



# Customer Service Handbook

## Important Contact Information

Web site	<a href="http://www.niflco.com">www.niflco.com</a>
24/7 customer service (Credit Department: 8 am – 8 pm EST, M-F)	1-888-643-5427
Gas leak emergency	1-888-643-5427 (select option 2)
Indiana 811 (Call before you dig)	811



## Applying for service

To apply for electric and/or natural gas service, call 1-888-NIFLGAS (1-888-643-5427). Applicants for service must be at least 18 years of age and have valid identification.

As a new applicant, you might be required to pay a deposit. If you have been a customer of any utility within the past two (2) years and can provide a good credit reference letter you may not be required to pay a deposit. If you have not been a customer of a utility within the past two (2) years, but can meet two of the following criteria, a security deposit is **not** required:

1. Currently employed and in the past two years worked at no more than 2 different employers, **and/or**
2. Currently employed but have been there less than two years and have no previous employment due to recent graduation from college or vocational school, or recently discharged from military service, **and/or**
3. Owns a home or is buying a home, **and/or**
4. Applicant has occupied the same site for more than two years and now is putting service in his/her name.
5. Have established a good credit rating that does not reflect any default of payment on any account more than two times within the past 12 months.

## Reading your meter

Northern Indiana Fuel & Light (NIFL) reads meters on or around the same date every month. Occasionally, unusual circumstances such as severe weather, bad road conditions, a locked gate, or unfriendly dogs prevent us from reading your meter. When this happens, we will calculate your bill based on your past energy usage. If you wish to avoid a calculated bill, you may provide us with a reading by phone at 1-888-NIFLGAS (1-888-643-5427).

## Are you moving?

If you plan to move or wish to have service disconnected, please call NIFL at least one week in advance. A minimum notice of three business days is needed to schedule shut-off. We will also need your forwarding address for timely account processing.

## Paying your bill

Your NIFL bill includes a return envelope for easy payment. Make checks or money orders payable to NIFL, and be sure to write your account number on the face of the check. If you lose the return envelope or wish to make multiple payments during the month, please address a letter-size envelope to:

Northern Indiana Fuel & Light  
P.O. Box 13007  
Merrillville, IN 46410-3007

### **Pay Your Bill on the Web**

For your convenience, you may also pay your bill through our payment services partner EDS by using an electronic check, or with your VISA, MasterCard, or Discover credit card or debit card. Go to [www.niflco.com](http://www.niflco.com) to pay online.

You can also receive and pay your bill online with our CheckFree e-Bill service. Enroll at [www.niflco.com](http://www.niflco.com).

### **Pay Your Bill by Phone**

If you would like to pay by phone with your credit or debit card, you may call EDS at 1-866-499-2030. To pay by phone using an electronic check, call EDS at 1-866-499-2032. EDS charges a convenience fee for each transaction.

### **Pay Your Bill at an Authorized Payment Agency**

Payments may also be made at any of our authorized payment agencies. A listing of payment locations in your area is available on our Web site or by calling NIFL DirectLink at 1-888-643-5427. Always allow sufficient time for processing your payment to avoid late payments or possible disconnection of service.

## **Pay Your Bill Through Our Free ZapCheck Service**

Automatic deduction of monthly NIFL bills from your checking or savings account is available through our free ZapCheck service.

## **Disconnection of service**

For disconnection of service due to non-payment of utility bills, NIFL will notify the customer in writing 14 days in advance and will identify the reason and date for the disconnection. Our credit department is available Monday through Friday, 8 am – 8 pm EST, to discuss the status of your service and make payment arrangements to avoid disconnection.

In compliance with Indiana Utility Regulatory Commission (IURC) rules, NIFL may disconnect service without prior request or notification when danger to life or property, tampering, or fraudulent or unauthorized use of service exists.

## **Postponement of disconnection**

It is possible to postpone a service disconnection for 10 days if you rely on the service for medical reasons. Before the scheduled shut-off date, you must provide NIFL with a letter from a licensed physician or public health official stating that disconnection would threaten the health of a household member.

## **Reconnection of service**

NIFL complies with the "Rules and Regulations" on file with the IURC regarding reconnection fees. If your service is disconnected, you will be required to pay a reconnection charge and a security deposit, in addition to all past-due charges, before service will be restored. Your service will be restored on the working day following the receipt of payment.

# Payment arrangements

NIFL realizes that unforeseeable circumstances might make it difficult for you to pay your utility bill in full by the due date. If this occurs, you might qualify for payment arrangements to avoid disconnection of your service. The most important thing to remember is to contact us early, before the scheduled disconnect date. Payment arrangements may be made by calling our automated self-service phone system, NIFL DirectLink, at 1-888-643-5427. To speak with a Customer Service Representative, call between 8 am and 8pm EST, Monday through Friday.

## Natural gas safety & emergency service

In its natural state, natural gas is odorless and colorless. For easier detection of gas leaks, NIFL adds a distinctive "rotten egg" scent to natural gas. If you notice this odor, immediately take the following actions:

1. Do not light matches
2. Do not turn electrical switches on or off
3. Do not use a telephone in the building
4. Leave the premises and contact our gas leak emergency hotline at 1-888-643-5427, and select option 2 from the automated menu

## Indiana 811 – Call Before You Dig

Before you start any landscaping or construction project on your property, contact the Indiana Underground Plant Protection Service at 811 or 1-800-382-5544 at least 48 hours before digging. They will contact NIFL and other utilities to mark the approximate location of any buried service lines that might be in the area of your project at no cost to you.

## Identifying our employees

Our employees, except for supervisors and contractors, wear uniforms with the company's emblem on them. NIFL employees are also required to carry a photo identification card. If you have doubts about someone claiming to be a NIFL employee, immediately contact your local police department, then report it to us by calling 1-888-NIFLGAS (1-888-643-5427).

## **NIFL DirectLink – 24 x 7**

NIFL DirectLink, our 24/7 automated phone system, allows you to access account information, report emergencies and perform a variety of other transactions with the touch of a button on your phone. Just call 1-888-NIFLGAS (1-888-643-5427) and follow the prompts that best meet your needs.

## **Visit us at [www.niflco.com](http://www.niflco.com)**

You can also find information online at [www.niflco.com](http://www.niflco.com). Pay your bill online and learn about many of NIFL's programs and services at your convenience.

## **Complaints**

If you have questions or concerns about your NIFL service or bill, please contact us at 1-888-643-5427, or write to us at:

Northern Indiana Fuel & Light  
Attn: Customer Service Manager  
801 E. 86<sup>th</sup> Ave.  
Merrillville, IN 46410

You may also contact the Indiana Utility Regulatory Commission (IURC) to review your concern at:

IURC  
101 W. Washington St., Ste. 1500 East  
Indianapolis, IN 46204  
Phone: 1-800-457-4268  
TDD/TTY: 1-317-232-8556  
Web site: [www.state.in.us/iurc](http://www.state.in.us/iurc)