

Urgent Notice to RC residents

ALERT! Over the past few days, unknown callers have been contacting customers claiming to be affiliated with NIPSCO demanding payment through a prepaid card. These calls are NOT from us or anyone affiliated with us.

Remember these tips to protect yourself and your personal information from suspicious callers:

- **Call us first** – If you are not sure about a phone call, e-mail, program, offer or person claiming to be affiliated with NIPSCO, please call our 24-hour Customer Care Center at [1-800-464-7726](tel:1-800-464-7726).
- **Guard your personal information** – Never give personal information, including Social Security numbers and banking information, to unconfirmed sources. We only ask for a Social Security number when establishing new service or verifying a customer's identity.
- **Know your payment options** – We will never ask for a pre-paid debit card or money gram as a payment method. Learn more about our [payment options](#) so you can spot a potential scammer.

If someone visits your business:

- **Ask to see ID** – Our employees and contractors carry photo ID badges and will gladly show you upon request. Ask them for ID before allowing them in your business.
- **Use caution with cash** – Our employees do not collect cash payments nor deliver cash refunds or rebates to customers at their business. Refrain from sending cash through the mail to prevent loss or theft.