



**FOR IMMEDIATE RELEASE**

**Contact: Tom Cuddy  
NIFL Communications Manager  
219-647-6556**

**NORTHERN INDIANA FUEL & LIGHT EXPANDS  
CUSTOMER SERVICE OPTIONS  
*Walk-In Service Business Office to Close***

**AUBURN, IN (May 18, 2007)** – Beginning July 1, customers of Northern Indiana Fuel & Light (NIFL) will have more customer service options, including 24 hour customer service, a new bill format which includes usage information, access to an enhanced web site and additional options for paying their bills.

The company also announced that it will close its walk-in business office located on 220 E. 7<sup>th</sup> St., Auburn, Ind., on Monday, July 2, 2007. All service operations – such as gas leaks, service requests and connections – will continue to be handled by NIFL’s professionally-trained local service crews.

“We’re focused on enhancing customer service by providing customers with more convenient and flexible options on how they conduct their business with us,” said NIFL President Mark Maassel. “There will be more locations, including on the NIFL Web site, for customers to pay their monthly bill, which also has been redesigned to provide customers with more useful information on their account and gas usage.”

In addition, NIFL customers will have 24/7 access to a toll-free customer service center, which will be staffed by trained customer service representatives who will be able to start and stop service, handle gas leak calls, and answer questions regarding most service-related issues. A key feature of the customer contact center is “Auto Call Back,” which allows customers to choose to be called back – at any telephone number they select – during busy periods.

“Many of these new customer service enhancements are centered on taking advantage of automation and proven technologies,” said Maassel. “But it’s equally important to point out that what is not changing is our commitment to delivering safe and reliable natural gas service to our customers.”

Following is a summary of all the new customer service enhancements taking place at NIFL, effective July 1, 2007:

**-more-**

## NIFL ANNOUNCES CUSTOMER SERVICE ENHANCEMENTS PAGE 2

- **24/7 Access to a Toll-Free Telephone Number.** By dialing 1-888-NIFLGAS (1-888-643-5427), customers will be able to conduct any number of transactions –24 hours a day; 7 days a week – and get answers to service related questions, including stopping and starting service. There’s also an “Auto Call Back” feature which, when activated, allows customers to choose to receive a return phone call if placed on hold. **Please note that this phone number will not be activated until July 1, 2007.**
- **New Monthly Bill & Account Number.** In July, customers will receive a newly redesigned monthly bill and account number. Customers will find the new bill to be easier to read, with more details, including bar graphs that show historical temperatures and usage data.
- **Convenient Bill Payment Options.** NIFL’s commitment to enhancing customer service also includes providing a number of new bill payment options such as access to Pay Stations located throughout the community that allow customers to pay their bill. Other bill-payment options include Zap Check, Pay-by-Phone, as well as E-Bills through our Web site. A list of Pay Station locations follows the news release.
- **Electronic Transfer of Funds:** When a customer pays their utility bill by check, the amount will be electronically debited immediately from their checking account. Funds could be debited as early as the day after NIFL receives payment. The banking institution will not return the check; however, the transactions will be reflected on the bank statement.
- **Meter Re-routes to Better Serve Customers.** As part of our goal to read every customer meter every month, the date on which we read some customers’ meters will be changing. As a result, payment due dates, beginning in July or August, may change. Once a new due date has been established, future bills will be due approximately the same time each month. On the top of new bills, customers will be provided with a three-day window when they can expect us to read their meter.

Northern Indiana Fuel and Light, with headquarters in Auburn, Ind., is one of the 10 energy distribution companies of NiSource Inc. (NYSE: NI), with over 36,000 natural gas customers. NiSource distribution companies serve 3.8 million natural gas and electric customers primarily in nine states. More information about Northern Indiana Fuel and Light is available at [www.niflco.com](http://www.niflco.com).

###