



Northern Indiana Fuel and Light Customer Question and Answers

Why are you closing the local business office? When will it close?

The office will be closed as of July 1, 2007. We are providing customer service options which take advantage of technology to provide our customers with a number of convenient and flexible options for conducting business with NIFL. All service operations – such as gas leaks, service requests and connections – will continue to be handled by NIFL’s professionally-trained local service crews.

What about customers who used the local business office?

Customers now will have more convenient and flexible options to pay their monthly bill, including several locations to pay their bill through Pay Stations, on-line through our Web site (www.niflco.com), and over the telephone 24 hours a day; seven days a week. Walk-in traffic has declined, and the enhanced customer service options take advantage of technology to allow customers greater access to service from the convenience of their home.

How do I turn on or turn off service since the local business office will be closed?

Now you can do this right from your home. All you do is call our toll-free telephone number – 1-888-NIFLGAS (1-888-643-5427), and our customer service representative will handle your request, as well as many others. **Please note that this phone number will not be activated until July 1, 2007.**

Who do I call to report a gas leak?

As always, leave the home immediately if you suspect a natural gas leak. To report a gas leak or any other dangerous situation involving natural gas, call 1-888-NIFLGAS (1-888-643-5427), 24 hours a day; seven days a week. All service operations – such as gas leaks, service requests and connections – will continue to be handled by NIFL’s professionally-trained local service crews.

How will my identity or account information be protected?

We take seriously our role in protecting customer account information. When you call our toll-free telephone number, you will be asked to provide the last four digits of your social security number in order to gain access to your account. You also will be able to choose another person, such as a spouse, child or legal guardian, who can access your account.

Where will the Pay Stations be located? And, will the Pay Stations be operational on July 1, 2007?

There are already Pay Stations available where you can pay your monthly NIFL bill. There will be a charge for the convenience of using these machines, but this is not a fee imposed by NIFL. A list of locations will be enclosed with your next bill and on our web site (www.niflco.com).

How is the new bill different from the old bill?

There are number of new features to the new bill, which you will begin receiving in July. First, it's printed on a larger format, which allows for more information regarding your account and usage, as well as bar graphs showing consumption. The billing and payment summary appears on the top center for customers who just want to know their account status at a glance. You will receive a new bill explanation sheet with your first new bill.

What is a meter reroute and will it impact my overall bill?

NIFL routinely analyzes our meter routes in relation to the number of meter readers we have on staff. Our goal is to read every meter every month. In an effort to achieve that goal, we bring on new meter readers to balance the number of meters read each day. At this time, most customers will see no change in their overall monthly bill, however, some customers may receive a bill for 45 days of usage.

Will my rates increase as a result of all of these new changes?

There will be no impact on rates as it relates to these changes. Our focus is to provide our customers with convenient and flexible customer service options that make doing business with us easier.