

EAP Vendor Training PY2026

October 2025

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Vendor Analyst

TODAY WE WILL COVER

- Updates for PY2026
- Common questions and issues
- Contact protocols
- Q&A

EAP PROGRAM TIMELINE PY26

EAP ASSISTANCE SEASON	
Key Dates	Purpose
October 1, 2025	Beginning of Program Year 2026 Online application opens to the general public at 8:00 AM Eastern time.
November 1, 2025	In-person appointments may begin. Transmittals may be sent to utility vendors. Applicant Notification letters may be sent to clients.
December 1, 2025	Start of Moratorium Protection.
March 15, 2026	End of Moratorium Protection at 11:59pm.
April 20, 2026	End of EAP application period at 5:00pm Eastern time.
May 4, 2026	All incomplete EAP applications must be fully processed.
May 18, 2026	Last day to submit transmittals.
June 1, 2026	All vendors must be fully reconciled.

HOT TOPICS

- Federal Government Shutdown: IHCDa will continue normal business operations. IHCDa's office remains open and the agency will continue to accept federal program draws and process claims. At this time, no significant disruption of services is anticipated. IHCDa will continue to communicate with program partners and stakeholders.
- No longer using Community Family Service (CFS) for EAP
 - Surrounding agencies picking up outreach in these counties
- 2-1-1 No longer accepting applications telephonically
- Reminder: first transmittals November 1st, and first payments in December

PILOTING NEW LITT SYSTEM FOR EAP

- Piloting former CFS territory in new LITT system
 - Adams, Blackford, Huntington, Jay, Randolph and Wells Counties
- Training and onboarding into new system is coming next week
 - Invites out after training
 - Will be ongoing
- All other counties and utilities will continue using legacy EAPConnect system
- Expect a full onboarding, trainings and all kinds of information next summer

QUESTIONS?





COMMON QUESTIONS & ISSUES

MUNICIPALITY POLICY

- IHCD understands that municipal entities are under different regulation than investor-owner, privately-owned, or cooperatively-owned utility providers, and that State Board of Accounts regulations preclude you from recording a monetary benefit to your register prior to receipt of the actual payment
- Despite this, we do have a responsibility to ensure that all approved EAP applicants receive equitable treatment
- Therefore, in lieu of the requirement in the MOA that benefits are assessed to an approved applicant's account at the time of transmittal receipt, we are asking that Municipal Vendors incorporate a solution that achieves the same end result without running afoul of SBoA requirements and GAAP

MUNICIPALITY POLICY

- Due to SBoA requirements that supersede our MOA, municipalities will be exempt from the requirement to assess the benefits to a customer's account upon receipt of transmittal
- Municipal Vendors must ensure that the benefit amount is **noted** to an account at the time of transmittal receipt, even if it is not applied at that time
- Municipal Vendors must ensure that any penalties assessed to a customer account following a transmittal are only assessed against the account balance remaining in excess of the benefit
 - For instance, if an applicant has a \$300 balance, and you receive a pledge for \$200, and the applicant fails to pay the next bill, penalties may only be assessed against the \$100 balance that exceeds the pending benefit

MUNICIPALITY POLICY

- Municipal Vendors should find a way to note on a customer's bill that the municipality has been informed of a pending benefit, and that it will be reflected on the bill upon receipt of payment
 - This will help with transparency for your customers and should result in greater piece of mind for low-income customers and reduced communication between the customer and both the Municipal Vendor and the LSP/IHCDA concerning the status of the benefit
 - Best practice recommendation would be that this note includes both the total amount of the benefit and the date on which the transmittal of the benefit was received

14 DAY HOLD POLICY

“Vendor agrees to temporarily suspend any disconnection action for customers once the Vendor has been notified that a customer who is scheduled for disconnection has submitted an application for assistance. This suspension of disconnection action shall last for fourteen (14) days in order to give the subrecipient a reasonable time frame to assess and mitigate potential crisis situations. This suspension may end in less than fourteen (14) days if the applicant is determined to not meet eligibility requirements prior to the end of the fourteen (14)-day period.

- Only outside Moratorium timeframe
- Live list of applicants in vendor portal can assist
- Agencies contact utilities directly for

MAJOR MOA CHANGES SECTION 12

“Vendor agrees upon accepting an EAP benefit to maintain or reestablish service, regardless of client arrearages, and to take no adverse actions against clients for at least 30 days.”

- Interpret this time frame to be for the next billing cycle
- Will alleviate back and forth between clients/utilities/LSPs
- Vendors always retain the right to refuse a benefit; we want each of you to make that calculus
- Applies throughout program year
- Applies at acceptance of transmittal

CREDIT BALANCES

Maximum Credit balance reductions

- Metered Energy utilities: \$250+ credit will make client ineligible for benefits
 - Reminder: Moratorium is still applied during the season for these clients
- Bulk Deliverable fuel utilities: \$500+ credit balance makes client ineligible for benefits
- Clients can return to their local agency once they've fallen below the maximum credit balance

OVERPAYMENT AND REFUND SUMMARY FORM

Vendors now required to include Overpayment and Refund Summary form while returning funds

- Easy and uniform way for all Vendors to provide the information required with refunds
- Helps our claims and fiscal staff in tracking and accounting for the returned benefits, while ensuring the funds are applied to the correct grant
 - This aims to reduce the waste of public taxpayer funds
- Speeds up benefit transfers when an applicant moves and has their benefit sent to a new utility or fuel provider
- Found on our resource page

OVERPAYMENT AND REFUND SUMMARY FORM



Vendor name: _____
Date: _____

Check number: _____
Remittance type (check one): ☐ Overpayment ☐ Refund

Energy Benefit Transfer Refund?	Account number	Applicant Name	Awarding Agency	Original Transmittal Number	Date Account Closed	Amount Awarded	Amount refunded
<input type="checkbox"/> Yes <input type="checkbox"/> No							
<input type="checkbox"/> Yes <input type="checkbox"/> No							
<input type="checkbox"/> Yes <input type="checkbox"/> No							
<input type="checkbox"/> Yes <input type="checkbox"/> No							
<input type="checkbox"/> Yes <input type="checkbox"/> No							
<input type="checkbox"/> Yes <input type="checkbox"/> No							
<input type="checkbox"/> Yes <input type="checkbox"/> No							
<input type="checkbox"/> Yes <input type="checkbox"/> No							
<input type="checkbox"/> Yes <input type="checkbox"/> No							
<input type="checkbox"/> Yes <input type="checkbox"/> No							

\$ -

UNALLOWABLE EXPENSES

EAP funds may not be applied to:

- Deposit fees
- Commercial/business accounts
- Garbage, Water or sewer bills
- Unsafe heating devices (portable device, stoves, etc)
- Service or insurance plans
- Repayment of fraud or theft losses
- Tampering charges
- Setting an LP tank
- Optional services or any expense not directly related to residential energy consumption or delivery

EAP funds must provide continuing service

- A Vendor may not accept EAP funds for a closed or inactive account and apply them to an outstanding amount owed, unless the account will be restored

This list is not exhaustive!

COOPERATION

- By signing the MOA, the Vendor agrees to cooperate with IHCDa and the Local Service Provider (LSP) regarding sharing information about EAP applicant accounts, including:
 - Energy consumption and cost
 - Payments
 - Disconnection prevention and restoration of service
 - Arrearage amounts
 - Account status
 - Other data related to EAP
- Clients sign waiver, and that language can be shared on request
- Collection of this data is federally mandated

QUESTIONS?



MORATORIUM



MORATORIUM OVERVIEW

- Indiana Code 8-1-2-121
 - Enacted by the Indiana General Assembly in 1983 (Last amended in 2006)
 - Ensures that electric and/or gas utility service is continued while eligibility is being determined for persons applying for LIHEAP assistance
- Effective from December 1st through March 15th of any year
- Applies to Utility Vendors who supply electricity or gas service
- Applies to Vendors that are municipally owned, privately owned, or cooperatively owned

MORATORIUM

- Allows for termination of services under the following circumstances:
 - Upon request of the customer of record
 - If a condition dangerous or hazardous to life, physical safety, or property exists
 - Upon order by any court, the IURC, or other duly authorized public authority
 - If fraudulent or unauthorized use is detected and the utility has reasonable grounds to believe the customer is responsible for such use
 - If the utility's regulating or measuring equipment has been tampered with and the utility has reasonable grounds to believe the customer is responsible for such tampering
- **Note: A good practice would be to preemptively loop IHCDa into these situations**

MORATORIUM

- **Utility Vendors and LSPs will need to have good communication and foster productive partnerships in order to comply effectively with the moratorium requirements**
- LSPs should be contacting the Vendor to extend moratorium protection prior to eligibility determination
 - However, Vendors are more likely to hear from the client themselves
- Clients should be given moratorium protection if they tell the Vendor that an application has been submitted
 - Vendors should trust the client and then verify with the LSP
 - **Vendors can now use the Vendor Portal to check client list**
- LSPs have 14 business days to complete application processing for in-person appointments, and 55 calendar days to complete application processing for other application methods

MORATORIUM

- LSPs should notify the Vendor when EAP eligibility has been determined so that a pledge can be entered, or moratorium protection can be terminated
- Vendors may contact the LSP to inquire about the status of an application that had been placed under moratorium protection while eligibility was being determined, especially if more than 10 days have elapsed since projected determination date
- Some Vendors extend this protection at the beginning of the EAP season
 - While the law does not require this, IHCDa appreciates the compassion and commitment to helping their customers



QUESTIONS?

TRANSMITTAL PROCESS



TRANSMITTAL PROCESS

- Transmittals serve as the official record of the benefit for which a client has been approved
 - If there is a discrepancy between the pledge received via LSP contact and the amount on the transmittal, the transmittal amount will be considered correct
 - Transmittals are not valid for payment until they have been signed by both a representative of the LSP and a representative from the Vendor
 - Any changes made to the transmittal need to be made prior to execution
- All LSPs have been instructed to ensure that transmittals are generated and sent on at least a weekly basis

TRANSMITTAL PROCESS

- It is the Vendor's responsibility to fully review the transmittal before signing it
- This review should include:
 - Ensuring that the client is a customer of the utility
 - Ensuring that the name, service address, and account number is correct
 - Ensuring the account is currently active and is not scheduled for disconnection at the customer's request
- If there are any errors or any accounts that need to be removed, it is the Vendor's responsibility to mark these changes directly onto the transmittal report and adjust the total amount, if necessary, before signing and returning the transmittal report to the LSP
- Vendors are required to return transmittals within 7 days
- Pledges must be applied at the time of transmittal. Some Vendors have agreements with their LSP to deliver fuel at the time of the pledge. We support this show of compassion for your customers

TRANSMITTAL PROCESS

- LSPs may award the client additional funds at any time or submit a negative transmittal accompanied by an overpayment remittance if there's been an error
- When a Vendor receives a negative transmittal, they are to follow the same transmittal procedure
- After returning the signed negative transmittal to the LSP, the Vendor will also sign the overpayment remittance
- The signed overpayment remittance is to be sent with a check to IHCD to be reinvested in the program
- Vendors are justified to pass charges onto customer after returning any funds

An overpayment occurs because:

1. An applicant was accidentally awarded more funds than they were actually eligible for under the program rules
2. They were approved for benefits when they were in fact not eligible

Therefore, any delinquency caused by the removal of an overpayment from the customer's account becomes the customer's responsibility to pay

TRANSMITTAL PROCESS

- In order to keep payments on time and not negatively impact customers/clients, we are asking **all Vendors to return signed transmittals to LSPs within one week of receipt**
- Claim notification e-mails will note which transmittals have been approved for payment and the total of each transmittal (Reset@ihcda.in.gov)
 - Please use these e-mails in conjunction with the transmittal reports for the purposes of correctly distributing funds and reconciling claims
- **Please remember that no LIHEAP funds are ever to be released back to the customer**
 - All unused funds are to be sent back to IHCD A within 60 days of account closing



QUESTIONS?

















THE VENDOR PORTAL



VENDOR PORTAL

- The Vendor portal allows all transmittals to be sent, edited, signed, returned and monitored **all online**
- New transmittals send a notification email
- Training guides available
- Email vendors inbox for access or help
- Final program year for this system

Vendor Management

Vendor Name	Vendor Code	Is Active	Is Electric	Is Heating Fuel	Is Bulk Fuel	Is Water	Utility Type	Does Transmittals
 AEP - REAL	1002	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Regulated	<input checked="" type="checkbox"/>
 All Pro Gas Potato	1072	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Non-Regulated	<input checked="" type="checkbox"/>
 Amerigas (Rochester)	1015	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Non-Regulated	<input checked="" type="checkbox"/>
 Amerigas Goshen	2183	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Non-Regulated	<input type="checkbox"/>
 Bremen, Town of	1062	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Regulated	<input type="checkbox"/>
 Chipendales Apple Cores	7797	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Regulated	<input checked="" type="checkbox"/>
 Citizens Gas	4022	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Regulated	<input checked="" type="checkbox"/>
 Dani's duplicate	9992	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Regulated	<input type="checkbox"/>
 Duke Energy	4082	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Regulated	<input checked="" type="checkbox"/>
 New duplicate	9991	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Other	<input checked="" type="checkbox"/>
 New State Vendor	1123	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Regulated	<input checked="" type="checkbox"/>
 NIPSCO - REAL	1046	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Regulated	<input checked="" type="checkbox"/>
 SELF PAY	9999	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
 SELF PAY	9000	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Self Pay	<input checked="" type="checkbox"/>
 Stephanie's Bottle Gas	1235	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other	<input checked="" type="checkbox"/>
 Vectren Energy Delivery North	8863	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Regulated	<input checked="" type="checkbox"/>

VENDOR GUIDE & RESOURCES



VENDOR GUIDE

- Vendor Guide, all training powerpoints and videos are online
- Vendors are encouraged to consult the Vendor Guide first when they have a question about policy or procedure
 - Perfect for new participants or common questions
- Found here:
 - <https://www.in.gov/ihcda/program-partners/energy-assistance-program-eap/utility-vendors/>

VENDOR MONITORING & PERFORMANCE MEASURES



WHAT IS VENDOR MONITORING?

- The purpose of Vendor Monitoring is to ensure compliance with the LIHEAP program by the Utility Vendor
 - It is also an opportunity to improve processes and lets us know where areas of confusion or additional assistance are needed
- Vendor monitoring is a federally mandated component of the LIHEAP Statute as indicated on the MOA
- All Vendors that participate in the State of Indiana's LIHEAP are subject to Vendor Monitoring
- Monitoring will be conducted as a desktop review by the Vendor Analyst

VENDOR MONITORING PROCESS

Vendors will be sent a 30-day letter notifying them of when the session is to begin.

Vendors will be required to complete an Energy Utility Supplier Survey.

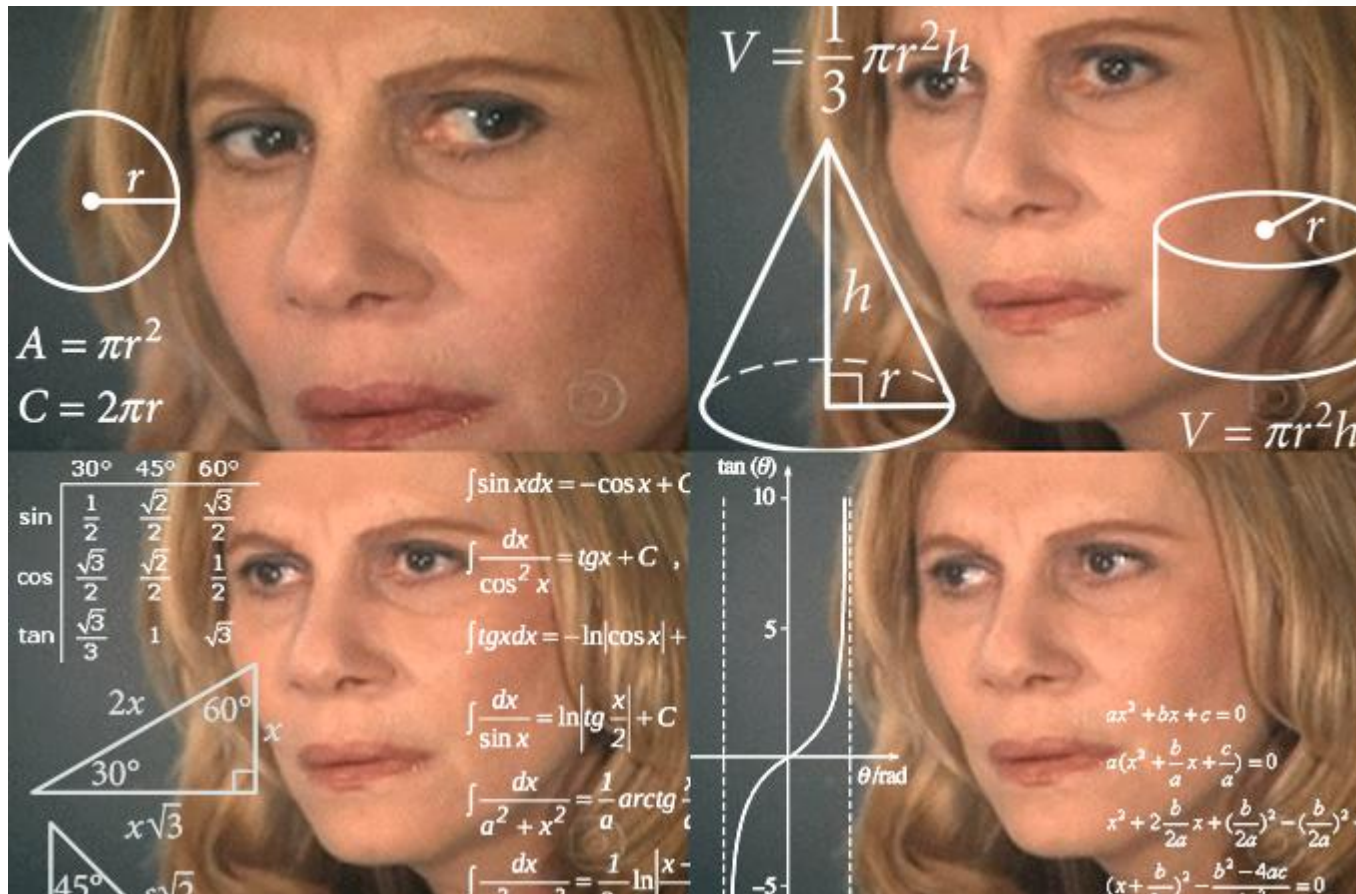
Vendors complete and submit documents

All vendors being monitored will receive an Assessment Completion Report within 30 days of IHCDa completing the desktop review.

VENDOR BEST PRACTICES

- Create written processes to promote consistency and program integrity
- Perform internal quality assurance audits on EAP customer accounts
- Vendors should create a system to ensure that unallowable expenses are not being paid using EAP funds
- Vendors should create a three (3) year record retention and destruction policy for all EAP documentation including electronic documentation
- Vendors should strive to meet all reporting deadlines
 - This allows IHCDa to fulfill Federal Reporting requirements and make effective program changes
- Putting EAP information on their websites (please update!)

PERFORMANCE MEASURES



PERFORMANCE MEASURES

- **Collection of performance measures data is mandated by the LIHEAP statute**
- Every year, we ask several Vendors to submit performance measures data, which includes providing annual energy usage and cost for all customers who have received LIHEAP benefits to cross-reference this data with our annual income calculations
- The purpose of performance measures data is to:
 - Demonstrate a reduction of energy burden
 - To assist IHCDa in crafting policy

QUESTIONS?



WHO SHOULD I CONTACT?



WHO SHOULD I CONTACT?

LSP

- Questions about a specific client/household
- Questions about a benefit
- Questions about submission of transmittal
- Confirming application status
- Notification of suspected customer meter tampering or unauthorized use when the customer is an EAP client or applicant

IHCDA

- Questions about payment that you are unable to answer after review of your transmittals and claim approval e-mails
- Questions about moratorium or MOA terms
- General issues with LSPs
- Follow-up on a refund or Energy Benefit Transfer
- Suspicion of fraud/misconduct at LSP level

Assistance for Clients

- All referrals to LIHEAP from the vendors should be made to the appropriate LSP or 2-1-1.
- 2-1-1
- Customers may be referred to <http://eap.ihcda.in.gov> for more detailed information or to apply online.

CONTACT PROTOCOLS

- Clients should **never** be referred directly to IHCDA by either phone or email
- Dedicated Vendor inbox: vendors@ihcda.in.gov
 - You may still hear from eap@ihcda.in.gov
- If in doubt, loop IHCDA in

QUESTIONS?



NEXT STEPS

Thank you for attending this training and your hard work for Hoosiers!

- If you have questions or concerns, please reach out to vendors@ihcda.in.gov
- EAP resources page: [LINK](#)
- Vendor Portal link: [VendorEAPConnect Login](#)