

ORIGINAL

STATE OF INDIANA

Commissioner	Yes	No	Not Participating
Huston	✓		
Veleta	✓		
Ziegner	✓		

INDIANA UTILITY REGULATORY COMMISSION

**COMMISSION INVESTIGATION INTO)
NORTHERN INDIANA PUBLIC SERVICE) CAUSE NO. 46329
COMPANY, LLC AND ISSUES ASSOCIATED)
WITH ITS NATURAL GAS CUSTOMER METERS) APPROVED: NOV 26 2025**

ORDER OF THE COMMISSION

Presiding Officers:

David E. Veleta, Commissioner

Lorraine L. Seyfried, Chief Administrative Law Judge

The Indiana Utility Regulatory Commission (“Commission”) has recently been made aware by Northern Indiana Public Service Company, LLC (“NIPSCO”) regarding issues it has encountered with its natural gas customer meters. Based on our concern with billing discrepancies that may have occurred as a result of these issues as well as the associated communications with its customers regarding these issues, the effect on NIPSCO’s revenues and rates, and the appropriate customer credits and/or refunds, the Commission finds it appropriate to commence this formal investigation into any and all matters relating to NIPSCO’s natural gas customer meters.

1. Commission Jurisdiction and Notice. NIPSCO is a public utility as defined by Ind. Code § 8-1-2-1. NIPSCO is organized and existing under the laws of the State of Indiana, with a principal office at 801 East 86th Avenue, Merrillville, Indiana. NIPSCO is engaged in rendering electric and gas public utility service in the State of Indiana and owns, operates, manages and controls, among other things, plant and equipment within the State of Indiana used for the generation, transmission, distribution and furnishing of such services to the public.

Pursuant to Ind. Code § 8-1-2-4, every public utility is required to furnish reasonably adequate service and facilities, and any charge made by a public utility must be reasonable and just. Pursuant to Ind. Code §§ 8-1-2-58 to -60, and -68 to -69, the Commission has broad authority to commence investigations, with or without notice, of “any matters relating to a public utility.” In reviewing the Commission’s statutory authority to investigate the service provided by a regulated utility, the Indiana Court of Appeals has determined that inherent in this grant of power is the authority to “do that which is necessary to effectuate the regulatory scheme.” *S. E. Ind. Natural Gas v. Ingram*, 617 N.E.2d 943, 948 (Ind. Ct. App. 1993).

Accordingly, the Commission has jurisdiction over NIPSCO and the subject matter of this proceeding.

2. Background and Scope of Review. On November 19, 2025, NIPSCO met with Commission staff to discuss its Advanced Metering Infrastructure (“AMI”) project and timeline as well as issues it discovered during the AMI rollout and actions taken as a result of the discovery. (See attached November 19, 2025 Meeting Agenda).

On November 25, 2025, the Commission's General Counsel, Beth Heline, requested an investigation be opened into NIPSCO concerning its natural gas customer meters that appear to have resulted in billing discrepancies and its associated communications with its customers regarding the issues, the effect on NIPSCO's revenues and rates, and the appropriate customer credits and/or refunds. (See attached November 25, 2025, letter from Beth Heline, General Counsel, to Loraine Seyfried, Chief Administrative Law Judge). Ms. Heline notes that NIPSCO staff indicated an issue had been found with a not-insignificant number of natural gas meters during the replacement of the Automated Meter Reading module with the AMI module. She further noted that the issue appears to have resulted in billing discrepancies for which NIPSCO provided customer bill credits without also proactively providing notice or explanation to the affected customers.

Based on the communications received from NIPSCO and the request from the Commission's General Counsel, the Commission finds it appropriate to commence this investigation to address the issues associated with NIPSCO's natural gas customer meters and any resulting billing discrepancies, NIPSCO's communications with its customers concerning the issues, the effect on NIPSCO's revenues and rates, and the appropriate customer credits and/or refunds.

IT IS THEREFORE ORDERED BY THE INDIANA UTILITY REGULATORY COMMISSION that:

1. An investigation is commenced to allow the Commission to consider and review the issues associated with NIPSCO's natural gas customer meters and any resulting billing discrepancies, NIPSCO's communications with its customers concerning the issues, the effect on NIPSCO's revenues and rates, and the appropriate customer credits and/or refunds.
2. This Order shall be effective on and after the date of its approval.

HUSTON, VELETA, AND ZIEGNER CONCUR:

APPROVED: NOV 26 2025

**I hereby certify that the above is a true
and correct copy of the Order as approved.**

on behalf of

**Dana Kosco
Secretary of the Commission**

**Indiana Utility Regulatory Commission (IURC) Meeting with
Northern Indiana Public Service Company (NIPSCO)**

Wednesday, November 19, 2025; 9:00 – 10:00 a.m.
Microsoft Teams

***Attendees**

NIPSCO

- Erin Whitehead – Vice President, Regulatory & Major Accounts
- Robbie Sears – Director, Regulatory Policy
- John Sabotnik – Director, Major Projects
- Lisa Garrison – Director, Billing Payment & Customer Programs
- Liza Henry – Manager, Billing Exceptions and Payments
- Bryan Likins – Assistant General Counsel, Legal Regulatory
- Michelle Cox – Senior Counsel, Legal Regulatory

IURC

- Stephanie Hodgin – Chief of Staff
- Beth Heline – General Counsel
- Steve Davies – Deputy General Counsel
- Deborah Mattingly-Huber – Director, Consumer Affairs Division
- Ben Gavelek – External Affairs Specialist, External Affairs Division

Agenda

- Overview of AMI Project and Timeline
- Issues Discovered During AMI Rollout
 - Operational Activity to Correct Issues
 - Billing Activity to Address Issues

NIPSCO's pending, docketed cases before the IURC:

- 38706 FAC 148 Fuel Adjustment Cost
- 38706 FAC 149 Fuel Adjustment Cost
- 43618 DSM 20 Demand Side Management Plan
- 43629 GCA 76 Gas Cost Adjustment
- 44001 GDSM 19 Demand Side Management Plan
- 44155 RA 28 Tariff Matters
- 44156 RTO 28 Regional Transmission Organization Factors
- 44198 GPR 18 Tariff Matters
- 45557 TDSIC 5 Transmission, Distribution, and Storage System Improvement Charge (Appeal)
- 45557 TDSIC 6 Transmission, Distribution, and Storage System Improvement Charge (Appeal)
- 45703 FMCA 5 Federal Mandate
- 46033 ECT 4 Environmental Cost Tracker
- 46222 Federal Mandate
- 46270 Service Area
- 46273 Financing
- 46284 Demand Side Management Plan
- 46312 Service Area
- 46322 Special Contract and Power Purchase Agreement
- 50863 30-Day Filing

Notices of Proposed Violation – 49 CFR Part 192, Ind. Code Ch. 8-1-22.5

***In Microsoft Teams meetings, the attendees may be different from those shown on the Agenda.**

STATE OF INDIANA



INDIANA UTILITY REGULATORY COMMISSION
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INDIANAPOLIS, INDIANA 46204-3407

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November 25, 2025

Lorraine Seyfried, Chief Administrative Law Judge
Indiana Utility Regulatory Commission
101 W. Washington Street, Suite 1500 E
Indianapolis, Indiana 46204-3407

Re: Request for Investigation Regarding Northern Indiana Public Service Company, LLC,
Natural Gas Metering Issue

Dear Judge Seyfried:

As General Counsel of the Indiana Utility Regulatory Commission (“IURC” or “Commission”), I respectfully request that the Commission open an investigation, pursuant to Indiana Code sections 8-1-2-58, 8-1-2-68, and 8-1-2-69, into the Northern Indiana Public Service Company, LLC (“NIPSCO”), issue with NIPSCO’s natural gas customer meters that appear to have resulted in billing discrepancies, as well as the associated communications with its customers regarding these issues, the effect on NIPSCO’s revenues and rates, and the appropriate customer credits and/or refunds.

On November 19, 2025, I attended a meeting with NIPSCO staff via Microsoft Teams – see attached agenda. NIPSCO staff indicated that an issue had been found with a not-insignificant number of its natural gas meters during the replacement of the Automated Meter Reading (“AMR”) module with the Advanced Meter Infrastructure (“AMI”) module. The issue apparently resulted in billing discrepancies regarding which NIPSCO was providing customer bill credits without proactively also providing notice or explanation to the affected customers. NIPSCO staff discussed additional information through a slide presentation that was marked confidential and that was not otherwise provided to the IURC attendees.

Through an investigation, the Commission would be able to require NIPSCO to provide detailed information regarding the gas meter issue and its effects on NIPSCO customers, revenues, and rates, and then determine the correct customer credits or refunds and any other appropriate remedy. In addition, the Commission has the authority to review and keep confidential any trade secret information.

Thank you for your consideration of this request.

Sincerely,

A handwritten signature in black ink, appearing to read "Beth E. Heline".
Beth E. Heline
General Counsel