VERIFIED DIRECT TESTIMONY OF VIOLET SISTOVARIS

Q1. Please state your name, business address and title.

A1. My name is Violet Sistovaris. My business address is 801 East 86th Avenue, Merrillville, Indiana 46410. I currently serve as Executive Vice President of NiSource Corporation and as President of Northern Indiana Public Service Company (“NIPSCO”).

Q2. Please describe your educational background.

A2. I earned a bachelor’s degree in business administration from Valparaiso University and a master's degree in business administration from Indiana University.

Q3. Please describe your professional experience.

A3. Before joining NiSource Inc. in 1995, I was Vice President, Training & Development at Centier Bank in Merrillville, Indiana. My banking experience centered in the areas of marketing, training and development and sales administration. In 1999, I began serving as Director for NIPSCO’s Customer Contact Center. In November 2003, I served as Vice President, Customer Contact Centers and was responsible for directing
the operation of NiSource’s customer contact centers and managing contacts with the 3.7 million residential natural gas and electric customers served by NiSource’s energy distribution companies. In addition to these responsibilities, my 20 years of experience at NiSource includes positions in the areas of human resources, college and executive recruiting and management development. I accepted the position of Senior Vice President and Chief Information Officer at NiSource responsible for providing leadership and direction to NiSource’s information technology, supply chain services, real estate and facilities management in August, 2008. I accepted the position of Executive Vice President in July, 2015 and accepted my current position of President for NIPSCO in October, 2016.

Q4. What are your responsibilities as President?

A4. As President, I am responsible for all operations, regulatory strategy, customer, community, compliance, and financial functions at NIPSCO and for ensuring safe, reliable and affordable service to NIPSCO’s 1.1 million electric and gas customers across the state.

Q5. Have you previously testified before this or any other regulatory commission?
A5. Yes. I previously submitted testimony in support of NIPSCO’s most recent electric rate case in Cause No. 44688.

Q6. Are you sponsoring any attachments to your testimony in this Cause?

A6. Yes. I am sponsoring Attachments 1-A through 1-D, all of which were prepared by me or under my direction and supervision.

Q7. What is the purpose of your testimony?

A7. The purpose of my testimony is to provide an overview of NIPSCO and its role in northern Indiana, to briefly describe NIPSCO’s gas system, to describe NiSource including its corporate structure and strategic vision and its commitments to its stakeholders, to explain how the NiSource vision and commitments have been embraced and executed at NIPSCO, to explain NIPSCO’s customer service goals, to explain why NIPSCO is filing this case at this time, and to provide a brief overview of NIPSCO’s case-in-chief.

NIPSCO and its Role

Q8. Please briefly describe NIPSCO.

A8. NIPSCO and its predecessor companies have been serving northern Indiana for over 100 years. NIPSCO provides natural gas service to more
than 819,000 customers in 32 counties across the northern third of Indiana
and electric service to more than 468,000 customers in 20 counties in
northwest Indiana. NIPSCO’s nearly 3,000 employees average 13 years of
service, and its nearly 600 gas operational employees average 14.3 years of
service.

Q9. Please provide an overview of NIPSCO’s gas facilities.

A9. NIPSCO’s gas distribution system delivered natural gas to about 819,000
customers in 32 counties in the northern tier of Indiana in 2016. About ten
percent of those customers either transport their own gas or take
advantage of NIPSCO’s Choice program, while the remaining ninety
percent of customers purchase sales service from NIPSCO. Table 1 below
summarizes NIPSCO’s customers by group:

<table>
<thead>
<tr>
<th>Customer Class</th>
<th>Customers</th>
<th>% of Total</th>
<th>Throughput Volumes (Dth)</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residential</td>
<td>752,011</td>
<td>91.72%</td>
<td>60,115,255</td>
<td>17.69%</td>
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<td>Commercial</td>
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<td>7.86%</td>
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<tr>
<td>Industrial</td>
<td>3,412</td>
<td>0.42%</td>
<td>242,428,167</td>
<td>71.35%</td>
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<tr>
<td>TOTAL</td>
<td>819,908</td>
<td></td>
<td>339,792,072</td>
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1 Source: NIPSCO response to 170 IAC 1-5-8(a)(3)(B) and 170 IAC 1-5-8(a)(3)(C)
As discussed in greater detail by NIPSCO Witness Campbell, NIPSCO operates a system of more than 17,000 miles of distribution and high pressure transmission line, along with on-system storage systems that are and will continue to be used and useful in providing service to those customers.

Q10. What is significant about NIPSCO’s customer base?

A10. As Table 1 illustrates, while industrial customers make up less than one percent of the total NIPSCO gas customers, they accounted for more than 70 percent of system throughput sales during the base year. NIPSCO’s five largest customers reflect more than 40 percent of NIPSCO’s annual throughput, which represents a unique risk profile. NIPSCO’s service to industrial transportation customers is significantly higher than that for most gas utilities and poses a unique challenge to NIPSCO from a business perspective. Because a significant portion of the costs associated with providing gas are fixed in nature, reductions in throughput volume associated with business and manufacturing activity can result in a significant negative impact to revenues, earnings and other customers’ rates.
Q11. Please describe NIPSCO’s role in northern Indiana.

A11. NIPSCO plays a critical role in northern Indiana. Safe, reliable, and affordable energy is critically important to northern Indiana. NIPSCO is continually focused on improving customer service, enhancing the availability and reliability of electricity and natural gas, and providing an infrastructure to support new jobs and economic growth. NIPSCO remains sensitive to its customers in need, as demonstrated by NIPSCO’s low income program and its work with trustee offices throughout its service territory. Ultimately, NIPSCO’s goal and its vision is to be the premier utility in Indiana, and it is part of our mission to engage its customers, employees and community partners to continuously improve and achieve this goal. NIPSCO’s leadership team and other employees serve critical roles in various community organizations. NIPSCO’s Charity of Choice effort has provided more than $840,000 in funds to community organizations over the last five years, and its Luminary Awards have shone a spotlight on community leaders to promote the importance of leadership in the continued economic viability of northern Indiana.
NiSource and its Strategic Vision.

Q12. Please describe NiSource and its corporate structure.

A12. NiSource is headquartered in Merrillville, Indiana. NiSource and its operating companies employ more than 8,000 employees. More than 3,300 of those jobs are located in the State of Indiana, making NiSource among the largest employers in Indiana and one of the largest employers in the northwest region of the State. In addition to NIPSCO, NiSource includes six operating companies: Columbia Gas of Massachusetts, Columbia Gas of Kentucky, Columbia Gas of Maryland, Columbia Gas of Ohio, Columbia Gas of Pennsylvania, Columbia Gas of Virginia. Together the NiSource operating companies serve nearly 4 million natural gas and electric customers in seven states under the NIPSCO and Columbia Gas brands. The NiSource operating companies are supported by NiSource Corporate Services Company (“NCSC”), a service company providing shared services to all of the NiSource operating companies, including NIPSCO.

Q13. How are the NiSource regulated operating companies organized?

A13. With the separation of Columbia Pipeline Group in July 2015, NiSource became a pure-play regulated utility company. Each state team is
responsible for executing on local plans geared to benefit local customers and communities and is supported by a centralized operating group. The centralized operating group is built around delivering locally with a bias toward common philosophy, standard practices and shared platforms. This model helps deliver a consistent, disciplined approach while optimizing investments in each operating company which provides benefits to customers and communities across the NiSource footprint. Across all companies our goal is clear – everything we do must be driven by operating safely and improving how our customers are served, while at the same time enhancing value for all of our stakeholders.

Q14. Please describe the NiSource strategic vision.

A14. NiSource’s aspiration is to become the premier regulated energy company in North America, with top-tier safety, customer service and reliability metrics, a solid foundation of engaged, aligned and safe employees, a strong financial profile, a wide range of investment-driven growth opportunities, and robust and sustainable earnings and cash flow. Our strategy consists of a three-part plan (1) to invest in needed infrastructure programs at our utilities to continue serving our customers safely and reliably, (2) to strengthen our financial foundation for access to capital to
continue making ongoing investments in service quality, environmental and reliability, and (3) to enhance processes, performance, safety and reliability across our companies to provide improved customer service. Achieving these core objectives ultimately will serve the interests of all of NiSource’s key stakeholders, including customers, employees, communities and its financial stakeholders.

Q15. **Why is ongoing infrastructure investment a core objective for NiSource?**

A15. As the provider of critically important services to residential, commercial and industrial customers, the NiSource operating companies play an important role in the safety, comfort, and economic vitality of the communities they serve. Much of the infrastructure operated by the NiSource operating companies has been in service for many decades, and significant ongoing investment is required to maintain the systems in order to reliably meet current and long-term customer needs.

Q16. **Please explain the importance to NIPSCO of NiSource maintaining its investment grade credit rating.**

A16. In order to successfully execute on our vision, NiSource needs to operate from a solid financial foundation, with adequate liquidity and access to
capital on reasonable terms to support our ongoing investment in NiSource’s operating companies. Access to capital on reasonable terms is the lifeblood of any capital intensive business and an important objective for NiSource. Access to capital is particularly critical for NiSource because of the need to make ongoing investments in service quality, safety compliance and reliability and the ability to obtain that capital on reasonable terms is important to manage the customer rate impact of such investments. For these reasons, NiSource has been making, and will continue to make, a concerted effort to maintain its improved corporate credit ratings. NIPSCO Witness Rea provides additional detail about the status and importance of access to capital on competitive terms as a driver for NIPSCO’s success.

**Q17. What is NiSource’s current credit rating?**

**A17.** NiSource credit ratings with the three rating agencies have continued on a positive trend based on its continued execution of its long-term infrastructure investment plan. As of September 1, 2017, NiSource credit ratings were:
<table>
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<tr>
<th>Rating Agency</th>
<th>Credit Rating</th>
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<tbody>
<tr>
<td>Standard and Poor’s</td>
<td>BBB+</td>
</tr>
<tr>
<td>Fitch</td>
<td>BBB</td>
</tr>
<tr>
<td>Moody’s</td>
<td>Baa2</td>
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</table>

With the separation of CPG, NiSource became a 100% regulated utility holding company, which improved its business risk profile which has in turn driven improved credit ratings.

Q18. Does the regulatory process impact NiSource’s corporate credit rating?

A18. Absolutely. Credit rating agencies closely follow and assess regulatory proceedings and their impact on a company’s financial condition. To the extent that the NiSource operating companies, including NIPSCO, consistently receive timely and reasonable regulatory treatment, the more positive is the perception of NiSource by the rating agencies and the marketplace for capital in general. Specific regulatory outcomes also drive improvements in the NiSource balance sheet and overall financial performance, thereby increasing the likelihood for stabilization or improvement in the corporate credit rating.

Finally, I would note that the credit rating agencies, and financial markets in general, understandably are interested in and sensitive to the
regulatory process itself, including the degree to which procedures are transparent and understandable, as well as the timeframe within which filings are processed. Financial stakeholders understand these processes and have a sense that when cases are processed within a reasonable time, they will have more confidence in a given jurisdiction’s regulatory process and its impact on the regulated companies they evaluate.

Q19. **Why is it a NiSource core objective to enhance processes, performance, safety and reliability, and with a high level of customer service?**

A19. When our services are provided efficiently to our nearly 4 million customers based on appropriate and safe processes, our performance is enhanced because our customers are comfortable that they are receiving the safe and reliable service they expect at a reasonable cost. Customers are entitled to expect responsive communication and access to accurate and timely information about the service they receive. It is therefore critical that our services be delivered in an efficient and transparent way in keeping with those expectations.

**Execution of the NiSource Vision at NIPSCO**

Q20. **How does the NiSource vision apply to NIPSCO?**
A20. The three core objectives of the NiSource vision are directly applicable to NIPSCO generally and to its gas operation specifically. First, NIPSCO has and will continue to have a need to invest in its gas infrastructure to continue serving our customers safely and reliably. That objective is reflected in the more than $595 million NIPSCO has invested in its gas transmission, distribution, and storage assets since the close of its 2009 historical test year in its last gas rate case in Cause No. 43894 as well as in the estimated $482 million in additional investment to be completed through the end of the projected 2018 test year in this proceeding. Second, the strengthening of the NiSource financial foundation for access to capital is critical to NIPSCO's ability to continue making the required investments in service integrity, quality and reliability. NIPSCO's 2016 Moody's credit rating report states that an upgrade (or downgrade) of the NiSource credit rating could also place similar directional pressure on NIPSCO's credit rating. Finally, the enhancement of processes, performance, safety and reliability at NIPSCO has been and will continue to be critical to continued improvements in the safety of our system for our customers and the public as well as customer service and satisfaction.

2 Original cost rate base less additions of former Northern Indiana Fuel & Light Company ("NIFL") and Kokomo Gas and Fuel Company ("Kokomo") net plant.
Q21. How has NIPSCO approached its commitment to achieve industry leading safety performance?

A21. NIPSCO has taken a number of steps to improve its safety performance. For example, NIPSCO has continued to improve its performance in reducing third-party damages to its underground gas facilities. As discussed by NIPSCO Witnesses Stone and Roberts, NIPSCO anticipates increases in expenses associated with pipeline safety and damage prevention to support not only increased compliance requirements but also in furtherance of NIPSCO’s commitment to industry-leading safety performance.

Q22. How has NIPSCO approached its commitment to top-tier customer satisfaction and brand perception?

A22. NIPSCO’s commitment to top-tier customer satisfaction and brand perception has been demonstrated in improvement in customer satisfaction and brand perception metrics. In addition to posting the largest increase in overall customer satisfaction among the nation’s mid-sized electric utilities through the second quarter of 2016 as measured by J.D. Power and Associates, NIPSCO recently learned that its J.D. Power overall customer satisfaction scores in the large gas utility segment also
posted impressive performance increases. NIPSCO plans to introduce a number of service enhancements for its customers in the near future including an enhanced and simplified web presence and introduction of improved billing and payment options. NIPSCO’s low income program is also seen as a model of efficiency and effectiveness within Indiana.

Q23. How has NIPSCO approached its commitment to system investments for service integrity?

A23. NIPSCO’s commitment to ongoing investments required to systematically and efficiently deliver service integrity has been demonstrated through the significant investment in gas utility transmission, distribution and storage assets since its last rate case, including replacement of several large transmission projects and progress toward the elimination of the bare steel distribution lines in Gary, Indiana. Since 2010, NIPSCO has invested more than $595 million in its transmission, distribution, and storage assets. These ongoing investments in NIPSCO’s gas transmission, distribution and storage systems are required as a result of: (1) new delivery infrastructure to serve new customers; (2) compliance with evolving standards for the safety of underground pipelines, (3) replacement of infrastructure to modernize systems and enhance capacity.
NIPSCO continues to balance the need for new investments with the cost to its customers.

**Q24. How has NIPSCO approached its commitment to provide dependable and timely service and emergency response?**

**A24.** NIPSCO’s commitment to provide dependable and timely service and emergency response is demonstrated by the substantial improvement in its gas emergency response rate to an average of 23 minutes. As NIPSCO Witness Stone discusses, NIPSCO has also hired new facilities locate contractors to provide improved timeliness and accuracy in locating its underground gas facilities. For another example, one area where NIPSCO has had an ongoing focus is in connecting new customers. NIPSCO reviewed and improved its internal processes, developed employee training and employed new technologies to now meet internal deadlines for the connection of new customers 90 percent of the time.

**Q25. Has NIPSCO delivered on its commitment to expand gas service to previously unserved areas?**

**A25.** Yes. NIPSCO has added more than 27,500 customers since the close of the 2009 test year in its last rate case, with a significant number of those
additions coming in the rural portions of its service territory where
natural gas service was not previously available. Specifically, NIPSCO
has seen especially strong growth in Crown Point, Dyer, Demotte,
Goshen, Plymouth and Ft. Wayne areas. NIPSCO projects that about
4,200 customers will be added through the end of the 2018 forecasted test
year in this case as discussed in greater detail by NIPSCO Witness Efland.

Q26. Has NIPSCO delivered on its commitment to be recognized as among
the best places to work?

A26. It has. In May of 2017 NiSource was named by Forbes magazine as one of
America’s Best Large Employers for the second consecutive year, and
number 61 out of the 500 companies listed, and the top company in the
utility segment. At that time, NIPSCO was recognized by The Times of
Northwest Indiana as one of the three best places to work in northwest
Indiana. NIPSCO takes its employee relations seriously and has
continued to pursue opportunities to enhance responsiveness and
involvement by providing its employees with charitable and community

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3 These additions do not include the customers added through the 2011 merger of the former Northern Indiana Fuel & Light Co. and Kokomo Gas & Fuel Co. into NIPSCO.
outreach opportunities as well as support for employee training and
development and inclusion and diversity initiatives.

Q27. Has NIPSCO contributed to sustained growth in earnings and dividends for its investors?
A27. Yes. NiSource has continued to experience sustained growth in both earnings and dividends to which NIPSCO as an operating company has made a significant contribution. Among its successes have been the ongoing investment in its gas and electric infrastructure and the successful execution of its ongoing environmental compliance efforts on the electric side of its business. NIPSCO remains the lowest cost provider of natural gas service in Indiana and among the lowest in the nation, but ongoing investments in its workforce and increases in pipeline safety and depreciation expenses dictate that its overall basic rates and charges be increased for the first time since 1988.

Customer Service

Q28. What is NIPSCO’s customer service goal?
A28. NIPSCO’s goal is to be the premier utility in Indiana in every aspect of its performance, including interaction with its customers. NIPSCO evaluates
its performance with customers using multiple metrics, as discussed below.

Q29. What steps has NIPSCO taken to improve customer service?

A29. NIPSCO collects direct input and feedback from its customers through a range of methods, which is broadly referred to internally as our “Voice of Customer” process. Those feedback mechanisms include the J.D. Power Customer Satisfaction Surveys, MSR Group Surveys, NIPSCO’s Community Advisory Panels, NiSource’s My Energy Insights On-line Customer Panels, comments and complaints that are emailed or called into NIPSCO’s Call Center, as well as the Commission’s consumer affairs division. Also, we are members of several industry associations and we research best practices that have been demonstrated by those within the utility sector, as well as those outside of our industry.

NIPSCO has long taken advantage of feedback from its customers, employees and other stakeholders to uncover trends, and such feedback has served as the primary driver behind many of the operational changes, improvements in customer communications, enhancements to services and added programs and other offerings that have been implemented by
the Company. Examples include:

- **NIPSCO Ambassadors** (launched 2009) – A program providing employees with a resource to direct customer inquiries initiated through employees to the right resources to provide prompt and accurate answers.

- **NIPSCO Alerts** (launched in 2014) – A program enabling customers to receive alerts regarding outages, updated restoration times, and completion notices via text, email, or phone. **NIPSCO Alerts** was upgraded in 2015 to permit enhanced features on mobile devices including the ability to report service outages and receive billing reminders through a range of user selectable preference options. More than 22,000 customers have enrolled in this program through 2016.

- Comprehensive Gas & Electric Bill Redesign (2015) - The bill redesign provided an updated, clean, easier to read format and was based on customer input.

NIPSCO has also responded to direct customer feedback by addressing one of the largest historical sources of dissatisfaction among NIPSCO
customers – estimated bills. By the end of 2015, NIPSCO completed the replacement of nearly all natural gas meters with Automated Meter Reading technology. This technology allows NIPSCO to substantially reduce if not eliminate estimated bills for all but the most severe weather periods.

NIPSCO also tracks feedback from customers that have been recently connected to assess how the experience went from a customer perspective. The “Net Promoter” score tracks the percentage of customers stating that they would recommend NIPSCO as a service provider based on their experience. While the Net Promoter score is more typically used in competitive business, we think it is valuable to understand how our initial customer experience is perceived and whether customers are satisfied.

NIPSCO’s focus on its customers has resulted in the fewest customer complaints per 1,000 customers at the Commission, and NIPSCO leads major utilities with the fewest justified complaints.

Q30. Have NIPSCO’s customer service ratings improved?

A30. Yes. As I discussed above, NIPSCO’s J. D. Power and Associates average customer satisfaction ratings have continued to trend upward for the past
several years, and NIPSCO gas posted a 28 point increase in the most recent J.D. Power report. This is consistent with the increase on the electric side of NIPSCO’s business where it recently posted the largest increase in overall customer satisfaction among the nation’s mid-sized electric utilities. While NIPSCO aspires to even better performance, we are optimistic that our improved customer focus will continue to produce improvements into the future.

Q31. In NIPSCO proposing any new customer-driven initiatives in this proceeding?

A31. Yes. As discussed in greater detail by NIPSCO Witnesses Caister and Isensee, NIPSCO is seeking to initiate a new program permitting bills to be paid by credit card with no additional fee charged for that convenience. This payment option has been requested by customers and we expect it to be popular.

Q32. Please describe NIPSCO’s customer service facilities.

A32. NIPSCO’s main customer contact facility is located at its headquarters in Merrillville, Indiana and employs 156 Customer Service Representatives (“CSRs”). NIPSCO also maintains a walk-in facility in Gary, Indiana with
11 CSRs. The Gary facility also houses our disaster recovery site. In addition to the primary call center, NIPSCO also maintains specific points of contact for New Business (separately for residential and non-residential), and Builder Developers in addition to the Major Accounts Business Link system (that handles rates, billing, and related issues for their designated customers).

This Proceeding

Q33. Why is NIPSCO filing this case at this time?

A33. NIPSCO is filing this case in an effort to begin to address some of the challenges NIPSCO is currently facing that are reflected in its current rates and rate structure. As discussed in more detail by NIPSCO Witness Caister, the result is that NIPSCO’s current rates are insufficient to permit it to recover its ongoing cost of operation.

Q34. What are some of the challenges faced by NIPSCO?

A34. First, as discussed by NIPSCO Witness Roberts, federal pipeline safety requirements have increased since NIPSCO’s base rates were last thoroughly adjusted. These heightened requirements are beneficial for the safe operation of gas systems and result in enhanced levels of system integrity, but come at an increasing cost. The cost is not only associated
with the installation of upgraded facilities, but also to enhanced
monitoring and maintenance with a focus on proactive risk reduction.
NIPSCO is committed to not only being in compliance with these
requirements but also to fostering a safety focused culture throughout our
organization.

Second, NIPSCO’s overall rate structure is based on conditions in the gas
industry that predate the unbundling of the interstate pipeline network
and as a result, while those rates have been augmented and adjusted from
time to time, they have not received a full “makeover” in several decades.
While this has produced low, stable rates over a long period of time,
NIPSCO’s gas rates today are not an accurate reflection of either the make-
up of NIPSCO’s customers today or the cost to serve them as discussed at
greater length by NIPSCO Witness Amen.

Finally, the depreciation expense reflected in NIPSCO’s rates requires
adjustment to reflect the current state of investment and condition. The
settlement agreement approved in NIPSCO’s last rate case (Cause No.
43894) allowed NIPSCO to rebuild the book value of its gas assets, but
also contributed to a deficiency in rates that has been accentuated by
NIPSCO’s increased investment.

**Overview of NIPSCO’s Case-In-Chief**

Q35. Please identify the witnesses offered by the Company.

A35. Attachment 1-A identifies NIPSCO’s witnesses and the subject matter of their testimony.

**Notices**

Q36. Did NIPSCO provide notice of its intent to file a gas rate case in accordance with the Commission’s General Administrative Order 2013-5?

A36. Yes. Attachment 1-B is a copy of NIPSCO’s notice that was hand delivered to the Secretary to the Commission on August 28, 2017, a copy of which was provided to the Indiana Office of Utility Consumer Counselor (“OUCC”) and other anticipated intervenors via email transmission. NIPSCO has met with the OUCC, the NIPSCO Industrial Group and other parties to NIPSCO’s settlement agreements approved in NIPSCO’s last gas rate case along with other stakeholders and anticipated intervenors to discuss its filing first beginning in May, 2017, with additional discussions since that time.
Q37. Will NIPSCO publish notice of the filing of this case in each County where it provides gas service?

A37. Yes. Attachment 1-C will be a copy of each of the Publishers’ Affidavits associated with the notices published in accordance with the law and Commission practice. This attachment will be organized alphabetically by County, and will be filed with the Commission once all of the Publishers’ Affidavits have been received.

Q38. Will NIPSCO provide its residential customers with written notice of the relief requested in this proceeding?

A38. Yes. Attachment 1-D will be a copy of the written notice provided to residential customers within 45 days of the filing of the petition in this proceeding. This notice will be provided as a bill insert to our residential customers consistent with the Commission’s rules. This attachment will be filed with the Commission when available.

Q39. Does this conclude your prefilled direct testimony?

A39. Yes.
VERIFICATION

I, Violet Sistovaris, President of Northern Indiana Public Service Company, affirm under penalties of perjury that the foregoing representations are true and correct to the best of my knowledge, information and belief.

Violet Sistovaris

Date: September 27, 2017
<table>
<thead>
<tr>
<th>Witness</th>
<th>Major Topics</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Violet Sistovaris</strong></td>
<td>Company Vision / Mission</td>
</tr>
<tr>
<td>President NIPSCO</td>
<td>Overview of Case</td>
</tr>
<tr>
<td></td>
<td>Customer Service Goals</td>
</tr>
<tr>
<td><strong>Timothy R. Caister</strong></td>
<td>Overview of Current Rates</td>
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<tr>
<td>Vice President, Regulatory Policy</td>
<td>Drivers for Rate Case</td>
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<tr>
<td>NIPSCO</td>
<td>Collaborative Approach</td>
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<td>Objectives of Rate Design</td>
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<td>Deprecation Credit</td>
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<td>Two-Step Rate Implementation</td>
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<td><strong>Derrick J. Isensee</strong></td>
<td>Revenue Requirement</td>
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<td>Executive Director, Rates and</td>
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<td><strong>Clifton E. Scott</strong></td>
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<td>Forward Test Year Budget and Adjustments</td>
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<td><strong>Albert A. (Andy) Stone</strong></td>
<td>Operations Overview</td>
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<td><strong>James S. Roberts</strong></td>
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<td>NCSC</td>
<td>Adjustments</td>
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<td><strong>Andrew S. Campbell</strong></td>
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<td>Director of Regulatory Support &amp;</td>
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<td>Planning NIPSCO</td>
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<td>Curtailment (Rule 13)</td>
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<td>Planning Assumptions for Cost of Gas Sold</td>
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<td><strong>Ronald J. Harper</strong></td>
<td>NCSC Accounting Policies and Procedures</td>
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<td>NCSC Services to NIPSCO</td>
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<td>NCSC Cost Allocation</td>
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<td>NCSC Planning Process and Forward Test Year Budget</td>
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<td>Proposed Adjustments to NCSC Expense</td>
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<td>Witness</td>
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<td><strong>Christopher P. Smith</strong></td>
<td>NIPSCO’s Wages and Salaries, Incentive Compensation and Benefits, NIPSCO’s Incentive Compensation Adjustment</td>
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<td>Vice President, Human Resources</td>
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<td><strong>John J. Spanos</strong></td>
<td>Proposed Depreciation Rates, Depreciation Study</td>
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<td>Senior Vice President</td>
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<td>Gannett Fleming Valuation and Rate Consultants, LLC</td>
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<td><strong>Ann E. Bulkley</strong></td>
<td>Fair Value Rate Base (Replacement Cost New Less Depreciation)</td>
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<td>Vice President</td>
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<td>Concentric Energy Advisors, Inc.</td>
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<td><strong>Michael D. McCuen</strong></td>
<td>NIPSCO’s Expense Adjustments for (1) Federal and State Income Tax and (2) Taxes other than Income</td>
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<td>Director, Tax Planning and</td>
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<td><strong>Vincent V. Rea</strong></td>
<td>Capital Structure and Weighted Average Cost of Capital, Debt Financing Activities, Credit Ratings, Capital Structure Adjustments, Rate of Return, Return on Common Equity, Fair Rate of Return on Fair Value</td>
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<td>Director, Regulatory Finance and Economics</td>
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<td><strong>Amy Efland</strong></td>
<td>Weather Normalization</td>
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<td>Lead Forecasting Analyst</td>
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<td><strong>Ronald J. Amen</strong></td>
<td>Allocated Class Cost of Service Study, Rate Design, Revenue Proof and Typical Bill, Special Studies Utilized in Allocated Class Cost of Service Study to Apportion the Various Categories of Plant and O&amp;M Expenses to Customer Classes</td>
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<td><strong>Curt A. Westerhausen</strong></td>
<td>Principles and Objectives for Designing Rates</td>
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<td>Director, Rates and Contracts</td>
<td>Proposed Rates, Riders and Rules and Regulations</td>
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August 28, 2017

Via Hand Delivery
Mary M. Becerra
Secretary to the Commission
Indiana Utility Regulatory Commission
101 West Washington Street
Suite 1500 East
Indianapolis, Indiana 46204

RE: Notice of Intent to File Gas Rate Case

Dear Ms. Becerra:

In accordance with Indiana Utility Regulatory Commission General Administrative Order 2013-5, Northern Indiana Public Service Company hereby provides notice of its intent to file a gas rate case pursuant to Ind. Code § 8-1-2-42.7 on or after September 27, 2017. Please let me know if you have any questions or concerns about this notice.

Sincerely,

[Signature]

Timothy R. Caister
Vice President, Regulatory Policy

cc: Via Email Transmission
William Fine (wfine@oucc.in.gov)
Bette J. Dodd (bdodd@lewis-kappes.com)
Todd A. Richardson (trichardson@lewis-kappes.com)
Jennifer Washburn (jwashburn@citact.org)
Petitioner's Exhibit No. 1
Attachment 1-C

To be submitted as a late-filed exhibit
Petitioner’s Exhibit No. 1
Attachment 1-D

To be submitted as a late-filed exhibit