

CONNECTING YOU + ENERGY



WHY YOUR NIPSCO BILL LOOKS DIFFERENT

We understand that recent electric rate increases have raised important questions. That's why we're committed to being transparent about what's driving these changes, and more importantly, what we're doing to support you. From energy efficiency tips to new assistance programs and bill support options, we're here to help you manage costs while continuing to deliver safe, reliable energy to your home and community.

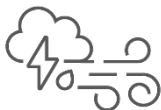
RELIABLE ENERGY SERVICE REQUIRES RELIABLE SYSTEM

NIPSCO must continue to invest in our electric system to meet customer needs and ensure safe, reliable service. Cost and market demands continue to impact our business.



INFLATION

The cost of materials and services needed to maintain and improve energy infrastructure has risen sharply, some by as much as 100% over the past five years. Key items like steel, copper, transformers and oil have seen significant price increases, while other essentials such as bucket trucks, maintenance and insurance have gone up 15 to 50% since 2020.



FUTURE READY GRID

We're modernizing equipment to withstand extreme weather and improve safety and reliability for years to come.



RELIABILITY

Many poles, transmission lines and substations have reached the end of their useful lives and must be replaced.

COST OF A TYPICAL 70-FOOT WOOD POLE

\$3,253 IN 2019

BASED ON 3%
ESCALATION FACTOR,
NIPSCO EXPECTED
\$3,771 IN 2024

DUE TO INFLATION,
ACTUAL COST
\$5,682 IN 2024

A **74% INCREASE** OF THE
ORIGINAL ESTIMATE IN 2019**

A FEW BENEFITS OF OUR INVESTMENTS

- **Replaced 300+ miles of aging underground cable** (which caused 90% of underground outages)
- **Treated 300,000+ wooden poles** to harden the system
- **Coated 3,000+ steel transmission structures** to protect against damage
- **NIPSCO's renewable energy projects have generated \$105.7 million** in customer savings.



[NIPSCO.COM/CONNECTINGYOU](https://www.nipSCO.com/connectingyou)

SOURCES

* National Rural Electric Cooperative Association
** NIPSCO TDSIC Testimony

YOUR DOLLAR AT WORK

HOW NIPSCO FUELS OUR COMMUNITY



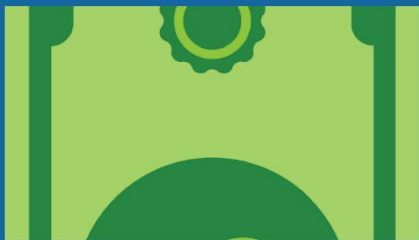
15¢ FUEL COSTS

Goes directly to cost of fuel and purchase power to generate the energy you use. NIPSCO doesn't profit from this cost. What we pay is what you pay. No markup. No extra fees.



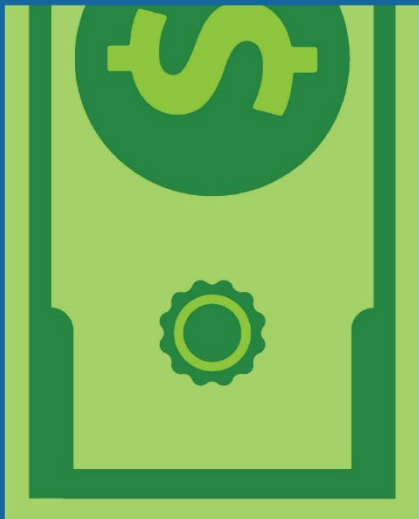
7¢ TAXES

Goes to support public services in our community like schools, roads and emergency services.



26¢ DAY-TO-DAY OPERATIONS

Covers the cost of safely maintaining poles and wires, responding to service calls and keeping your electricity flowing safely and reliably.



53¢ INFRASTRUCTURE IMPROVEMENTS & FINANCING

Goes to investments in system upgrades to improve safety, reliability, long-term service and our transition to a more balanced generating portfolio, which includes zero fuel cost, renewable energy resources. Plus, the associated financing costs.

This graphic reflects average residential customer costs as of August 1, 2025.

YOUR BILL DEBUNKING MYTHS

CUSTOMER RATES HAVE NOT GONE UP 25%

Some reports falsely claim NIPSCO rates have gone up 25%. After gaining approval from the IURC in late June, the average residential electric customer using 672 kilowatt-hours (kWh) per month will see an increase of approximately \$23 per month, or 16.75%. This increase will be phased in over time. It began in July 2025 and be fully implemented in Q1 2026.

CUSTOMERS ARE NOT PAYING FOR DATA CENTERS

No costs for serving new data centers are included in NIPSCO rates, and NIPSCO has proposed a strategy that is focused on ensuring protection of current customers from any such costs.

A BALANCED GENERATION PORTFOLIO WILL SAVE CUSTOMERS MONEY IN THE LONG TERM

We're making progress on our electric generation transition to a more balanced generation portfolio, which includes renewable energy. As analysis has shown, this path is the most cost-effective for customers when compared to our current energy mix.

Customers are already benefitting from these investments:

- NIPSCO's renewable energy projects have generated \$105.7 million in customer savings by selling excess power and renewable energy credits, with 100% of that revenue passed directly back to customers through lower fuel charges.
- Retiring coal units is projected to reduce costs by \$70 million, helping keep electric rates lower than they would be otherwise.

These steps not only strengthen our energy grid but also help position northern Indiana for a more affordable and resilient energy future.

HIGHER USAGE = HIGHER BILLS

Electric rates haven't doubled—but for many, electricity use has. Hotter summers mean your air conditioner runs more often, which increases your overall usage and can lead to higher bills.

Comparing June 2025 to July 2025
USAGE PER CUSTOMER
INCREASED BY 81.6%

Weather was
39.4% WARMER
in July 2024 vs. July 2025

Average High Temp
July 2024
81 DEGREES
July 2025
85 DEGREES

Comparing July 2024 to July 2025
USAGE PER CUSTOMER
INCREASED BY 14.9%

RESOURCES & CONTACTS

NIPSCO.com/ConnectingYou

Explore programs, services, billing support and tools to customize your preferences on our website, which has everything you need to make the most of your NIPSCO experience. To access, scan the QR code.

NIPSCO Mobile App

Download NIPSCO's mobile app from the Google Play or App Store to track and compare your usage, set your account preferences, enroll in text alerts and more. For more information, please visit NIPSCO.com/self-service.



NIPSCO.COM/CONNECTINGYOU

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YOUR BILL WHAT YOU CAN DO

UNDERSTANDING YOUR BILL

Your bill includes tools to help you track and manage your energy use. Through your online account portal on [NIPSCO.com](https://www.nipSCO.com), you can access information like monthly usage comparisons, year-to-date graphs with temperature trends and downloadable usage history so you can see how much electricity you're using and why.

GET HELP PAYING YOUR BILL

We know there are times when it may be difficult for you to pay your bill. We offer options to help you get back on track.

- **Payment Plans**
We offer payment arrangements to help you if you are having trouble paying your bill. Learn more at [NIPSCO.com/PaymentPlan](https://www.nipSCO.com/PaymentPlan).
- **Income-eligible assistance programs**
You may qualify for federal, state or local income-eligible payment assistance programs to help you pay your bill. Learn more at [NIPSCO.com/Assistance](https://www.nipSCO.com/Assistance).
- **Budget Plan**
Budget Plan allows you to pay about the same amount each month. Your amount is calculated based on usage, weather and projected costs. Learn more at [NIPSCO.com/BudgetPlan](https://www.nipSCO.com/BudgetPlan).

GET HELP MANAGING YOUR BILL

- **Energy Efficiency**
Save energy and reduce your electric and natural gas bills with our savings tips and energy efficiency offerings. We have many ways to help you save big in your home. Learn more at [NIPSCO.com/Save](https://www.nipSCO.com/Save).

- **No-Cost Home Energy Assessment**

When you schedule a no-cost Home Energy Assessment, you're on your way to improving the comfort of your home and lowering your energy bills. A trained energy advisor will take you step-by-step through the assessment to identify long-term, cost-effective energy-saving opportunities in your home. Learn more at [NIPSCO.com/Home-Energy-Assessment](https://www.nipSCO.com/Home-Energy-Assessment).

Still not sure where to start? For more information on any of our programs or services, call us at 1-800-4-NIPSCO.

NEW PROGRAM IN 2026

NIPSCO will launch a **new electric bill payment assistance program for income-qualified customers** in summer 2026, **backed by an annual \$1.5 million shareholder-funded commitment**. The program will also eliminate deposits for income-qualified gas and electric customers and waive certain reconnection charges for all electric customers. Customers may voluntarily support the program with a \$0.25 monthly contribution per electric meter.



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