



Northern Indiana Fuel and Light

A NiSource Company

It's our promise to you . . .

to deliver accurate answers to your questions,
reliable service for your energy needs, and quick
response to emergencies. Whenever you need us,
24 hours a day, 365 days a
year, NIFL is there.



DIRECTLINK
1-888-643-5427

With NIFL DirectLink, you can get many of the answers you need when you need them without having to speak with a customer service representative. If your request requires personal attention, the automated phone system will connect you with one of our helpful representatives, or will ask you to call back during regular business hours.

Here are just a few of the services we provide at the touch of a button on your touch-tone phone:

- Report a gas leak
- Access account information
- Submit a meter reading
- Learn payment options
- Pay your bill by credit card or electronic check
- Make credit arrangements, if eligible
- Get information on assistance programs
- Enroll in the ZapCheck automatic deduction program
- Sign up for BudgetPlan
- Schedule appliance service

Be sure to have your NIFL account number handy when you call. First, you'll be asked to enter the phone number of the account's service address you're calling about. If the phone number doesn't match the number we show on the account, you'll be asked to enter your account number for confirmation.

Privacy Protection

We respect your privacy and want to be sure that we speak with a person who's authorized to conduct business on your account. If you need to speak with a customer service representative and your name is not on the account you're calling about, please ask the account holder to call us and request to add your name. Unless your name appears on the account, we won't be able to handle your request.

NIFL DirectLink

1-888-643-5427

Call toll-free 24 hours a day, 365 days a year

Billing and Payment Information, Budget Plans and Meter Reading **Press 1**

Current Accounts – DirectLink will automatically tell you the current amount due, due date, and last payment information. Budget information will also be provided if you're on a budget plan.

Repeat account information	Press 1
Payment options	Press 2, then
• BudgetPlan	Press 1
• ZapCheck, pay by phone, or CheckFree E-Bill	Press 2
• Pay by credit card	Press 3
• Payment mailing address	Press 4
• Authorized payment locations	Press 5

Past-due Accounts – DirectLink will automatically provide your total balance, the previous balance, the last payment amount, and the next due date. Budget information will also be provided if you're on a budget plan.

Repeat account information	Press 1
Payment options	Press 2, then
• Report payment receipt number	Press 1
• Pay by check, credit card, in person, or by mail	Press 2
• Apply for credit agreement, if eligible	Press 3
• Assistance programs	Press 4

Termination Notices – If you're calling about a termination notice you've received, DirectLink will automatically tell you the shut-off date, total amount due, last payment information, and payment amount required to maintain service.

Continued on other side

Report payment receipt number	Press 1
Other	Press 2, then
• Repeat account information	Press 1
• Payment options	Press 2, then
- Report payment receipt number	Press 1
- Make payment by check, credit card, in person, or by mail	Press 2
- Apply for credit agreement, if eligible	Press 3
- Assistance programs	Press 4

Meter reading	Press 3, then
• Submit reading	Press 1
• Next reading date	Press 2
• How to read your meter	Press 3
• Other meter issues*	Press 4

Other billing inquiries	Press 4, then
• Hear last three payments	Press 1
• Request latest statement*	Press 2

Gas Emergencies **Press 2**

Turn On, Shut Off, or Transfer Service **Press 3**

Start new service or turn on service*	Press 1
Shut off service or transfer service*	Press 2

Appliance Repairs and Other Requests **Press 4**

Schedule repair or maintenance	Press 1
Other inquiries	Press 2

En Español **Press 5**

Note: Press 7 to repeat options or press the star key to return to the previous or main menu.

* Call during normal business hours for assistance from a customer service representative.

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