one of our flexible payment plans.

Full details are available online:
NIPSCO.com/PaymentPlans

**FOR MORE INFORMATION
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CALL 1-800-464-7726**



NIPSCO

Payment Plans & Payment Options



A LITTLE HELP GOES A LONG WAY

Our payment plans are designed to give you choices and help ease any financial stress you may be experiencing. Contact us if you are currently behind on your bill or as soon as you realize you need help and we'll quickly get you set up on the best plan for you.

3-MONTH STANDARD

The Three Month Standard Credit Agreement allows you to pay your past due balance over three months. Each month you will pay a portion of your past due balance, plus your current charges due each month. To get started on the program, you'll need to make an initial down payment. Call **1-800-464-7726** to learn more about this plan and determine your eligibility and options.

6-MONTH STANDARD

The Six Month Standard Credit Agreement allows you to pay your past due balance over six months. Each month you will pay a portion of your past due balance, plus your current charges due each month. To get started on the program, you'll need to make an initial down payment. Enroll in this program **ONLINE** at **NIPSCO.com/PaymentPlans**.

12-MONTH INCOME ELIGIBLE

We know that many of our customers have experienced a financial hardship due to the COVID-19 pandemic and may need assistance with their utility bill. Help is available. As a LIHEAP customer, you may qualify for a 12-month payment plan. Call **1-800-464-7726** to learn more about this plan and determine your eligibility and options.

NEED ANOTHER PLAN?

There may be other personalized options available. Contact our customer care team at **1-800-464-7726** to learn more.

FOR MORE INFORMATION
VISIT [NIPSCO.COM/PaymentPlans](https://www.nipSCO.com/PaymentPlans)
CALL 1-800-464-7726

ALTERNATIVE PAYMENT OPTIONS

Just need an alternate way to pay right now? There are many options.

ONLINE or **BY PHONE** using:

- **Electronic Check**
- **Credit Card**
- **Debit Card**
- **PayPal**
- **Venmo**
- **Amazon Pay**

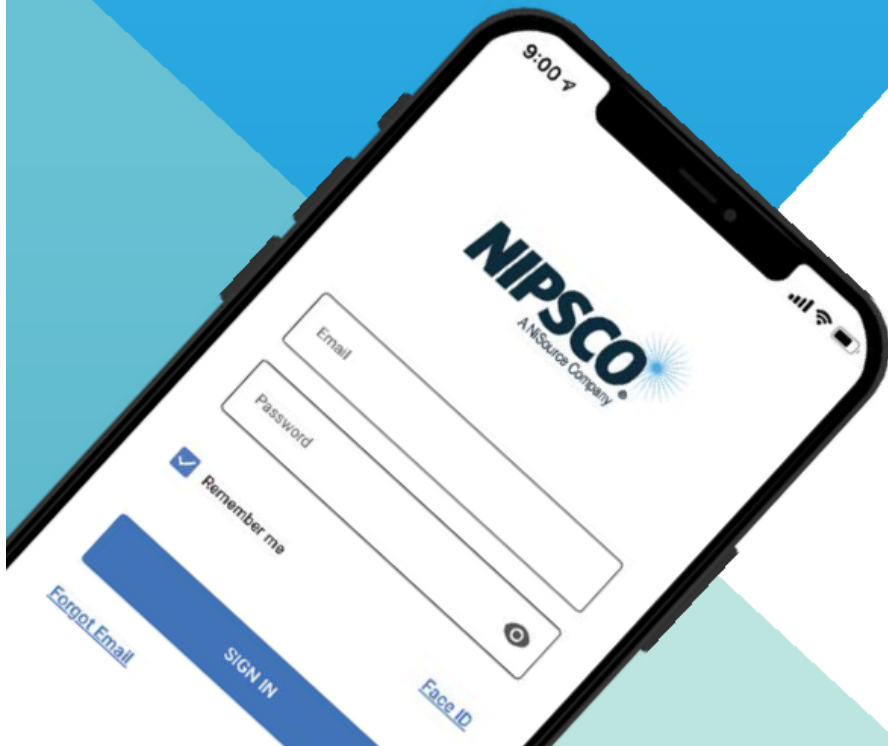
Our payment processing vendor Paymentus will charge a convenience fee of \$1.75 per transaction.

Contact Paymentus online at **NIPSCO.com/PaymentOptions** or by phone at **1-855-763-6277**, 7 days a week, 24 hours a day

Search for **IN PERSON PAYMENT LOCATIONS** at **NIPSCO.com/PaymentOptions**.



NIPSCO Mobile App



**We want to
make things
easier for YOU!**

Built with **YOU** in mind.



Download our app to take
your NIPSCO account
wherever you go.



DOWNLOAD THE NIPSCO MOBILE APP AND MANAGE YOUR ACCOUNT FROM ANYWHERE, AT ANY TIME.

- View and pay your bill
- Download a PDF of your bill
- View billing and payment history
- View your energy usage and compare month over month
- Start, stop or move your service
- Enroll in billing and payment programs like Alerts
- See and report power outages
- Easily log in with the safety of Touch ID/Face Recognition

SIMPLE STEPS TO START SAVING

Saving energy can lower your energy bills. Learn how to start saving with a few simple changes at home. Visit **NIPSCO.com/SAVE** to learn more.

As you make changes, monitor your usage on the **NIPSCO MOBILE APP**.

**MANAGING YOUR
USAGE = MANAGING
YOUR BILL**