

Phone Scammers Targeting Northern Indiana Utility Customers

Please be advised that reports of a telephone scam surfaced over the weekend and have continued into today.

What You Need to Know

The scammers are calling homes and businesses from various 800 numbers claiming to be NIPSCO employees and informing them of an overdue utility bill. They tell customers that immediate payment is required or their service(s) will be shut off.

In some cases, customers are asked to purchase a money gram or prepaid debit card and then prompted to call a different 800 number to make a payment. In other cases, the scammers have provided addresses for local NIPSCO operating facilities and asked customers to meet them in person to collect payment.

Avoid Being a Victim

You should never call any number other than **1-800-4NIPSCO (1-800-464-7726)** when dealing with your account.

NIPSCO never asks customers who are behind on payments to purchase a prepaid debit card or to pay cash to avoid disconnection. Legitimate payment options include: online, by phone, by mail or at one of NIPSCO's authorized payment locations. A list of authorized locations can be found at [NIPSCO.com/BillingPayment](https://www.nipSCO.com/BillingPayment).

How to Spot a Scam

Potential threats or scams can appear in a variety of forms, including phone calls and emails. By following some of these simple tips below, you can help avoid being the victim of a scam.

1. Never give personal information, including Social Security numbers and banking information, to unconfirmed sources. NIPSCO only asks for a Social Security number when a customer is applying for new service or to verify a customer's identification.
2. If you believe you have been the victim of a scam, contact 911 as well as your local banking institution or credit card company if applicable.
3. Legitimate bill assistance programs are available to qualifying customers. For more information on these offerings, visit [NIPSCO.com/PaymentAssistance](https://www.nipSCO.com/PaymentAssistance).

4. If you are unsure about the legitimacy of any email, phone call, programs or offers claiming to be affiliated with NIPSCO, please call our 24-Hour Customer Service Center at **1-800-4NIPSCO (1-800-464-7726)**.

Find more tips to stay safe are available at [NIPSCO.com/StaySafe](https://www.nipSCO.com/StaySafe).