

Town of Munster

Munster Town Council

February 11, 2026

Delivery by USPS 1st Class

Mr. Vince Parisi
President and Chief Operating Officer
Northern Indiana Public Service Company (NIPSCO)
801 East 86th Avenue
Merrillville, IN 46410

Dear Mr. Parisi,

We are the Town Council for the Town of Munster, Indiana and we are reaching out to you to express profound concern over the escalating natural gas costs borne by our residents, compounded by recent electric rate adjustments. We understand that only Indiana state officials have direct oversight of these matters, but we can offer to you the concerns of our community.

We have received reports from Munster residents of dramatic spikes in natural gas bills during the 2025-2026 winter heating season. Many constituents describe bills doubling, tripling, or rising even higher compared to prior years, often with minimal changes in reported usage beyond colder temperatures. These surges place severe financial strain on families, seniors on fixed incomes, and small businesses when reliable, affordable heating is most critical.

While infrastructure upgrades and federal safety requirements are important, the cumulative impact of these gas cost increases—combined with the ongoing phased electric rate hikes—threatens energy affordability in Munster. Residents rely on NIPSCO for essential heating services, yet many are now facing hardship, delayed payments, or difficult choices between utilities and other necessities.

We strongly urge NIPSCO to:

- Provide greater transparency on the drivers of recent gas bill surges, including delivery vs. supply charges and any meter-related adjustments;
- Expedite resolution of identified billing discrepancies and communicate clearly with affected customers;
- Expand and promote accessible relief measures, such as enhanced bill payment assistance, flexible payment plans, budget billing options, deposit waivers, and reconnection fee relief—particularly for income-qualified households facing winter heating burdens.

Munster Town Hall
1005 Ridge Road
Munster, IN 46321
(219) 836-6900

We respectfully request a detailed written response addressing the causes of elevated natural gas costs, steps to mitigate ongoing customer hardships, and specific actions NIPSCO is taking for Munster residents. We look forward to your response and I am available to discuss these issues and would welcome a meeting with NIPSCO representatives to explore community-focused solutions.

Thank you for your immediate attention. Affordable natural gas service is vital to the health, safety, and economic well-being of our residents, especially during heating seasons.

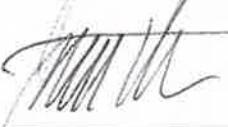
Sincerely,



George Shinkan
1st Ward



Chuck Gardiner
3rd Ward



Jonathan Petersen
5th Ward



Joseph Hofferth
2nd Ward



David Nellans
4th Ward



Wendy Mis
Clerk/Treasurer