



Cultivating Safety as a Core Value

NISOURCE 2023 SAFETY REPORT





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A MESSAGE FROM OUR EXECUTIVE VICE PRESIDENT, CHIEF OPERATING & SAFETY OFFICER

Bill Jefferson

The energy we deliver to more than 3.3 million natural gas and 500,000 electric customers is integral to daily life. It fuels the economy and keeps people warm in the winter and cool in the summer. It supplies the energy used to produce innovative technologies as well as many of life's most basic necessities.

Providing the reliable natural gas and electric service our customers and communities depend on is a responsibility that NiSource takes with great seriousness and pride. Safety, above all else, is the most fundamental requirement – ensuring that the product we deliver, the people who maintain the system and the customers we serve are central to our safety mission.

Our commitment to safety throughout NiSource's Northern Indiana Public Service Company, LLC (NIPSCO) and Columbia Gas operating companies and the six-state footprint we cover is unwavering. And with this commitment, we hold ourselves accountable to perform excellently and do the things that keep our employees and customers safe, first and foremost.

In this report, you will learn how our team and our business partners make safety a priority as a key component that contributes to driving what we refer to as operational excellence.

We continue to mature our Safety Management System (SMS), which serves as the framework for ensuring consistent safety processes, procedures and operations across the organization. Our teams actively participate in essential support programs like team huddles, pre-job briefings, operational learnings, and training opportunities. We are also finding new, innovative ways to continually improve and enhance our system reliability, which helps us deliver on our mission of providing safe, reliable energy that delivers value to our customers.

I am proud of the achievements we made in 2023 and encouraged by the capabilities we're building to tackle the opportunities that lay ahead. I look forward to building on the momentum we've generated toward strengthening and cultivating safety as a core value for everyone.



CULTIVATING SAFETY AS A CORE VALUE



VISION

**TO BE AN INNOVATIVE
AND TRUSTED ENERGY
PARTNER**



MISSION

**WE EXIST TO DELIVER
SAFE, RELIABLE ENERGY
THAT DRIVES VALUE TO
OUR CUSTOMERS**



VALUES

- **BE SAFE**
- **LOOK FOR A BETTER WAY**
- **ACT WITH CARE**
- **ACCOUNTABILITY**

Employees & Safety

DOING AMAZING THINGS

NIPSCO EMPLOYEE'S QUICK ACTIONS PREVENT POTENTIAL SIGNIFICANT DAMAGE AND INJURIES

NIPSCO Lineman Travis Eagleson made a judgment call that may have prevented significant damage and possible injuries. Eagleson loaded up a trailer with approximately 10,000 pounds of electric poles and began driving down the road. About two miles down the road, his vehicle and trailer transitioned from an asphalt roadway to concrete, and he noticed something wasn't right.

"Normally, the trailer is really jerky while I'm driving it, but it wasn't jerky. It felt soft," Eagleson said. "It just didn't feel right. When I looked in the mirror, I could see the top of the poles were almost on the ground."

Immediately, Eagleson pulled over to the side of the road and got out to inspect the trailer. He found the adjustable tongue on the trailer was cracked, putting the trailer at risk for detaching.

Eagleson notified his leader and did not continue the job any further. Fleet was notified, and that brand of trailer was taken out of service. The Fleet team was able to begin inspecting similar trailers to ensure they were in safe working condition.

"Eagleson's actions resulted in a great catch," said Matt Ireland, manager, Safety. "When you think about the potential for this cracked trailer to have let loose 10,000 pounds of poles down the road, putting other drivers in immediate danger, it really illustrates how significant his safety actions were."

Eagleson's reaction is a good example of putting our **CORE 4 RESPONSIBILITIES** into action.

1. FOLLOW OUR PROCESSES AND PROCEDURES

Eagleson was following procedure when he used his Stop Work Authority to pull over and check out the trailer before continuing the job.

2. IDENTIFY AND REPORT RISKS

Eagleson identified the crack in the trailer tongue and notified his leader.

3. CONTINUALLY IMPROVE PROCESSES AND PROCEDURES TO PROTECT ONE ANOTHER, OUR CUSTOMERS AND COMMUNITIES

Eagleson's actions protected community members by preventing a potential accident.

4. IDENTIFY AND PROACTIVELY TAKE ACTION TO PREVENT THINGS THAT CAN GO WRONG

Because of Eagleson's catch, the Fleet team was able to proactively begin inspecting trailers, preventing any similar future issues.





KEEPING OUR *System* SAFE


To meet the ongoing demand for reliable energy service, it is paramount that we remain steadfast in dedicating the time and attention required to keep our systems running safely. NiSource has teams of specialists who continually analyze and monitor natural gas and electric assets, including transmission and distribution pipelines, to help identify and mitigate potential risks.

SAFETY MANAGEMENT SYSTEM (SMS) FRAMEWORK AND MATURITY

NiSource's SMS serves as our operating framework designed to identify and reduce risks and cultivate both a robust safety culture and a culture of continuous improvement. For employees, NiSource's SMS comes to life through following our Core 4 responsibilities:

- Following our processes and procedures
- Identifying and reporting risks
- Identifying and proactively taking action to prevent things that can go wrong
- Continually improving processes and procedures to protect one another, our customers, and communities





By design, our SMS conforms with the American Petroleum Institute Recommended Practice 1173 (API RP 1173) for Pipeline Management Systems. In July 2023, we had a successful annual visit from LRQA assessors, which led to NiSource maintaining our API RP 1173 conformance certification – remaining one of only two utilities in the world to achieve this designation.

Also last year, we continued to mature our overall SMS through modernization efforts including geographic information system (GIS) mapping, artificial intelligence (AI) technologies and risk mitigation efforts using assessment modeling and incident investigations.

The beauty of NiSource's SMS is that it is on an ever-evolving journey, one that encourages knowledge sharing; accountability for operational excellence; identification and execution of continuous improvement opportunities; and being champions of safety.

UNDERSTANDING AND MANAGING RISK

Risk management and continuous improvement play key roles within NiSource's SMS culture. In recent years, NiSource began leveraging probabilistic risk assessment (PRA) models to drive risk-informed decision-making across the company's service territories. Currently, NiSource uses innovative PRA models for gas transmission, gas distribution, gas measurement and regulation, cross-bore and damage prevention. In addition, we can pull data from several asset management sources and obtain a picture of NiSource's risk profile for all gas-carrying assets to assess probabilities and consequences.

Using PRA results across NiSource maximized risk reduction per dollar spend in several distribution capital replacement projects. The transmission PRA is being used to identify the highest-priority pipelines for in-line inspection (ILI) retrofits. Sensitivity analyses are underway to identify data improvement opportunities to ensure all data collection efforts are focused on the highest-impact activities. The latest model, measurement and regulation (M&R), is working with the M&R modernization program to prioritize best-in-class station replacements and drive NiSource's decision-making process for installing additional overpressure protection devices.

NIPSCO electric operating company also uses a risk-based prioritization approach as a guide for long-term system modernization planning. With this approach, NIPSCO can target the highest-risk assets within our total transmission and distribution portfolio, maximizing risk reduction for each dollar spent. All major electric transmission and distribution assets (substation transformers, substation breakers and circuits) are included in the model. NIPSCO is also advancing asset health assessments to maximize the life of core assets. This risk scoring is also used to prioritize other areas outside of major replacements, such as maintenance, inspection, and modernization.

Working in the field, NiSource employees are in an optimal position to use their knowledge and expertise to proactively identify and resolve potential issues before they require urgent attention. Through NiSource's Corrective Action Program (CAP), our workforce has a simple way to document identified adverse conditions and a systematic process to review, prioritize, address, and track progress to reduce risks. To allow for a better user experience for employees, in 2023, the CAP condition reporting process underwent enhancements that allowed for a more user-friendly, streamlined experience with better functionality, including a new customizable dashboard and process improvements.

Ensuring Compliance

FEDERAL SAFETY REGULATIONS

PHMSA MEGA RULE & MAOP RECONFIRMATION

On October 1, 2019, the Pipeline and Hazardous Materials Safety Administration (PHMSA), a federal agency under the U.S. Department of Transportation, released the first part of the Gas Mega Rule. This rule requires operators to reconfirm the maximum allowable operating pressure (MAOP) for transmission pipelines that are in highly populated areas and do not have traceable, verifiable, and complete pressure tests.

Companies were required to determine the population of transmission pipelines by July 1, 2020. Fifty percent of the applicable transmission pipeline mileage must be reconfirmed by July 3, 2028, and 100% must be reconfirmed by July 2, 2035. This rule was put in place to address transmission pipeline failures that were seen across the industry. MAOP reconfirmation will help detect and remediate threats before they become risks.

Each NiSource operating company has developed a plan to address the Mega Rule requirements. An example of this work is the Northern Columbus High Pressure (NCHP) system, which feeds the northern half of Columbus, Ohio. The NCHP system has been scheduled for replacement, which will be divided into nine phases, beginning in 2024.

NiSource will continue to proactively address the requirements within this Mega Rule, prioritizing the segments of pipelines representing the highest threats.



Ensuring Compliance

FEDERAL SAFETY REGULATIONS

PIPES ACT OF 2020

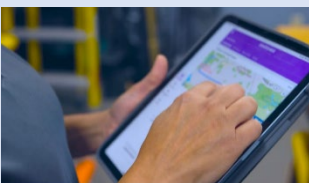
The Protecting Our Infrastructure of Pipelines and Enhancing Safety (PIPES) Act of 2020 directed PHMSA to implement rules focused on the safety of the public and environment.

In 2023, PHMSA's rulemaking advanced as two major notices of proposed rulemaking (NPRM) were published and entered public comment periods. These two rules are known as Leak Detection and Repair (LDAR) and other Safety of Gas Distribution Pipelines and Other Safety Initiatives (SGDP). NiSource has been actively engaged in assessing their potential impact and providing comments to inform amendments to the regulations.

The LDAR rule focuses on minimizing methane emissions and further enhancing public safety. Under these proposed code revisions, NIPSCO and Columbia Gas operating companies would be required to (i) detect and repair an increased number of gas leaks, (ii) reduce the time to repair leaks, (iii) increase leak survey frequency, and (iv) expand our existing advanced leak detection program. NiSource has been an early adopter of and industry leader in advanced leak detection technology through our use of Picarro technology. In fact, NiSource has one of the largest system penetrations utilizing this technology in the United States. Picarro uses vehicle-mounted leak detection equipment with advanced methane emissions analytics known as cavity ring down spectroscopy. The proposed LDAR rule will further solidify NiSource's mission of looking for a better way. Throughout all our efforts in 2023, we were able to reduce greenhouse emissions through leak mitigation and cross-compression by 40,000 tons (equivalent to 8,700 cars' annual emissions). For more information about NiSource's advanced leak detection efforts, refer to the "Advanced Leak Detection Progress" section below.

The SGDP proposes provisions requiring operators to update, as needed, (i) physical regulating station infrastructure, (ii) their existing distribution integrity management plans, (iii) emergency response plans, and (iv) operation and maintenance plans. This rule focuses primarily on the safety of low-pressure systems. Since 2018, NiSource proactively completed major infrastructure improvements by installing secondary overpressure protection and remote pressure monitoring on over 800 low-pressure systems across our footprint. NiSource has also implemented and matured tie-in planning and regulating station isometric documentation that serve as a foundation for compliance with the proposed SGDP rule. NiSource has partnered with industry organizations to provide comments on the proposed rule and will monitor its publication schedule to drive further enhancements. In addition, NiSource continues to share lessons learned with gas industry peers as well as other industries (aviation, nuclear, electric, etc.) to drive improvements and foster a collaborative environment to minimize risk, improve quality and keep people and safety at the heart of everything we do.

NiSource and federal government affairs teams have been leading the way in Congress to create a voluntary information-sharing system, or VIS, program. A VIS program, like the safety-sharing programs in the nuclear and aviation industries, would allow the pipeline industry, safety advocates, and regulators to share best practices, learnings and safety information that will improve the safety profile of the entire industry. NiSource is advocating for the creation of a VIS program by Congress in the next Pipeline Safety Reauthorization legislation.



INDUSTRY-LEADING ASSET MAPPING AND GOVERNANCE

In 2023, NiSource focused on elevating our GIS tools. The effort is far more than an upgrade to the GIS software – it is the platform and prerequisite needed for companywide transformation. NiSource began making investments in expanding GIS technology use by implementing service line mapping (SLM). At the time of this publication, over 98% of all service lines have been mapped, an increase from the 4% of gas service lines mapped before 2020. The next step in this journey was adjusting NiSource data to better align with real-world geographic locations, a process known as conflation. This effort requires a team to modify over 19 million records in GIS. These GIS enhancements were foundational to NiSource's mobile workforce enablement.

What's to come?

In 2023, NiSource focused on elevating our GIS tools. The work completed in 2023 is much more than an upgrade to GIS software – it is the platform needed for our transformation journey and positions NiSource at the leading edge of GIS technology. In 2024, OneGIS, full-service system integration, will enable virtual representation of assets as they exist in the field, delivering industry-leading GIS capabilities to NiSource.

OneGIS will improve the way our employees and contractors use our GIS data and tools by providing:

- Risk reduction through standardization, risk modeling and elimination of duplicative data
- Next-generation GIS tools, such as the mobile mapping (Lemur) solution
- Simplified database management, utilizing a single cloud
- Improved analytical capabilities

INFRASTRUCTURE MODERNIZATION

A safe natural gas and electric system requires investments to modernize, maintain and upgrade infrastructure. In 2023, NiSource invested approximately \$2.5 billion in gas and electric infrastructure modernization across our six-state footprint.

This work included installing or replacing nearly 340 miles of natural gas lines, 178,000 feet of underground electric lines, 1,920 electric poles and 33 distribution automation viper switches; upgrading 10 substations; and rebuilding nine electric circuits, among other work.

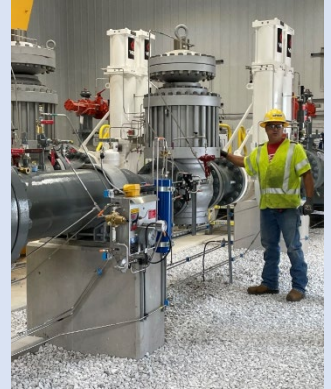
Highlighted throughout this section are other examples of the work being done each day to ensure a safe and reliable system for the long term.

NATURAL GAS MODERNIZATION

Infrastructure modernization is being driven by leveraging our industry-leading risk models. Those models help NiSource risk prioritize infrastructure modernization programs to ensure we maximize our risk reduction efforts. Using the PRA model, NiSource is able to identify, prioritize, and replace pipeline segments with the highest risk. This approach drives risk reduction while ensuring we maximize healthy assets by balancing the following known threats: (i) first-generation plastic, (ii) bare steel, (iii) cast iron, (iv) wrought iron, and (v) ineffectively coated steel.

IN-LINE INSPECTION (ILI) PROGRAM

NiSource continued to progress our risk-based ILI retrofit program in 2023. In-line inspection is a nondestructive examination device that measures and records the geometry and wall thickness to identify changes in conditions of a pipeline. Using in-line inspection in a transmission pipeline identifies threat conditions that help enable NiSource to proactively mitigate targeted segments for replacement better than other systemwide mitigation activities. Additionally, these tools are used to clean the pipeline without impacting the flow of gas. NiSource successfully retrofitted two pipeline systems in Indiana and ran a smart ILI tool through two pipelines that had been retrofitted in 2022. This work brought NiSource to 32% ILI capable and 31% of pipelines assessed with a smart ILI tool. Since 2019, NiSource has increased our system assessment by over 50%. As a part of NiSource's goals to look for a better way, we streamlined our ILI plan to ensure 80% of our transmission pipelines are ILI capable by 2032.



ENHANCED MAPPING CAPABILITIES

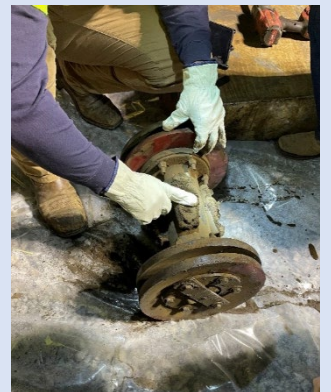
During 2023, NiSource deployed Lemur Pro, a new field mapping tool configured specifically for NiSource frontline employees. Unlike prior GIS field solutions that required network connectivity, Lemur functions with or without a network connection and is more secure than previous-generation GIS tools. Lemur will provide a robust, state-of-the-art platform for viewing, documenting and updating asset and infrastructure information. From an overall system safety standpoint, these enhancements maintain NiSource's strong focus on proactive maintenance strategies, inspections, repairs, and replacements. This proactive approach helps extend the life of assets, preventing the need to replace them prematurely and thus promoting better resource conservation.



UPGRADING MEASUREMENT AND REGULATION STATIONS

The measurement and regulation station modernization program focuses on ensuring safety and reliability through integrity analysis and the optimization of equipment and their associated design. NiSource has continued the installation of additional layers of overpressure protection at new stations and of enhanced physical security technologies at critical assets, and has continued to focus on validating measurement and regulation station records for components associated with new federal requirements.

As NiSource continues to enhance and modernize our assets, PRA modeling will target the riskiest assets to help ensure we maximize risk reduction per dollar spent.



ADVANCED LEAK DETECTION

In our journey to continually improve safety, NiSource continued our partnership with Picarro, an industry leader in analytics-driven methane detection. The Picarro-equipped vehicles we're using are designed to sniff the air and identify potential leaks in the natural gas delivery system using cutting-edge technology that's 1,000 times more sensitive than traditional leak detection equipment.

In 2023, Picarro vehicles were able to survey 27,275 miles of distribution pipe (or 51% of NiSource's total distribution system) and mitigate 8,207 SCFH of emissions, which equates to 34,509 tonnes of CO₂e mitigated. Four additional advanced mobile methane detection vehicles were employed across NiSource, bringing the fleet of Picarro-enabled vehicles to 14 by the close of 2023.

Picarro technology has proven its value by identifying large leaks quickly and precisely. For

example, NIPSCO's Picarro-driven leak survey demonstrated a significantly faster leak identification rate than traditional walking surveys. This advanced knowledge and speed of identification gave NIPSCO the ability to better prioritize leak repairs and allocate resources more efficiently as leaks are identified by the Picarro fleet.

As we look to the future, we look to capitalize on Picarro's ability to perform leak surveying faster than traditional walking. We will be able to rethink our surveillance grids to target specific pipe types and/or areas and wrap up leak surveying in a way that supports our work plan, with a goal of removing pain points.

Resources like the Picarro-equipped vehicles are critical to meet NiSource's commitment to safety and our goal of reaching net zero greenhouse gas emissions from our operations by 2040 – assuming supportive regulatory and legislative policies, favorable stakeholder environments and the continued advancement of existing technologies.



REMOTE PRESSURE MONITORING PROGRAM

The gas system remote pressure monitoring program enhances NiSource's situational awareness by capturing and observing real-time system pressure conditions. This technology enables a proactive response to abnormal system conditions in an accelerated manner through notification to Gas Control. Since 2019, over 800 additional pressure systems have had remote devices installed, resulting in 46% of all pressure systems being visible. This program is essential in driving toward predictive and proactive data analysis. These enhancements allow Gas Control more system visibility and control, further enhancing safety, reliability, and emergency response.

ADDRESSING CROSS-BORING

A cross-bore is a situation in which other buried utilities conflict with our gas lines, resulting in an increased risk of damage to our facilities. These conflicts are a result of legacy installation methods that have since been modified. The cross-bore remediation program investigates and eliminates legacy cross-bores throughout NiSource's systems by operating a robotic controlled camera inside sewer pipes. The captured video evidence is then reviewed to identify and locate incidents of conflict so they can be remediated. Columbia Gas of Pennsylvania (CPA) piloted an AI program to review several hundred hours of cross-bore camera footage. Utilizing this technology significantly reduces the review, validation and quality assurance time, thus allowing CPA to expand its remediation efforts. NiSource expects to expand the implementation of the AI video technology across the other Columbia Gas companies.



**ACTUAL CAMERA FOOTAGE
OF A CROSS-BORE**



**ROBOTIC SEWER
CRAWLER**

**ILLUSTRATION
OF A CROSS-BORE**

Employees & Safety

DOING AMAZING THINGS

SERVICE TECHNICIAN WINS AWARD FOR HEROISM

Columbia Gas of Kentucky Customer Service Technician Josh Burford was responding to a call from a customer who reported she smelled natural gas inside her home. As he made his way to the meter setting on the side of the home, he noticed what he initially thought was steam coming out of the vent of a neighboring home and immediately knew something wasn't right. Investigating further, Burford realized it was smoke, not steam, and that the inside of the neighbor's home was on fire.

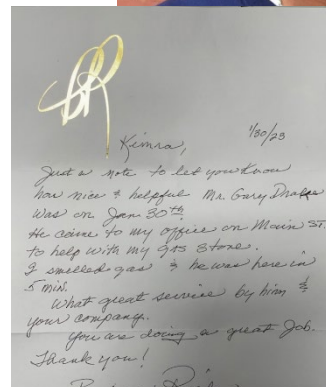
He sprang into action, ensured no one was home, directed the customer to go down the street to safety, turned off the gas to the home and called the fire department. Thanks to Burford's perceptiveness and quick actions, the structure was saved. His actions earned him the Kentucky Gas Association's Life Saving Effort Award in June.



SERVICE TECHNICIAN GARNERS MOST COMPLIMENTS OF THE YEAR

Columbia Gas of Kentucky Service Technician Gary Drake doesn't do what he does for the compliments, but he gets them regularly nonetheless. Drake was hailed in 2023 as the customer service champion of the year after he received the highest number of compliments from customers who called in or wrote letters singing his praises.

Drake says taking the time to explain things to customers and continue smiling, even if the customer is upset, goes a long way. In one handwritten note to Columbia Gas of Kentucky President and COO Kimra Cole, a customer said Drake was "nice and helpful," writing, "What great service by him and your company. You are doing a great job. Thank you!"



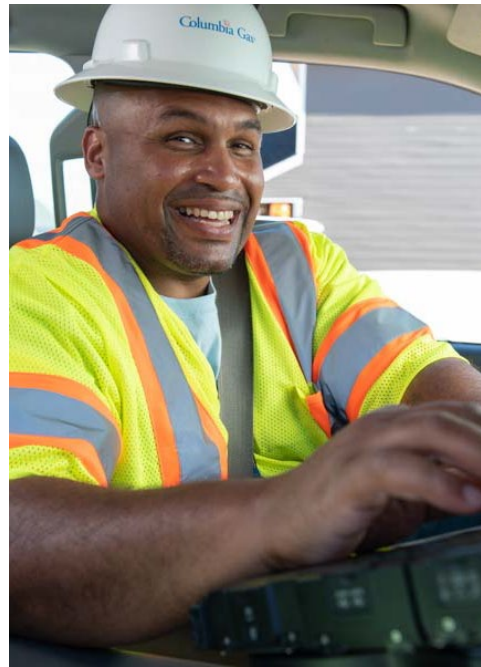
Employees & Safety

DOING AMAZING THINGS

M&R TECHNICIAN HELPS SAVE MAN DUMPED IN LOT AFTER APPARENT OVERDOSE

Columbia Gas of Kentucky M&R Technician Charles Hughes was just outside the office when a truck pulled up to a parking lot about a block away. The man in the truck hopped out, dumped something, then got back in his truck and sped off. Hughes thought it might just be trash, but his alarm bells were ringing. When he got closer, he realized it was actually a person, and they were barely breathing.

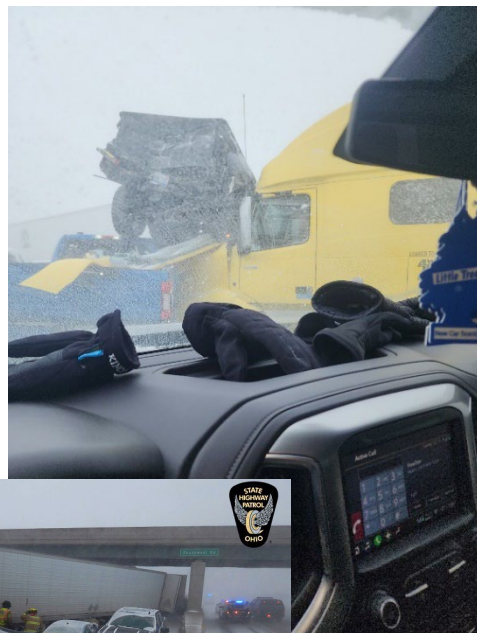
Hughes immediately called 9-1-1, and when emergency responders arrived, he learned the person had overdosed. Hughes was able to give a statement to police, and the person was taken to the hospital. Had Hughes been unaware of his surroundings or had he decided not to investigate further, the story could have ended tragically.



FIELD TECHNICIAN HELPS OTHERS AFTER OHIO TURNPIKE WRECK

Toledo Field Technician Jason Breed and his family were on their way to Pittsburgh for the Steelers game when they hit whiteout conditions. They would soon be part of a 46-car pileup on the Ohio Turnpike that would kill four people and injure many others.

Breed, recalling his Smith Driving Training, got his family to safety. As soon as they got to the side of the road with other families and individuals, Breed and his family emptied their suitcase of winter gear to give to the families impacted by the accident.



ELECTRIC SYSTEM MODERNIZATION

NiSource's electric utility provider, NIPSCO, utilizes PRA modeling to evaluate its infrastructure. This allows for risk-based decision-making and prioritization within NIPSCO's current infrastructure modernization plan. We believe this method has lowered the number of critical asset failures that result in large-scale outages or collateral damage.

The infrastructure modernization plan encompasses (i) transformer and breaker replacements, (ii) circuit rebuilds and (iii) switch and battery replacements. This approach helps allow NIPSCO to remove the highest risk while also addressing assets' health and life cycles. As part of optimizing the asset life cycle, NIPSCO also employs life extension programs for its wood and steel structure total population, which drastically extends the useful life of the asset.

With the support of the PRA modeling, NIPSCO piloted a system known as Green Jacket to help address outages associated with animal contact as an additional layer of substation protection.

Since 2016, NIPSCO has replaced 90 transmission and distribution transformers and rebuilt over 373 miles of circuits. In support of these large infrastructure modernization projects, smaller component projects also contribute to increasing

overall grid performance, such as our relay modernization program. NIPSCO has modernized 76% of our transmission and distribution transformers, breakers, and bus relays.

GRID MODERNIZATION

(COMMUNICATION, SCADA, AMI, AUTOMATION)

NIPSCO is currently rolling out a series of strategic initiatives designed to modernize its electric system. As part of this effort, over 30 reclosers were deployed onto distribution circuits and upgraded many substations and communication systems. This work will help reduce the number of customers who will be impacted during outage events. NIPSCO has also begun to deploy advanced metering infrastructure meters, which further improves our visibility on our system. These investments expand operators' real-time system visibility, thus reducing response and restoration time.

Substation Asset ANIMAL PROTECTION

Each year, animal contact represents a significant source of outages experienced on NIPSCO's transmission and distribution systems. The most impactful events occur within substations. To help address this, NIPSCO piloted a system called Green Jacket. This system prevents animals from contacting electrified components within the substation. NIPSCO seeks to prioritize substations that are both high impact and have a history of animal-related events.



ENSURING SYSTEM RELIABILITY AND RESILIENCY

When a customer is considering an energy provider to trust their business with, it is essential that they receive the highest level of consistent service, with limited interruptions. For NiSource, this means that we maintain our gas and electrical systems to operate safely during unplanned events, and we stay on top of evolving trends and new innovations that improve and enhance the reliability of our infrastructure.

An innovation example we are exploring is how to use AI technology to more effectively identify risks to our power lines. NiSource leaders are also serving on energy-specific committees that promote collaboration with other industry leaders and present opportunities to both learn and share ideas and best practices.

AI AND VEGETATION MANAGEMENT

NiSource is excited to embrace the transformative power of AI, which is crucial to developing cutting-edge solutions that meet the evolving needs of the energy industry and providing safe and reliable service to our customers. The integration of AI enables us to predict and swiftly respond to various operational challenges and to optimize complex systems, underscoring NiSource's commitment to innovation and continuous improvement.

Building on this commitment, NiSource is actively exploring the use of machine learning, a subset of AI, to revolutionize our electric grid operations and maintenance strategies. For example, advanced machine learning algorithms can analyze high-resolution aerial imagery to more accurately and efficiently pinpoint vegetation risks to our power lines.

Once this program is put into practice, NiSource will have the ability to prune or remove high-risk vegetation before it potentially interferes with our system, which will allow for cost-effective infrastructure planning and enhancing the reliability of the electric service we provide to Northern Indiana.

DRIVING CROSS-INDUSTRY ALIGNMENT TO STRENGTHEN RELIABILITY

Collaboration among the entire energy industry is critical to ensuring the reliability and resiliency of the

overall system as the energy landscape evolves. It also plays an important role in the safety and security of customers, communities, and our nation as a whole.

Historically, the makeup of the U.S. natural gas and electric systems has generally worked independently toward that core area of responsibility. But with a greater reliance on natural gas for electricity generation, there's an increased need for closer coordination.

At the end of 2023, the National Association of Regulatory Utility Commissioners (NARUC) named a diverse mix of industry representatives to serve on the Association's new Gas-Electric Alignment for Reliability initiative, referred to as GEAR.

The GEAR initiative brings together state regulators and industry experts to work collaboratively toward developing solutions that help better align the gas and electric industries to maintain and improve the reliability of both energy systems.

Among those selected to represent the energy industry was NiSource Senior Vice President, Gas Operations, William Mojica. Mojica joins representatives from ConocoPhillips, Kinder Morgan, National Grid, NRG, PJM, and TC Energy.

"We have a real opportunity to leverage our collective experience and work toward a common goal that will produce meaningful outcomes and lasting benefits for our customers," said Mojica. "Together, I am confident that we can close the gaps and reduce the primary friction points that would otherwise be difficult for any one individual or organization to solve on their own."

Utility commissioners leading GEAR include members from Arizona, Georgia, Kansas, Michigan, Minnesota, New Hampshire, and Texas.

In addition to identifying solutions that will better maintain and improve the reliability of both electric and gas systems, the group will recommend actions to address specific problems identified by numerous reports, including the North American Energy Standards Board Gas-Electric Harmonization Forum, the Reliability Alliance Report (developed by the Natural Gas Supply Association, the Interstate Natural Gas Association of America and the Electric Power Supply Association), the North American Electric Reliability Council and the Federal Energy Regulatory Commission's analyses of storms Uri and Elliott.

Employees & Safety

DOING AMAZING THINGS

FIELD TECHNICIAN RELIES ON SMITH DRIVING AND BLACKLINE DEVICE TO KEEP SELF, OTHERS SAFE

While we can all do our best to drive safely and protect ourselves and the people around us, we can't control others' actions, and on one rainy February day, Columbia Gas of Ohio Field Technician Tyler Eschbaugh learned that firsthand. Eschbaugh watched as a van 20 yards ahead crossed in front of him, then careened off the road and into a deep trench. Eschbaugh pulled to the shoulder and activated his hazard and strobe lights. He used his Blackline device and pulled the emergency latch to contact a Blackline Safety Operations Center employee, who called emergency responders.

While he waited for them to arrive, Eschbaugh sat with the van's driver, who was slipping in and out of consciousness behind the wheel. Eschbaugh kept the person awake, and he credits Columbia Gas for its role in helping to prepare him for emergency situations like this one.



TECHNICIANS CREDITED WITH SAVING CHILD'S LIFE

Great Trail Technicians Steve Manypenny and Matt Overcasher were finishing up a job in the summer of 2023 when a mother holding a limp child's body in her arms approached them in a panic. Manypenny and Overcasher immediately took action. As Manypenny called 9-1-1 and activated his Blackline device, Overcasher checked the child's airway and began to work on him. The pair managed to keep the mother calm until paramedics arrived. Later, Overcasher and Manypenny learned that the child had rapidly spiked a fever, which resulted in a seizure. Thanks to their quick actions, the child is doing great and expected to make a full recovery. The parents have shared how thankful they are for Overcasher and Manypenny and their immediate willingness to help in a scary situation.



CYBERSECURITY

Cyberattacks pose a threat to all industries, including the energy industry. The federal government has warned that increasingly sophisticated cyberattacks pose a threat to critical infrastructure assets, including natural gas pipelines and electric generation and transmission systems. As a critical infrastructure operator, NiSource works with government, industry groups and trade associations to identify common threats and assess our countermeasures.

NiSource is committed to protecting the confidentiality, integrity, and availability of our information assets and systems from cybersecurity threats. There is a comprehensive cybersecurity program in place that is led by our chief information security officer (CISO) and includes a variety of security controls and measures designed to identify, assess, and mitigate cybersecurity risks. Please refer to our Annual Report on Form 10-K for additional information regarding NiSource cybersecurity programs and practices.

SAFETY Scorecard

SAFETY INDICATOR	2023 TARGET	2023 ACTUAL
OSHA DART RATE	0.70	0.65
FIELD SAFETY OBSERVATIONS	44,661	57,934
ELECTRIC POLES INSPECTED	47,000	66,308
DAMAGES PER 1,000 LOCATE TICKETS (3% REDUCTION YEAR OVER YEAR)*	1.90	1.96
GAS EMERGENCY RESPONSE WITHIN 45 MINUTES	97.00%	97.60%
PRIORITY PIPE RETIRED (MILES)	201.40	213.4

* SECOND-PARTY DAMAGES DOWN 24%; FREQUENT DAMAGERS DOWN 26%; LOCATE ERROR DAMAGES DOWN 5%



KEEPING OUR *People* SAFE

In our specialized and ever-evolving industry, it is imperative that we encourage a culture of continuous learning within our NiSource team. Innovations in technology, changing regulations, workforce knowledge transfer, and an increase in capital work mean employees must continually learn and frequently update their knowledge and skills in order to perform the requirements of their job safely and successfully.

NiSource's Technical Workforce Development is strategically designed to help shape a safe and qualified workforce through elements such as ongoing training and operator qualifications (OQ) as required by state and federal law. Through our training programs, employees are taught the requirements needed to perform a job from beginning to end. This not only includes technical work, but also safety practices, documentation requirements, and process knowledge, as well as expected behaviors and attitudes when collaborating with colleagues and interacting with customers. Some key milestones and accomplishments achieved in 2023 include:

- Increased the percentage of distinct users in our Operational Dashboards from Q4 2022 to Q1 2023 who support field leaders with work prioritization, leader huddles, performance management, and coaching
- Executed an in-field OQ program strategy, which will increase utilization of NiSource's mobile command centers for testing, and launched OQ satellite locations in Ohio and Pennsylvania
- Provided hands-on and web-based training solutions and updated existing program content
- Successfully implemented one consistent OQ program across NiSource
- Held 17 electrical safety sessions with a combined audience of first responders, student groups, and the general public

ENERGY RECOGNITION PROGRAM

Energy recognition is critical when it comes to identifying and mitigating risks on our job sites. With our Energy Recognition Program, NiSource recently adopted an industry best practice through the creation and rollout of the Energy Wheel.

The Energy Wheel is a simple yet effective tool that is used during pre-job brief discussions and throughout our workday as situations and our environments change. The structured approach to the Energy Wheel will help crews see hazards that are commonly overlooked or are not easily identified by instinct. This tool will help to increase our hazard recognition and reminds us to have safeguards in place to protect us from an unwanted release of energy.

During the rollout of the Energy Wheel, we:

- Trained over 3,000 NiSource employees in 45 interactive training sessions from January 2023 – November 2023
- Received over 600 engagements submissions – most with frontline feedback on the Energy Wheel and how it's being used
- Distributed approximately 12,000 stickers, 250 posters, and 6,000 magnets to keep the Energy Wheel top of mind for our workforce





KEEPING OUR *Customers & Communities* SAFE

When we talk about the NiSource safety culture and mindset, our customers are included in the conversation. It is our commitment that on every job and in every interaction, we will keep customer and community safety in the highest regard. For us to keep this promise, it is imperative that NiSource, Columbia Gas and NIPSCO teams are viewed as both trained experts and reliable partners in our service areas. To accomplish this, our teams educate the public by attending school and community events, meeting with government officials, providing training to first responders about natural gas and electric safety, and engaging in one-on-one interactions with customers near their homes or businesses.

DRIVING PUBLIC AWARENESS OF GAS SAFETY

Public Awareness is a public outreach and engagement plan followed by all pipeline operators under 49 CFR (Code of Federal Regulations) § 192.616 and American Petroleum Institute Recommended Practice, or API RP 1162. NiSource utilizes the constructs set forth by these codes to outline our educational communications to improve on emergency response, public safety and continuous improvement.

Additionally, we leverage our industry community partnerships such as the Common Ground Alliance, and we work closely with our contractor resources to help promote safety messages and follow the same steps to keep the public safe.

For NiSource, Public Awareness is a strategic driver not only for damage prevention, but also for tailoring specific public safety messaging to stakeholder groups in our communities, including the affected public, emergency officials, public officials and excavators. Our detailed plans allow us to connect with our communities through various channels and tools to convey important safety information, programs and best practices.

In 2023, NiSource continued to leverage the damage prevention risk model (DPRM) called ManageDamage. Leveraging this software ensures our damage prevention specialists or coordinators are visiting our highest-risk 8-1-1 tickets to meet excavators and educate them on safe digging practices. Additionally, any employee can now document one-on-one conversations with customers and the public about pipeline safety in the ManageDamage system. Tracking this additional activity not only is greatly beneficial to the compliance, auditing and reporting process, but essential to ensure important safety information is reaching the public. Every employee has the opportunity to be an ambassador for public safety.

NISOURCE MANAGE DAMAGE PIPELINE SAFETY IN ACTION

In addition, NiSource continues to deliver on our commitments to our communities. Our NIPSCO team has been working with firefighters, police officers, and emergency management authorities in our Indiana communities to provide valuable education on how to safely respond to gas and electric incidents. These recognized programs combine classroom learning with detailed hands-on training to simulate real-world events that our first responders are likely to encounter. In 2023, NIPSCO achieved the milestone of delivering the natural gas safety program to 99% of the 260 fire departments in the 32-county Indiana territory.

EMERGENCY PREPAREDNESS AND RESPONSE

When emergencies occur, our customers and communities expect our teams to respond as safely, effectively and efficiently as possible. To ensure we are prepared, the NiSource Emergency Management team continues to build awareness and understanding of emergency plans, processes and roles that are critical to emergency response.

To guide gas incident response, NIPSCO and Columbia Gas companies use a single Emergency Preparedness and Response Plan that incorporates the Incident Command System (ICS) to ensure clear roles and responsibilities, a consistent leadership structure, strong collaboration with public safety partners and effective communication with stakeholders.

Our comprehensive training and exercise program is progressive in nature and includes online training in the Federal Emergency Management Agency's ICS framework; instructor-led coaching sessions to prepare leaders for their roles; intermediate and advanced ICS training; and exercises to evaluate plans, processes and capabilities.

Community Insight

MICHAEL "MIKE" PIPTA

FIRE CHIEF, HIGHLAND FIRE DEPARTMENT

ON NIPSCO'S EMERGENCY RESPONDER GAS SAFETY TRAINING

"I cannot say enough about the class and how thorough the presentations are. The trainings have helped us be more conscientious to gas calls. I also appreciate how the trainings rotate every year and there is a new person presenting. It is a great way to meet new people and to learn more about gas safety. I think every fire chief should have their team attend these trainings. The knowledge that you get from them is valuable, and I strongly recommend going to them every year. As long as I am the fire chief of Highland, my team and I will attend these trainings with NIPSCO every year. My people have become more confident handling gas calls. I don't hesitate to take a gas call from 9-1-1. I tell the dispatchers to send me all NIPSCO gas calls. There was one call that we went to where the house smelled of gas. We contacted NIPSCO, and they arrived immediately. We not only found a gas leak, but we also discovered that carbon monoxide was leaking in the home. We worked together as a team."

In 2023, the Emergency Management team executed seven operational exercises, including tabletops in each state and functional exercises, which were specifically designed for the propane air plant in Virginia and the liquefied natural gas facility in Indiana. Local and municipal engagement is critical to our success. All exercises included local incident management teams, facility personnel, supporting staff and public safety representatives from police, fire and emergency management agencies. Participants worked together to discuss resources and response protocols while addressing an increasingly complex incident scenario.

The company's three mobile command centers are valuable tools during incident response and, in 2023, the units were deployed to support frontline operations in Ohio, Pennsylvania and Indiana. Our mobile command units, which are geographically dispersed across the NiSource footprint in order to respond rapidly, feature workstations for company responders, satellite capabilities, Wi-Fi connectivity, multiple television monitors, and external cameras for situational awareness and security. To leverage the most value from these units, when they are not actively deployed, we have utilized them to support public awareness and outreach activities, as well as operator qualification testing for employees.

NiSource is focused on continued growth in our emergency management capabilities through alignment of emergency plans across the company, common use of the ICS framework, intermediate and advanced training, and multiple exercises involving all levels of the organization.

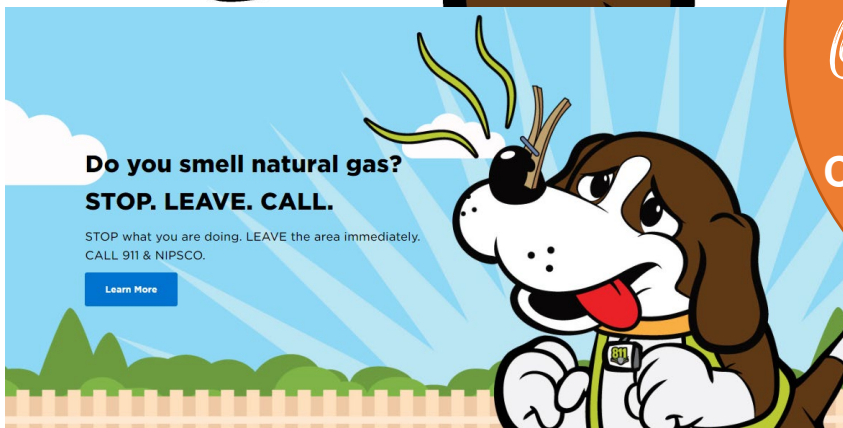


Safety Education

CUSTOMER & COMMUNITY OUTREACH



- In 2023, Digger Dog, our safety mascot, was expanded to all of our states. He originally was focused only on 8-1-1 and safe digging, but Odor of Gas messaging was added to his communications.
- Columbia Gas and NIPSCO introduced two safety e-newsletters that were sent to electronic customers in April (1.2M customers) and August (1.7M customers).
- Odor of Gas messaging and emergency contact information were added to the footer of all marketing emails in 2023, resulting in more than 50 million impressions of that message to customers.



50M+
Odor of Gas Messages

SENT VIA EMAIL TO
COLUMBIA GAS & NIPSCO
CUSTOMERS IN 2023

Employees & Safety

DOING AMAZING THINGS

NIPSCO EMPLOYEES AT VOLUNTEER EVENT TAKE ACTION AFTER SMELLING NATURAL GAS

A dedicated team of NIPSCO volunteers for Charity of Choice took a trip to St. Jude House in Crown Point, Indiana, to help with the removal of bulky items from the basement, a thorough kitchen cleaning, bush trimming, weed removal, rehanging of blinds, and a complete bathroom cleaning.

But during the visit, NIPSCO employees detected the unmistakable scent of natural gas, and they took swift action by promptly alerting our Gas Services Department. Soon after, Ken Michaels, a Gas Service employee, arrived at the scene and identified and resolved a gas leak originating from one of the stoves. He installed a shut-off valve on the gas line, effectively averting a potential disaster.



EMPLOYEES TAKE INITIATIVE TO BETTER COMMUNICATE WITH HAITIAN CUSTOMERS

Within the past six years, approximately 10,000 Haitian immigrants have moved to Springfield, Ohio, calling the predominantly white, English-speaking community their new home. It didn't take long for Columbia Gas of Ohio Service Technicians Justine Larocque and Ben DeHart to recognize the language barrier that prevented them from effectively interacting with the Haitian customers. So, they reached out to the communications team, and Communications Manager Erica Chronaberry was happy to help.



The trio created a list of questions and statements that operations team members commonly use, like "I'm here to turn on your gas," "Where is your furnace?" and "Who owns this property?" Within a month, the Springfield team had a list of phrases, translated from English into Spanish, Haitian Creole and French, to help them communicate effectively with Haitian community members.

ENSURING WORK ZONE SAFETY

One of the biggest safety risks our employees face every day – which can pose a risk to the public as well – is on the job in a work zone. Work zones range in location from residential neighborhoods to commercial lots and public roads. A common hazard associated with work zones is intrusions.

Work zone intrusions can be caused by a driver being distracted, intoxicated, fatigued, or even having a medical event. However, intentional actions from drivers entering a work zone continue to increase across the NiSource footprint, accounting for 53% of intrusions.

In response to and in collaboration with our workforce and traffic control contractors, we have implemented a revised Work Zone Protection Policy that enhances and adds layers of protection and creates clear guidelines to increase safety in our work zones. This policy includes positive protections such as truck-mounted attenuators designed to absorb impact and barrier vehicles to safeguard our work sites. It also accounts for public, employee, and contractor safety by providing detailed guidance on mitigation requirements based on risk level and speed limits.

In April, NiSource's Columbia Gas and NIPSCO operating companies recognize National Work Zone Safety Week. Using social media and traditional media outlets, our goal is to increase awareness about the risks our employees face every day and how the actions of the public directly affect their safety and that of our workers.

Additionally, we hosted a collaborative Safety Summit with NiSource employees and representatives from various traffic control contractors that focused on advancing our work zone safety and how we can do so as a collective and unified group. These initiatives challenge us to look for a better way to enhance the safety of our employees, our contractors, our customers, and the public.



Safety

BY THE NUMBERS

NISOURCE IS A PREMIER UTILITY, AN INDUSTRY LEADER IN SAFETY AND COMMITTED TO DRIVING PERFORMANCE WITHIN NATURAL GAS AND ELECTRIC ASSET MANAGEMENT.

OUR PROGRESS *Natural Gas*

KEY ASSET RISK PROGRAMS	2023 Unit Progress	2023 Performance Trend
80% of Transmission Pipelines In-Line Inspection Capable (Miles)	61	100%
Eliminate First-Generation Plastic (Miles)	50	134%
Legacy Cross-Bore Inspection Program (Sewer Main Miles)	400	126%
M&R Buried Control Line Mapping (Sites)	383	118%
Pressure System Visibility (SCADA Systems)	172	99%
Eliminating Priority Pipe (Miles)	216	107%
Service Lines Mapped (Percent)	98%	100%
Survey Out Distribution Mains with Advanced Mobile Leak Detection – PICARRO (Miles)	27,275	110%
Well Logging and Risk Assessments (Wells)	27	100%

OUR PROGRESS *Electric*

KEY ASSET RISK PROGRAMS	2023 Unit Progress	2023 Performance Trend
Battery Inspections (Inspections)	663	100%
Circuit Rebuild (Miles)	34	100%
Dissolved Gas Analysis (Inspections)	798	104%
Highway Line Crossings (Sites)	12	100%
Power Transformer Replacements (Transformers)	11	110%
Steel Groundline and Aerial Inspection/Life Extension (Structures)	381	94%
Substation Monthly Inspections (Inspections)	5,435	100%
Underground Cable Replacements (Miles)	34	93%
Vegetation Maintenance Trimming (Miles)	879	117%
Wood Pole Inspections/Life Extensions (Inspect, Treat and Replace Poles)	66,308	141%

FORWARD-LOOKING STATEMENTS

This document contains "forward-looking statements," within the meaning of Section 27A of the Securities Act of 1933, as amended (the "Securities Act"), and Section 21E of the Securities Exchange Act of 1934, as amended (the "Exchange Act"). Investors and prospective investors should understand that many factors govern whether any forward-looking statement contained herein will be or can be realized. Any one of those factors could cause actual results to differ materially from those projected. Forward-looking statements in this document include, but are not limited to, plans, strategies, objectives, expected performance, expenditures, recovery of expenditures through rates, stated on either a consolidated or segment basis, and any and all underlying assumptions and other statements that are other than statements of historical fact. Expressions of future goals and expectations and similar expressions, including "may," "will," "should," "could," "would," "aims," "seeks," "expects," "plans," "anticipates," "intends," "believes," "estimates," "predicts," "potential," "targets," "forecast," and "continue," reflecting something other than historical fact are intended to identify forward-looking statements. All forward-looking statements are based on assumptions that management believes to be reasonable; however, there can be no assurance that actual results will not differ materially.

Factors that could cause actual results to differ materially from the projections, forecasts, estimates and expectations discussed in this press release include, among other things, our ability to execute our business plan or growth strategy, including utility infrastructure investments; potential incidents and other operating risks associated with our business; our ability to work successfully with our third-party investors; our ability to adapt to, and manage costs related to, advances in technology, including alternative energy sources and changes in laws and regulations; our increased dependency on technology; impacts related to our aging infrastructure; our ability to obtain sufficient insurance coverage and whether such coverage will protect us against significant losses; the success of our electric generation strategy; construction risks and supply risks; fluctuations in demand from residential and commercial customers; fluctuations in the price of energy commodities and related transportation costs or an inability to obtain an adequate, reliable and cost-effective fuel supply to meet customer demand; our ability to attract, retain or reskill a qualified, diverse workforce and maintain good labor relations; our ability to manage new initiatives and organizational changes; the actions of activist stockholders; the performance and quality of third-party suppliers and service providers; potential cybersecurity attacks or security breaches; increased requirements and costs related to cybersecurity; any damage to our reputation; the impacts of natural disasters, potential terrorist attacks or other catastrophic events; the physical impacts of climate change and the transition to a lower-carbon future; our ability to manage the financial and operational risks related to achieving our carbon emission reduction goals, including our Net Zero Goal; our debt obligations; any changes to our credit rating or the credit rating of certain of our subsidiaries; adverse economic and capital market conditions, including increases in inflation or interest rates, recession, or changes in investor sentiment; economic regulation and the impact of regulatory rate reviews; our ability to obtain expected financial or regulatory outcomes; economic conditions in certain industries; the reliability of customers and suppliers to fulfill their payment and contractual obligations; the ability of our subsidiaries to generate cash; pension funding obligations; potential impairments of goodwill; the outcome of legal and regulatory proceedings, investigations, incidents, claims and litigation; compliance with changes in, or new interpretations of, applicable laws, regulations and tariffs; the cost of compliance with environmental laws and regulations and the costs of associated liabilities; changes in tax laws or the interpretation thereof; and other matters set forth in Item 1, "Business," Item 1A, "Risk Factors" and Part II, Item 7, "Management's Discussion and Analysis of Financial Condition and Results of Operations" of our Annual Report on Form 10-K for the fiscal year ended December 31, 2023, some of which risks are beyond our control. In addition, the relative contributions to profitability by each business segment and the assumptions underlying the forward-looking statements relating thereto may change over time.

All forward-looking statements are expressly qualified in their entirety by the foregoing cautionary statements. We undertake no obligation to, and expressly disclaim any such obligation to, update or revise any forward-looking statements to reflect changed assumptions, the occurrence of anticipated or unanticipated events or changes to the future results over time or otherwise, except as required by law.