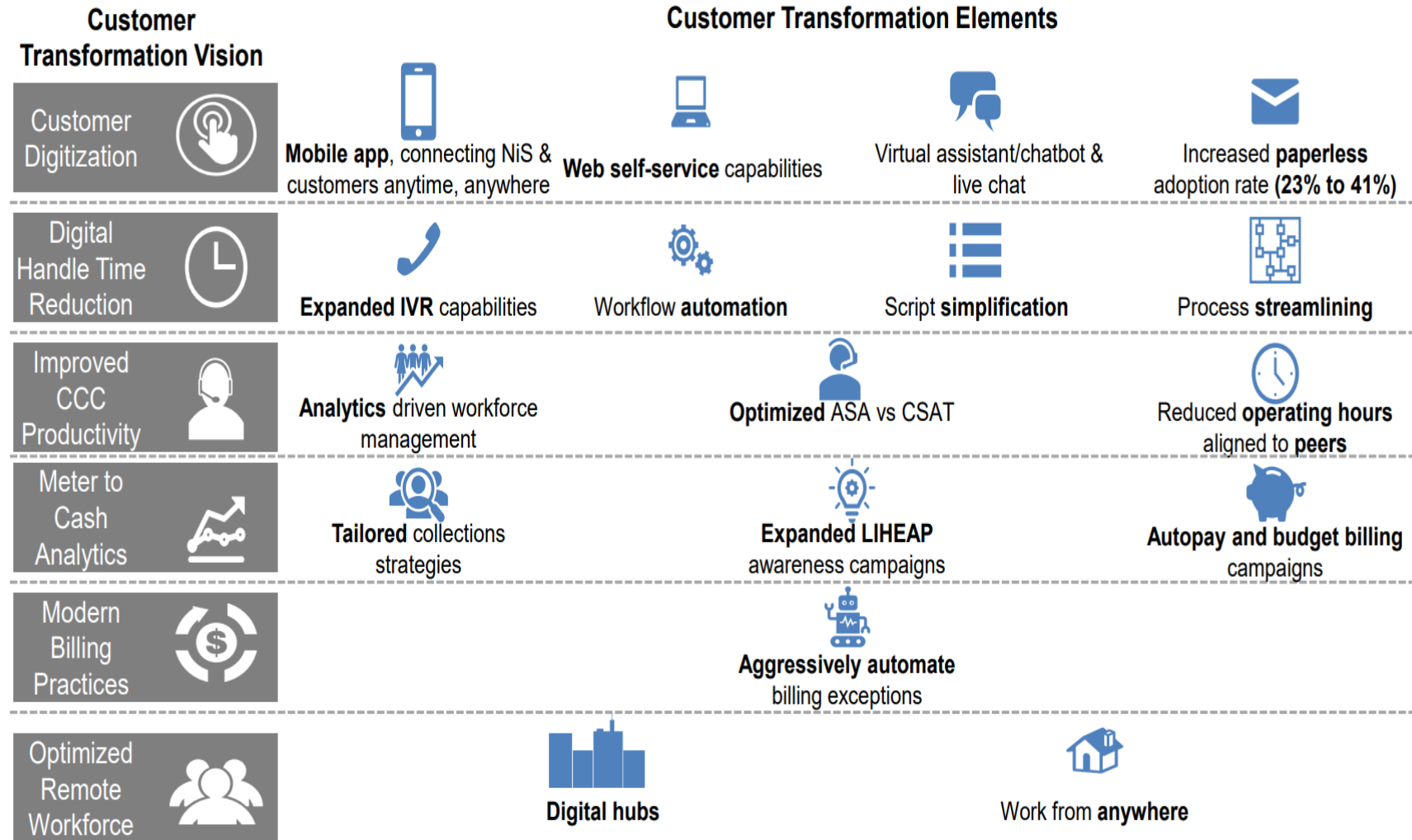
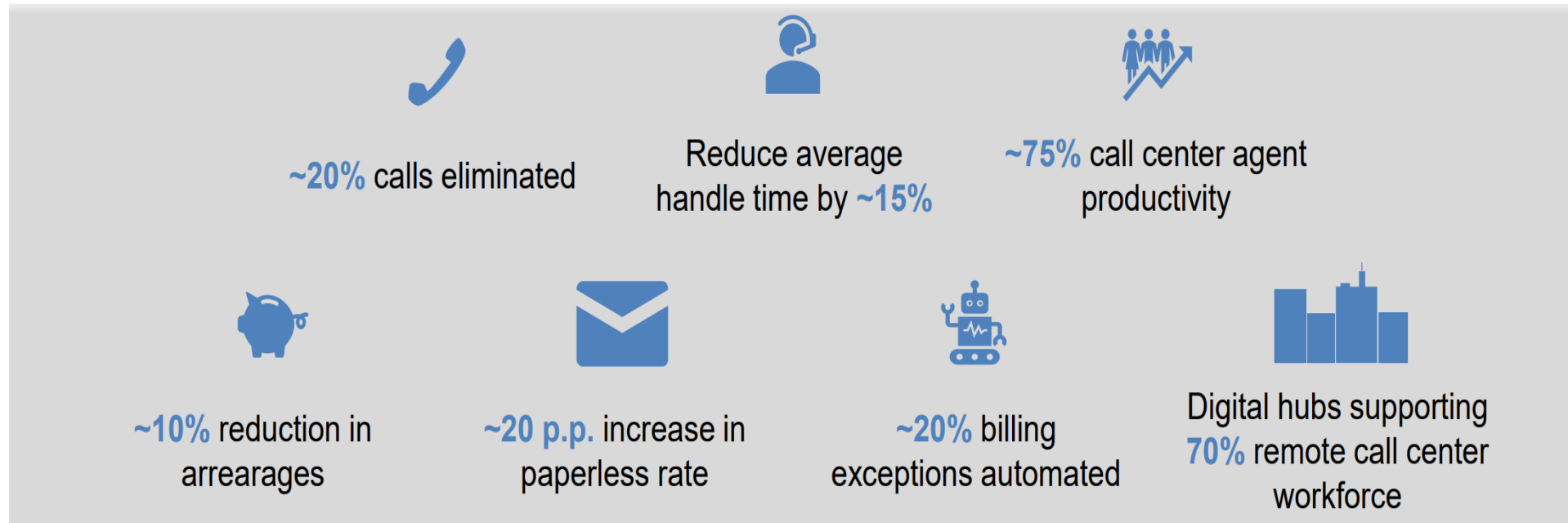


The Connected Customer Experience Transformation will fundamentally reshape how NiSource interacts with our customers...



... and deliver significant customer experience, financial, and operational benefits over the next couple of years

Outcomes Over ~2 Year Period



~16% of Customer Budget run rate savings and expected Customer Satisfaction boost (e.g., JD Power score)

The team is delivering these changes and outcomes over ~two years

NiSource Customer Transformation Timeline

