



LITT User Guide

ihcda   
Indiana Housing & Community Development Authority

Introduction

Welcome to the Energy Assistance Program (EAP) Applicant User Guide. This guide was created to help make your application process simple, clear, and stress-free. Inside, you'll find step-by-step instructions, helpful tips, and answers to common questions, so you know exactly what to expect from start to finish.

Whether you are applying for the first time or returning for another program year, this guide will walk you through how to create an account, complete your application, upload documents, and track your status. Our goal is to ensure you have the information and support you need to successfully submit your application and receive energy assistance as quickly as possible.

As the system continues to change to make it easier on users, we will do our best to update user guides such as this one.

If you need additional help at any point, your local service provider is available to support you. You can find your Local Service Provider (LSP) by visiting the IHCD Energy Assistance Program webpage at <http://eap.ihcda.in.gov>. On the page, scroll to the "Contact Your Local Service Provider" section and select your county to view LSP contact information.

We're glad you're here, and we're committed to helping make the process easier for you.

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Indiana Energy Assistance Program (EAP)

EAP is a federally funded program through the U.S. Department of Health and Human Services (HHS), nationally called the Low-Income Home Energy Assistance Program (LIHEAP). The program offers an annual, one-time heating benefit to assist with heating bills. Some EAP funds are used in Weatherization, a program that provides energy-efficiency upgrades, which helps lower your heating bills.

What EAP does:

- Helps low-income households pay heating and electric bills.
- Provides a **one-time annual benefit** and may offer **crisis help** if you're at risk of disconnection or already disconnected.
- Payments usually go directly to your utility company.

What EAP does NOT do:

- Pay your entire bill
- Provide ongoing or multiple payments to your utility company.

Who Qualifies:

- Indiana residents whose household income is within program limits.
- Eligible applicants who provide needed documentation

Weatherization Assistance Program (WAP)

The Weatherization Assistance Program provides energy conservation measures to reduce the utility bills of low-income Hoosiers across the state. WAP is an income-based program that is open to both renters and owners. On both the paper and online application, you can select that you are interested in receiving these services.

After applying, the Local Service Provider will determine if the client is income eligible for the program. If deemed eligible, the client will be placed on a wait list and the LSP will reach out to ask additional questions.

Even though WAP assists with renters and homeowners, there are additional rules for those who live in units that consist of more than four units that make weatherization challenging.

This is not an emergency or a home repair program, so things like roofing, siding, and window replacement are typically not allowable expenses through this program.

Weatherization measures may include:

- Installing insulation in walls and attics and air sealing drafty areas around doors and windows
- Duct and heating pipe insulation
- Repairing and potentially replacing heating systems.
- Changing lightbulbs and other fixtures to be more energy efficient
- Installing smoke and carbon monoxide detectors.

Before You Begin

EAP benefits are available to households with a combined annual income at or below 60% of State Median income. For more information on income eligibility please visit: <http://eap.ihcda.in.gov>.

Who can fill out the online application?

- The person completing the application is considered the Head of Household (HOH)
- The Head of Household must be 18 years of age or older.
- You must have resided in a dwelling within the State of Indiana for at least thirty (30) calendar days prior to the time of application

What information will I need to input?

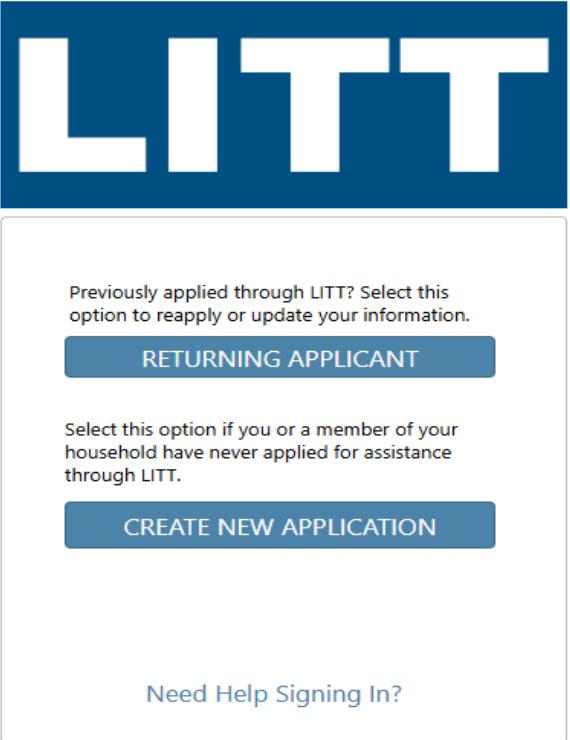
- Information about yourself and every person who lives in your house including:
 - Age
 - Social Security Numbers
 - Race
 - Sex
 - Ethnicity
 - Veteran Status
- Information about your home and utilities
 - If you own or rent
 - Type of heating you have
 - Who your energy utility providers/ vendors are
 - If your utilities are disconnected
- Income information
 - Required for all people in the house/apartment over the age of 18
 - Must provide your most recent paystub(s)
 - Students between the ages of 18-23 can provide proof of enrollment in school
 - If the student is applying as the Head of Household, they do need to provide income

There may be other information requested beyond what is listed above.

Accessing Your Account: Portal, App, and Password Help

The LITT system is the new platform used to manage and submit applications for the Energy Assistance Program (EAP). Applicants must create an application or log in to access their application, upload documents, and review their status.

This is the link to the online application portal: [LITT Application Portal](#)



The screenshot shows the LITT application portal login interface. At the top is a large blue header with the word "LITT" in white, bold, sans-serif capital letters. Below the header is a white rectangular box containing the login options. Inside this box, the first section reads "Previously applied through LITT? Select this option to reapply or update your information." followed by a blue button labeled "RETURNING APPLICANT". The second section reads "Select this option if you or a member of your household have never applied for assistance through LITT." followed by a blue button labeled "CREATE NEW APPLICATION". At the bottom of the white box is a blue link that says "Need Help Signing In?".

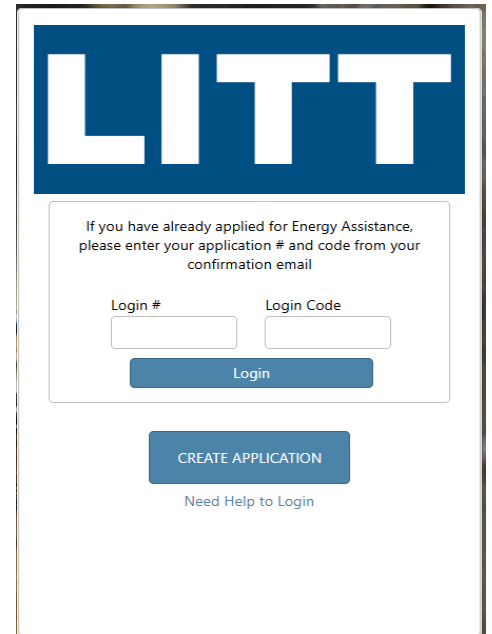
Click "Returning Applicant" if you have previously started or filled out an application in LITT, either this program year or in a previous year. You will be asked to provide your login # and code.

If you have never started or filled out an application through LITT, click, "Create new application."

"Need Help Signing In?" will take you to a screen that will allow you to log in using an email or SSN and birthday if you have an account in the system.

Signing In to Your Account if you are a returning applicant:

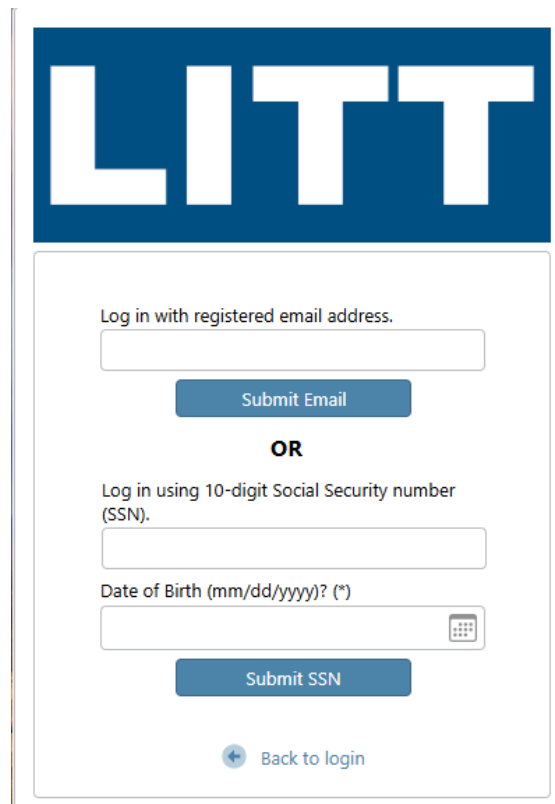
1. Enter your Login # and Login Code
2. Select **Log In**.
3. Once signed in, you will be directed to your Application
4. Dashboard where you can:
 - Start a new application
 - Continue an existing application
 - Upload supporting documentation
 - Check your application status



The screenshot shows the LITT login interface. At the top is the LITT logo. Below it, a text box instructs returning applicants to enter their application number and confirmation email code. There are two input fields labeled 'Login #' and 'Login Code', followed by a blue 'Login' button. Below this is a blue 'CREATE APPLICATION' button and a link that says 'Need Help to Login'.

Other ways to log in

If you don't have your login codes, you can log in with the email address you originally used or by entering your social security number plus date of birth.



The screenshot shows the LITT login interface for new applicants. It features the LITT logo at the top. Below the logo, there are two login options. The first option is 'Log in with registered email address.', which includes an email input field and a blue 'Submit Email' button. The second option is 'OR Log in using 10-digit Social Security number (SSN).', which includes a 10-digit SSN input field and a 'Date of Birth (mm/dd/yyyy)? (*)' input field with a calendar icon. Below these is a blue 'Submit SSN' button. At the bottom, there is a blue circular arrow icon and a link that says 'Back to login'.

If you enter your email and hit “submit email,” the system will send your login information to the email you entered if the email is in the system. Once received, enter the login information into LITT.

Troubleshooting Account Access Tips

If you have trouble accessing your LITT account:

- Make sure you are on the LITT site. Since LITT is new this year for all users, make sure you are not on the EAPConnect site.
- Verify that you are using the same email address you used during registration.
- Ensure your password meets the system’s current character requirements.
- Confirm that your internet connection is stable.
- Try clearing your browser cache or attempting to log in using another device or browser.
- If you are not receiving an email in an attempt to reset your password, it may mean that the email entered is not registered in the LITT system.

*If you continue to have issues, please reach out to your LSP for help.

How to Apply – if you created a new application

In the LITT application, you will select which programs you are applying for. The two programs you can directly apply for are the Energy Assistance Program (EAP) and the Weatherization Assistance Program (WAP). If you are interested in both programs, you must check both boxes.

LITT Terms and Conditions

Please select the program you would like to apply for.
(Select all that apply)

☐ I would like to apply for the Energy Assistance Program

The Energy Assistance Program (EAP) can help you pay your heat and electric bills! EAP provides a one-time annual benefit that can assist you with the high cost of home energy and can help if you are disconnected or are about to get disconnected.

☐ I would like to apply for the Weatherization Assistance Program (WAP)

The Weatherization Assistance Program (WAP) provides energy conservation measures to reduce the utility bills of low-income Hoosiers across the state. Weatherization makes homes more energy efficient through cost-effective home improvement measures that decrease energy use and lower utility bills. Please be advised that buildings with 5+ units will require a special Weatherization eligibility review due to additional verification required for all tenants.

The information you enter will be stored in our online data system and, after you submit your application, will be used to determine your eligibility for EAP benefits or Wx conservation measures. EAP and Wx assistance are provided without regard to race, color, national origin, religion, sex, disability, age, ancestry, familial status, or status as a veteran.

Apply

Please note that selecting the program does not automatically qualify you for it.

What Documents Do I Need?

To apply for EAP here is a checklist of the documents you will need.

Depending on your specific situation, some of these documents may not be required.

Please be sure to have all documents before starting the application to avoid being incomplete, or having your application denied.

In the application there will be a place for you to take a picture or upload your documents.

- Your most recent income documentation prior to the date of application for each adult household member, age 18 and older. This could include:
 - Pay stub(s),
 - Bank statement (s),
 - Department of Workforce Development Wage Inquiry (for unemployment benefits),
 - Self-employment income (2024-Tax Form 1040 with schedules included),
 - Military Allotments (except for combat zone pay),
 - Irregular employment and odd jobs,
 - Social Security Benefits,
 - Disability Veteran's Benefits
- Copy of your most recent electric utility bill.
- Copy of your most recent heating bill.
- If your utilities are included in rent, you will have to provide a document that shows utilities are included in the monthly rent payment by either:
 - Providing your lease; or providing
 - A **Tenant Verification Statement** form (formerly Landlord Affidavit)- this must be signed by your landlord.
 - You can submit the application without this document- however you will not be able to be approved for benefits without it
- If there are person(s) listed on the lease, mortgage, utility bill, or other supplied documents who are absent and do not live in the household, they must first select the option that states "Person who is **Not** residing in the household," and the applicant must submit the necessary information.

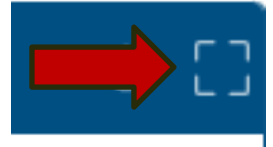
What Devices Can I Use to Apply?

You can submit your application on multiple devices:

- Desktop or laptop computer
- Cellphones
- Tablets (like an iPad)

Helpful hints when entering your application through a mobile device:

- You can make the screen larger by clicking on the square in the upper right corner of the application box.
- To make it smaller again, touch the same box and it will shrink the application to the original size.
- Rotate screen if that provides a better fit



Android

If you are using an android device and are unable to make the application box larger by touching the square:

- Go to the upper right corner of your screen
- There will be three dots there
- Touch the three dots
- There will be a selection that says “Google Desktop”
- Click that box
 - Hint: you may have to check and uncheck the box again in order to make the application larger

Uploading Documents & Screenshots in the Applicant Portal

Applicants are required to submit documentation such as identification, proof of income, utility statements, or other supporting materials. The Applicant Portal provides secure upload functionality for these documents and any screenshots that may be required. You may be asked to submit documents on multiple occasions.

Before uploading, ensure that:

- All documents are clear, legible, and complete.
- Files are saved in an accepted format (PDF, JPG, PNG, or other formats specified in the Portal).
- Each file complies with the Portal’s maximum size limitations.

- Screenshots or images clearly display all relevant information, including names, account numbers, dates, and dollar amounts.

If documents are unclear or incomplete, your application may be denied.

Uploading Documents

1. Log in to the Energy Assistance Program Applicant Portal.
 2. Navigate your application by selecting **My Application** or **Continue Application**.
 3. Open the **Documents** or **Upload Documents** section.
 4. Review the list of required document types displayed on the screen.
 5. Select **Upload** next to the document type you want to submit.
 6. Choose one of the available upload options:
 - **Browse/Choose File** to select a file saved on your device.
 - **Take Photo** (mobile devices only) to capture an image using your device's camera.
 7. After selecting the file, confirm the upload by choosing **Open**, **Attach**, or **Upload**, as prompted.
 8. Wait for the confirmation indicator (such as a checkmark or success message) to ensure the file has been uploaded successfully.
-

Uploading Screenshots

Screenshots may be acceptable for documentation such as online account statements, payment confirmation pages, or email verifications. It's important to ensure complete and legible information in the screenshots.

1. Capture a screenshot on your device.
2. Save the screenshot to your device in an accessible folder.
3. Return to the Document Upload section within the Portal.
4. Select the appropriate document category.
5. Click Upload and choose the screenshot file.
6. Confirm the upload and verify that the file appears as submitted.

How To Navigate the LITT System

The images of the buttons you see below will help navigate you through the LITT system.

Before submitting the application, you'll be able to select the Previous button to go back if you miss something. You can also select the Next button to continue to the next screen.



These buttons are located at the bottom of the screen.

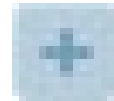
Minimize makes the screen smaller



Makes the application take up the full screen



This button will give you more detailed information



The plus button allows you to add household members and documents

Applicant Information — □ ×

Sections

1 2 3 4 5

What is your First Name?

What is your Middle Name?

What is your Last Name?

What is your Email Address?

What is your Phone Number?

What is the best way to contact you?

Next ➔

When you enter all the required information the Next button will show

Click it to move to the next questions

Applicant Information ? □

Sections

1 2 3 4 5

Social Security Number

Retype SSN

Date of Birth (mm/dd/yyyy)

Is any member of the household affiliated with selected agency as an employee/staff member, board member, or subcontractor, or related to any such member?

☐ Yes ☒ No

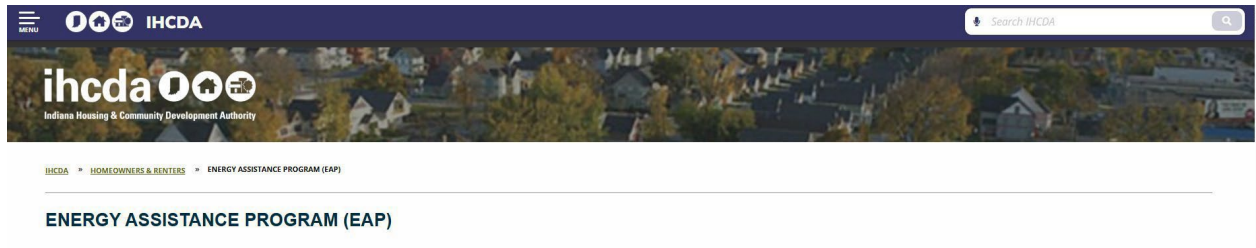
Once you move past the first page of questions you will also see a previous button

This allows you to go back to previous questions if needed

⬅ Previous **Next** ➔

How to navigate to the portal

This will be your landing page of the IHCDa website. You will see a link that says **Apply Now** through LITT.



This will be your landing page once you click **Apply now on the IHCDa website**.



Previously applied through LITT? Select this option to reapply or update your information.

RETURNING APPLICANT

Select this option if you or a member of your household have never applied for assistance through LITT.

CREATE NEW APPLICATION

[Need Help Signing In?](#)

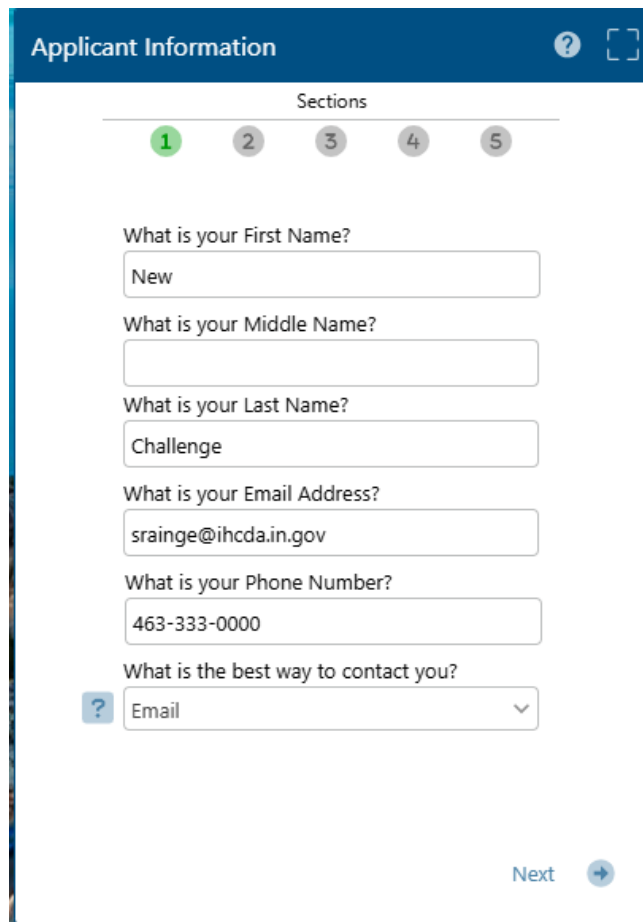
Application Walkthrough

The next section will walk you through each of the sections of the application and help you know how to fill it out.

The sections of the application are:

1. Applicant Information
2. Income Verification
3. Household List
4. Income List
5. Document Upload

Applicant Information



The screenshot shows a web form titled "Applicant Information" with a blue header bar containing a question mark icon and a full-screen icon. Below the header, a "Sections" bar displays five numbered tabs: 1 (highlighted in green), 2, 3, 4, and 5. The form contains the following fields:

- "What is your First Name?" with a text input containing "New".
- "What is your Middle Name?" with an empty text input.
- "What is your Last Name?" with a text input containing "Challenge".
- "What is your Email Address?" with a text input containing "srainge@ihcda.in.gov".
- "What is your Phone Number?" with a text input containing "463-333-0000".
- "What is the best way to contact you?" with a dropdown menu showing "Email" and a question mark icon to its left.

At the bottom right of the form is a "Next" button with a right-pointing arrow icon.

Applicant Information

What is your First Name?

What is your Middle Name?

What is your Last Name?

What is your Email Address?

What is your Phone Number?

What is the best way to contact you?

Be sure to check the correct spelling of each household's member name and social security number throughout the application process. Also keep in mind that an adult 18 years or older must fill out the application as Head of Household.

A phone number or an email where you can be reached is very important. We may need more information or documents. There may be a change to your status you need to know about.

Applicant Information

Sections

1 2 3 4 5

Social Security Number

Retype SSN

Date of Birth (mm/dd/yyyy)

Is any member of the household affiliated with selected agency as an employee/staff member, board member, or subcontractor, or related to any such member?

☐ Yes ☒ No

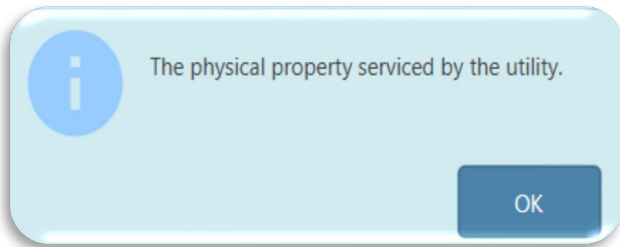
If you prefer to be contacted by phone, you may receive a phone call or text message.

OK

Previous

Next

Address Information



After entering your physical address, the system will share your agency's information.

Please note the agency that serves your county for Weatherization (Wx) may be different than the one that serves it for EAP.

If the same agency has both programs in that county, it will be listed twice.



What is your Physical/Utility Service Address?

Address Line 1:

Address Line 2: City:

County: State: Zip:

☐ My mailing address is different from my physical/utility service address

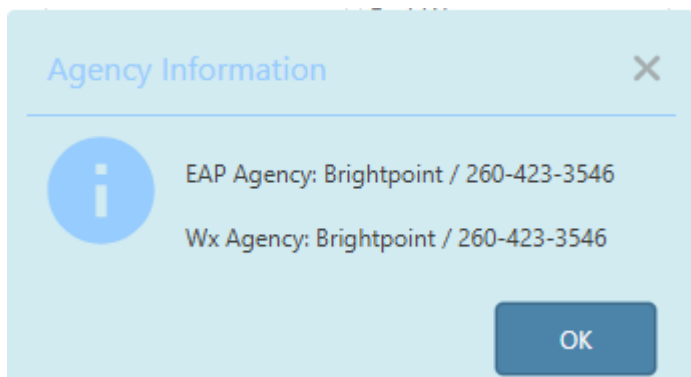
What is your Mailing Address?

Address Line 1:

Address Line 2: City:

County: State: Zip:

[Previous](#)



Demographics

Sections

1

2

3

4

5



What is your Race?

What is your Ethnicity?

What is your Sex?



Are you Disabled?

☐

Yes

☐

No



Are you a Veteran or Active Military?

☐

Yes

☐

No



Are you a US citizen or Quaified Alien?

☐

Yes

☐

No



Previous

Check the details below for documents you will need if you are disabled, a veteran or active military, US citizen, and or qualified alien.

Home Type Information

- Do you Own or Rent? Weatherization eligibility is based off the “Home Type.”
 - Home type will not affect your eligibility with the Energy Assistance Program.

The image shows a web form titled "Living Arrangement" with a "Sections" bar at the top containing five numbered buttons (1, 2, 3, 4, 5). Section 1 is highlighted. The main question is "What is your current living arrangement?". Below it is a dropdown menu with "Own" and "Rent" options. "Rent" is selected. Below the dropdown is a question: "Is any member of the household affiliated with CFS as an employee/staff member, board member, or subcontractor, or related to any such member?". There are two radio buttons: "Yes" and "No". A large red arrow points from the "Rent" option to an information box at the bottom. The information box has a blue header with an "i" icon and contains the text: "If you rent, you will need to obtain permission from your landlord for Weatherization activities to take place. Your Local Service Provider will provide more details if you are selected for Weatherization. No additional documentation is needed at this time." There is an "OK" button at the bottom right of the information box.

Sections

1 2 3 4 5

What is your current living arrangement?

Living Arrangement

? Own
Rent

Is any member of the household affiliated with CFS as an employee/staff member, board member, or subcontractor, or related to any such member?

☐ Yes ☐ No

i If you rent, you will need to obtain permission from your landlord for Weatherization activities to take place. Your Local Service Provider will provide more details if you are selected for Weatherization. No additional documentation is needed at this time.

OK

Home Ownership

? Rent

Home Type

? Site Built Single Family Home

Home Type

Site Built Single Family Home

Mobile or Manufactured Home

Multi-unit with 5+ Units (apartment, condo)

Building with 2-4 Units (duplex, quadplex etc.)

Other

- Use the drop-down arrow to change and select Home ownership type and home type. Own or Rent.
- Apartment buildings have different levels of approval for weatherization.
- If you rent, you will need permission from your landlord for Weatherization (WX) services to take place.

Home Type Information

Sections

1 2 3 4 5

What is your current living arrangement?

? Rent

What Type of Home Do You Live In?

? Apartment or Building with 5+ Units

Note: Your home cannot be weatherized due to you living in an apartment building.

OK

☐ Yes ☒ No

Previous Next

Sections

1

2

3

4

5

?

Is any member of the household affiliated with as an employee/staff member, board member, or subcontractor, or related to any such member?

☐ Yes☒ No

You will need to answer the question about whether or not anyone in your household is affiliated with the agency, either as an employee, staff member, Board member or related in any way.

?

Is any member of the household affiliated with as an employee/staff member, board member, or subcontractor, or related to any such member?

☒ Yes☐ No

If you select, "yes," you must enter the name of the person with which someone in the household has the relationship.

Please provide the name of affiliated member(s)

Heating & Utility Details

Next, we need information on your Primary Heating Fuel, Secondary Heating source if applicable, and the status of your service.

- How do you heat your home? Use the drop down to select your heating source.
 - Later in the application you will need to upload your most recent utility bill.
 - You must include all pages of the bill
 - Kerosene is ineligible for an EAP benefit. It is considered an unsafe heating fuel in residential settings.
- You will need to provide your utility account number.
- If you use wood/pellets/ corn/ or coal, it does not ask for an account number
- You will need to choose your method of payment to receive your benefit. In the form of a check or direct deposit payment to your bank account.
- What is the status of your service?
 - **If your utility status is scheduled for disconnection or is already disconnected, once you submit your application, contact your local service provider immediately for crisis resources.**
- If your primary heating fuel is Biofuel, Corn Pellets or your utilities are included in rent, you will need to choose your method of payment to receive your benefits In the form of a check or direct deposit payment to your bank account.

1) Select your primary heating fuel from the dropdown. Below is an example of a regulated utility (natural gas or electric):

The screenshot shows a web application interface for 'Heating' details. At the top, there's a blue header with the word 'Heating' and a help icon. Below the header, a 'Sections' bar contains five numbered steps, with the first step (1) highlighted in green. The main content area is titled 'Primary Heating Fuel' and features a dropdown menu. The dropdown is open, displaying a list of heating fuel options: 'Natural Gas', 'Electric', 'Fuel Oil', 'Propane / LP', 'Other', and 'Wood / Pellets / Corn / Coal'. The 'Natural Gas' option is currently selected and highlighted in blue.

2) Select your current heating status.

The screenshot shows a form titled 'Heating' with a blue header bar containing a question mark icon and a square icon. Below the header is a 'Sections' bar with five numbered circles (1-5), where circle 1 is highlighted in green. The 'Primary Heating Fuel' dropdown menu is set to 'Natural Gas'. The 'Current Heating Utility Status' dropdown menu is open, showing a list of status options:

Status
Active Service
Received Disconnect Notice
Prepaid Account — out of service in 10 days
Prepaid Account – not out of service in 10 days
Payment Arrangement
Currently Disconnected

- Active service means your heat is currently working and you have active service
- Received disconnect notice means that you have notice from your utility that your service will be disconnected on a certain date if an amount of money is not paid
- Prepaid account – you have a prepaid account and you select if you will be or won't be out of service in 10 days
- Payment arrangement means you have agreed with the utility that you will pay a certain amount each month in order to keep service on. They are arrearage satisfaction agreements between utility/fuel providers that require a customer to consistently pay their monthly current charges while also paying a portion of their past-due balance. This past-due balance is typically divided into 3, 6, 9, or 12 equal payments. Typically, failure to pay both the monthly agreement on the arrearage and the current usage charge in full will result in a default of the agreement, and the entire balance will be due on the next bill
- Currently disconnected means that your service has been shut off for non-payment.

If your utility is oil, wood, propane, pellets or other, these are your options:

Primary Heating Fuel

Fuel Oil

Current Bulk/Biofuel Utility Status

Tank is at or below 25% full or fuel source is

Status

Tank is at or below 25% full or fuel source is within 21 days of running out

Not At Risk of Running Out of Fuel

Out of Fuel

Select the option that most represents how much fuel you currently have.

3. After selecting the primary heating source, applicants must indicate whether the system is currently working. This does not mean that it is disconnected.

- If **Yes**, the system will not require secondary heating information.
- If **No**, the system will prompt an additional question regarding secondary heating.

Secondary Heating Source

Secondary heating information is collected only when the primary heating system is reported as **not working**. Applicants must indicate whether a secondary heating source is installed.

If **Yes**, a list of available secondary heating source types will appear. Applicants must select the applicable option.

Secondary heating details are not required when the primary heating system is functioning.

Heating

?

Sections

1

2

3

4

5

Primary Heating Source

Heating Source

Furnace/Heat Pump

Baseboard/Wall Unit

Wood Stove

Other

?

Heating

?

Sections

1

2

3

4

5

Primary Heating Source

Is your heating source working?

?

Yes

No



For the question about your heating source working, you can click on the “question mark” next to the box for more information. This is asking if it is working. This does not mean that your service is disconnected. It’s asking if your service is active, does your heat source work?

If you selected “no,” to your heat source working, these are your next options: If you select “yes” you do have a secondary heating source, it will ask for the type.

?

Is your heating source working?

Yes

No

Do you have a secondary heating source installed?

Yes

No

Secondary Heating Source

If Other, Please Explain

- 4) Next heating section asks about if utilities are included in rent. If you answer “no,” move on to select your utility vendor from the drop down and enter your utility account number:

Heating

?

Sections

1

2

3

4

5

Is this utility included in rent?

☐ Yes

☒ No

Heating Utility Vendor

Utility Account Number

If you select that utilities are included in rent, you will select whether you pay \$0 or more than \$1

Heating

?

Sections

1

2

3

4

5

Is this utility included in rent?

☒ Yes

☐ No

What is your monthly rent amount?

Amount

\$1/month or greater

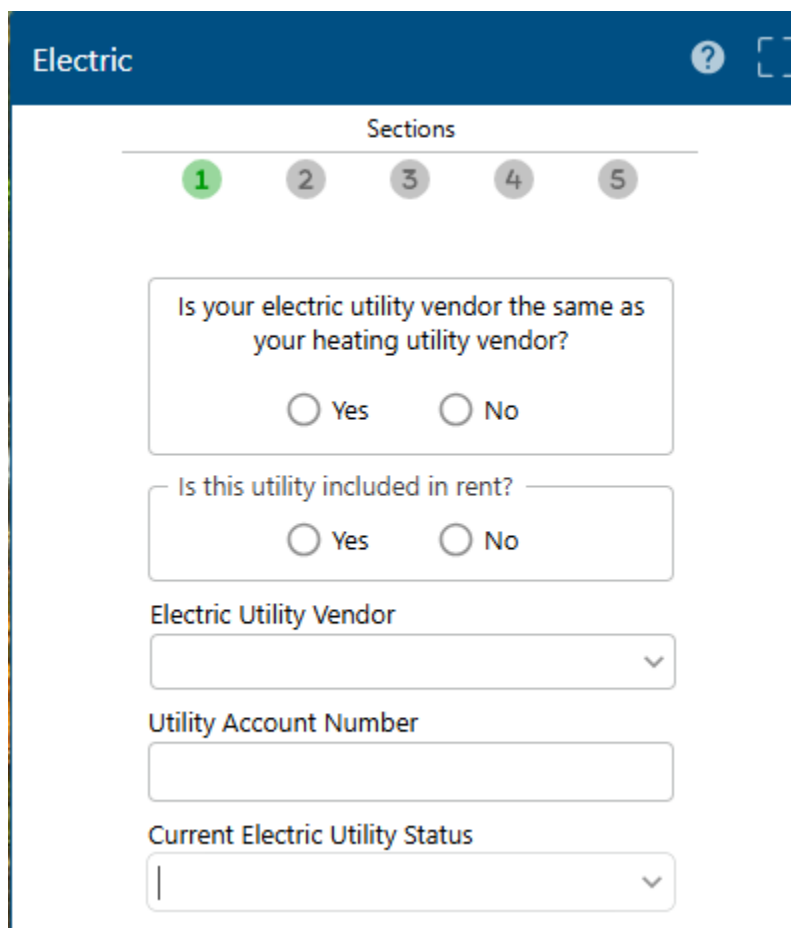
\$0/month

IMPORTANT NOTE ABOUT UTILITIES INCLUDED IN RENT:

Clients must have a Tenant Verification Statement (TVS) that shows which utilities are included in rent and how much the client is responsible for paying in rent. Clients must be paying a minimum of \$1 monthly in rent to receive an EAP benefit when utilities are included in the rent.

If the landlord refuses to sign the Tenant Verification Statement, a lease agreement signed by both parties within the last 24 months may be used.

- 5) Next section asks about your Electric service. Fill each section out to move on to next section. If your electric provider is the same as your heating provider, the bottom three boxes will auto-fill. If it's different, you need to enter each.



Electric ? []

Sections

1 2 3 4 5

Is your electric utility vendor the same as your heating utility vendor?

☐ Yes ☐ No

Is this utility included in rent?

☐ Yes ☐ No

Electric Utility Vendor

Utility Account Number

Current Electric Utility Status

Direct Benefit Payment Election

If your utilities are included in your rent, here is where you will select your direct benefit payment option.

The image displays three sequential screenshots of a web form titled "Direct Benefit Payment Election". Each screenshot has a header bar with the title and a "Sections" tab bar with five numbered tabs (1, 2, 3, 4, 5). Tab 1 is highlighted in green in all three screenshots.

- First Screenshot (Step 1):** The main content area contains the text "Please choose the fulfillment option below for your direct Energy Assistance Program (EAP) benefit payment." followed by a dropdown menu with a question mark icon. Below this is the text "Please provide banking details" followed by another dropdown menu with a question mark icon. At the bottom left is a "Previous" button with a left arrow.
- Second Screenshot (Step 2):** The main content area contains three radio button options, each with a question mark icon to its left:
 - ☐ Waive my direct EAP benefit payment to my utility that I pay separately.
 - ☐ Receive my direct EAP benefit payment as direct deposit (ACH).
 - ☐ Receive my direct EAP benefit payment as a check.At the bottom left is a "Previous" button with a left arrow, and at the bottom right is a "Next" button with a right arrow.
- Third Screenshot (Step 3):** The main content area contains three radio button options, each with a question mark icon to its left:
 - ☐ Waive my direct EAP benefit payment to my utility that I pay separately.
 - ☒ Receive my direct EAP benefit payment as direct deposit (ACH).
 - ☐ Receive my direct EAP benefit payment as a check.Below these are four text input fields with labels: "Account Holder Name", "Financial Institution", "Financial Institution Routing Number", and "Checking/Savings Account Number". At the bottom left is a "Previous" button with a left arrow, and at the bottom right is a "Next" button with a right arrow.



Enter your banking information

Household Income and Benefits

1)

Income and Benefits ?

Sections

1 2 3 4 5

Please indicate all types of income received by any member of the household in the past 3 months

☐ Employment / Wages

☐ Self-Employment

☐ Unemployment

Does any member of the household receive any of the assistance types listed below?

☐ LIHEAP (Energy Assistance Program)

☐ TANF

☐ HUD Lead Hazard Reduction Program

☐ None

Select which type of income was received during the 3 months prior to application date. You can select more than one.

Select the type of assistance received, if any. If "none," select none.

2)

← Previous Next →

Household Members ?

Sections

1 2 3 4 5

Please Answer the Following Questions About Household Members

How many additional people, 18 or older, live there?*

How many people under the age of 18 live there?*

*Note: This total should not include you, the applicant

← Previous

After selecting which types of income you earned, you will be asked about additional household members. The answers to these questions do not include you.

3) If you added additional household members, you will then add information regarding those members. From this screen, you can also add or remove a member. In this example, one additional member over 18 and one under 18 was added.

4)

Household List

Sections

1 2 3 4 5

Please Select a Household Member

Click on button to Edit

Adult_1

Child_1

+ Add Member - Remove Member

Previous

5) Select each member and fill out their information

Household Member

Sections

1 2 3 4 5

Please Answer the Following Questions About

First Name Middle Name

Last Name

Date of Birth (mm/dd/yyyy)

Race

Ethnicity

Previous

- 6) Fill out SSN for additional household members. If you do not know it, you can select that option. NOTE: you will have to provide it before eligibility can be determined.

The screenshot shows a web form titled "Household Member" with a blue header. Below the header is a "Sections" bar with five numbered tabs: 1, 2, 3, 4, and 5. Tab 2 is highlighted in green. The main heading reads "Please Answer the Following Questions About Testttt, Test". The form contains three input fields: "Social Security Number" (a text box), "Retype SSN" (a text box), and "SSN Response" (a dropdown menu with "Unavailable – Will Provide" selected). At the bottom, there are "Previous" and "Next" navigation buttons with arrows.

- 7) Fill out demographic information

The screenshot shows the same "Household Member" form, but now Section 2 is highlighted in green. The heading remains "Please Answer the Following Questions About Testttt, Test". The form contains four questions, each with a blue question mark icon to its left: "Sex" (a dropdown menu), "Are they Disabled?" (radio buttons for Yes and No), "Are they a Veteran?" (radio buttons for Yes and No), and "Are they a US citizen or Quaified Alien?" (radio buttons for Yes and No). At the bottom, there is a "Previous" navigation button with an arrow.

Disabled, Veteran, US Citizen

How do I know if I should mark disabled?



Persons receiving supplemental security income payments under title XVI of the Social Security Act. You will need to upload proof of disability when uploading application documents.



You will need to upload proof of veteran status when uploading application documents.



Persons who are not citizens or qualified non- US citizens are considered to be ineligible household members. Ineligible household members living with eligible household members do not disqualify the family from receiving assistance.

What proof do I need?

You will need to provide details of anyone living in the home outside of yourself.

If receiving SSI or SSDI you will need to provide a Benefit Verification Letter. To the right is an example of what this looks like.

The image shows a sample of a Social Security Administration Benefit Verification Letter. It includes the SSA logo, the title 'Social Security Administration Benefit Verification Letter', and a date of August 16, 2022. The letter is addressed to Jonathan Doe at 1234 Makebelieve Lane, Akron, OH 44312. It provides detailed information about current and past Social Security benefits, including monthly payment amounts and deductions for medical insurance premiums. It also specifies the type of benefits (monthly retirement) and Medicare information, stating that the individual is entitled to hospital insurance under Medicare beginning in October 2016. The letter concludes with 'See Next Page'.

**Social Security Administration
Benefit Verification Letter**

Date: August 16, 2022
BNC#: 123456789ABCDE
REF: A

JONATHAN DOE
1234 MAKEBELIEVE LANE
AKRON, OH 44312

You asked us for information from your record. The information that you requested is shown below. If you want anyone else to have this information, you may send them this letter.

Information About Current Social Security Benefits

Beginning December 2021, the full monthly Social Security benefit before any deductions is \$2,908.00.

We deduct \$170.10 for medical insurance premiums each month.

The regular monthly Social Security payment is \$2,737.00.
(We must round down to the whole dollar.)

Social Security benefits for a given month are paid the following month. (For example, Social Security benefits for March are paid in April.)

Your Social Security benefits are paid on or about the second Wednesday of each month.

Information About Past Social Security Benefits

From December 2020 to November 2021, the full monthly Social Security benefit before any deductions was \$2,746.00.

We deducted \$148.50 for medical insurance premiums each month.

The regular monthly Social Security payment was \$2,597.00.
(We must round down to the whole dollar.)

Type of Social Security Benefit Information

You are entitled to monthly retirement benefits.

Medicare Information

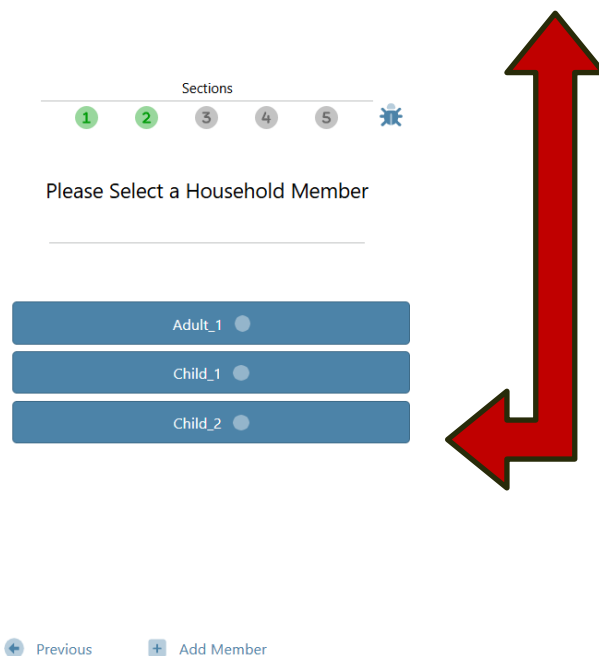
You are entitled to hospital insurance under Medicare beginning October 2016.

See Next Page

8) You will then submit income documentation for the other household members that earned income.

How to Input Income Information

You will need to include details for all other household members living in the home. For members 18 and older you will need to add income information



The screenshot shows a web form interface. At the top, there is a 'Sections' bar with five numbered tabs: 1 (green), 2 (green), 3 (grey), 4 (grey), and 5 (grey). To the right of the tabs is a blue icon of a person. Below the tabs, the text 'Please Select a Household Member' is displayed. Underneath this text is a list of three blue buttons: 'Adult_1', 'Child_1', and 'Child_2'. Each button has a small grey circle to its right. At the bottom of the form, there are two buttons: 'Previous' (with a blue left arrow icon) and 'Add Member' (with a blue plus icon).

Below you will need to add any income coming into the home. Since EAP is an income-based program, providing proof of documentation for processing your EAP application is important. Failure to submit complete or accurate information will delay your eligibility determination.



Sections

1 2 3 4 5

Please Answer the Following Questions About

Site, Trust

NO INCOME

INCOME

Previous I Don't Know

If the household member has no income, this is the option you will select

If the household member has earned income anytime in the last 3 months, this is what you select.

Income

?

Sections

1

2

3

4

5

Please Answer the Following Questions About

Mays, Lyric

NO INCOME

View Previous Incomes Entered

←

Previous

If the household member has no income, this is the option you will select

This is the area to add new income for an additional household member or to look at other incomes entered.

Income List - Mays, Lyric

?

Sections

1

2

3

4

5

Please Answer the Following Questions About

Mays, Lyric

Employment / Wages

Add Another Income

←

Previous

Next Person

→

If you've clicked previous income, it will take you to this screen. This is where you will upload income documentation from the last 3 months. One paystub is needed for each job within the last 3 months. You do not need to provide all income documents from the last 3 months.

Income - Mays, Lyric

?

Sections

1

2

3

4

5

Please Answer the Following Questions

What Type of Income Do You Collect?

Employment / Wages

How Often Are You Paid?

?

Who Do You Receive This Income From? (Ex: Walmart)

Date of first check (mm/dd/yyyy)

Are you still employed at this job?

☐ Yes

☐ No

Previous

You will select from the drop-down arrow how often you are paid. Options include Weekly/Biweekly – either once a week or once every two weeks.

Enter your employer's name

Enter the date of the very first paystub you received from this employer **this year.**

Uploading Documents on Mobile Devices

Income

Sections

1 2 3 4 5

Please Answer the Following Questions About

Mays, Lyric

NO INCOME

INCOME

← Previous

If you are uploading from a mobile device, the screens will look a little bit different than using a PC computer. Whichever device you use, you will need to click on the income button.



Sections

1

2

3

4

5

Please Answer the Following Questions About
Mays, Lyric

Do you have supporting documentation for this
Income?



Yes



No



If you have proof of the
income you are
receiving, you will need
to click yes. A paystub is
an example of proof.



Previous

Next



You will Click on the job you entered. Here you will see we entered Walmart as the employer, as an example.

Income List - Joy, Almond

Sections

1 2 3 4 5

Please Answer the Following Questions About

Joy, Almond

Walmart

Previous Next Person

When you are done answering income questions, you will upload documents needed for the application.

Document Upload

For employment earnings, upload only one paystub. For all other documents, upload all pages. If multiple pages, click + to add additional pages.

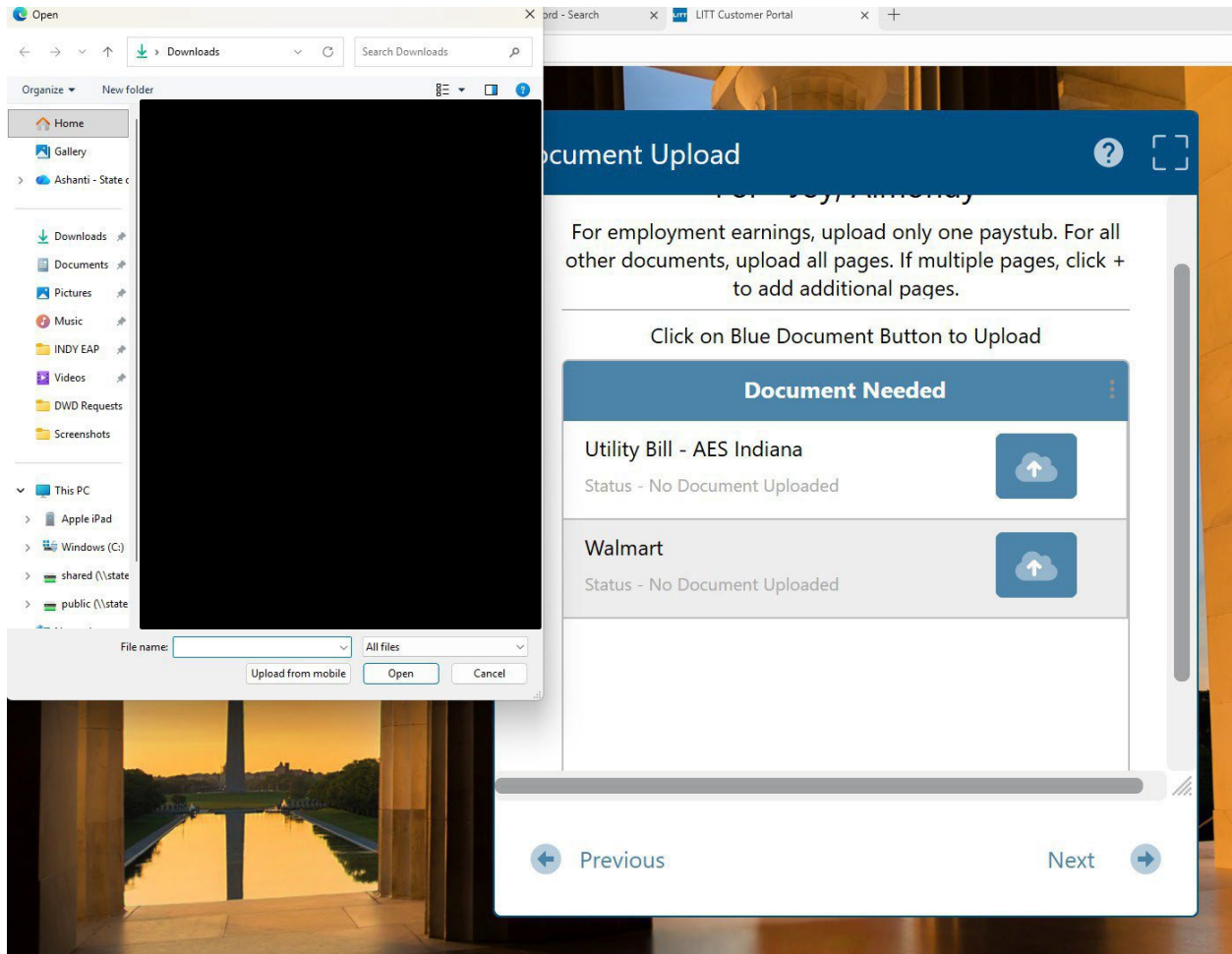
Click on Blue Document Button to Upload

Document Needed	
Utility Bill - AES Indiana Status - No Document Uploaded	
Walmart Status - No Document Uploaded	

← Previous Next →

- On this page you will click on the white arrows next to the document name to upload documents.

If you are on Desktop computer once you click the white arrows it will bring up your files.



You will then click on file that you would like to upload.

If you click “Yes” it will bring you to this screen. Here you will need to choose what document you want to upload. If entering documents for a household member, you will need to choose your relationship with that person in the drop-down menu

Please Upload The Following Documents

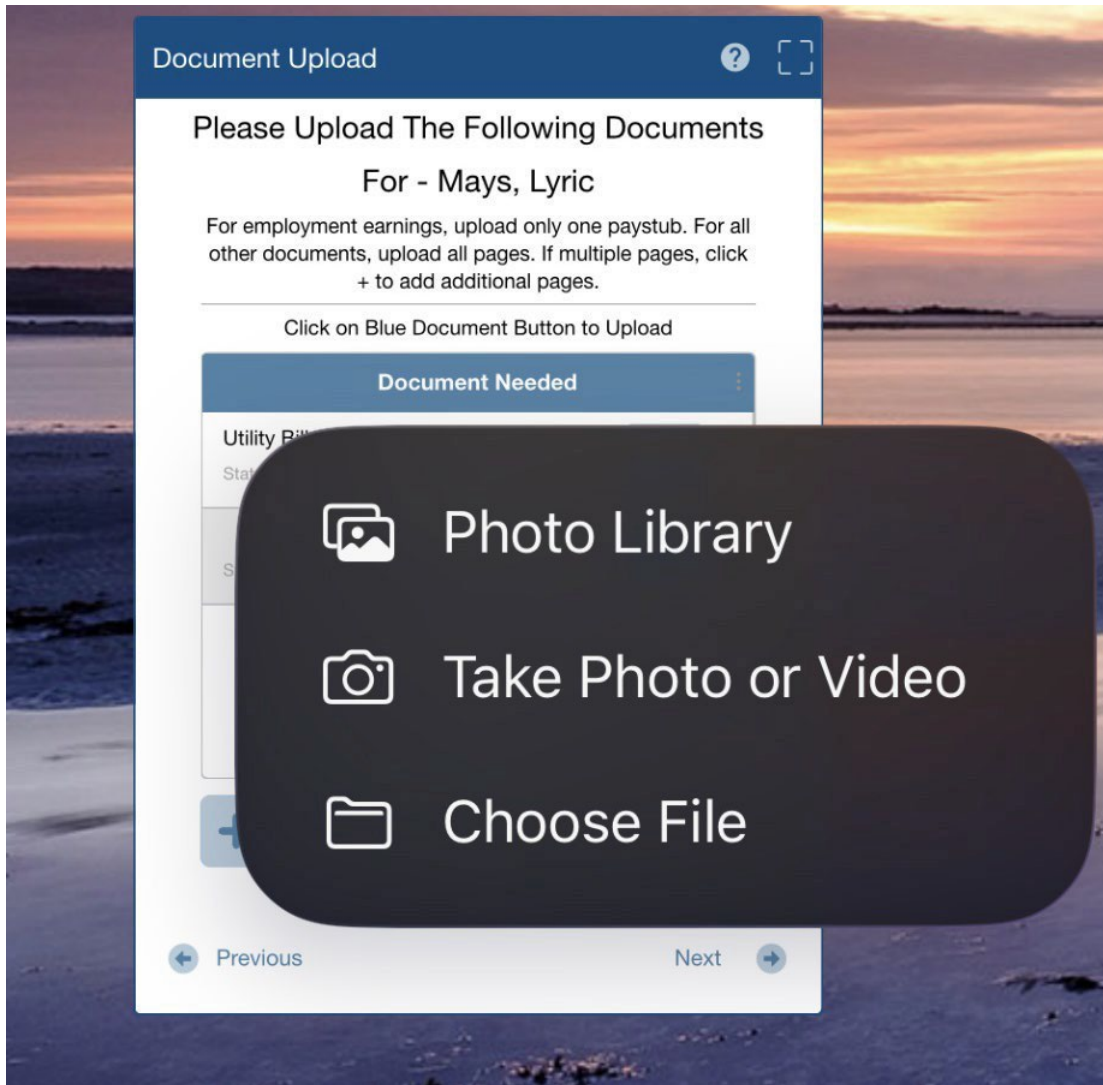
For - Mays, Lyric

For employment earnings, upload only one paystub. For all other documents, upload all pages. If multiple pages, click + to add additional pages.

Click on Blue Document Button to Upload

Document Needed	
Utility Bill - AES Indiana Status - No Document Uploaded	
Status - No Document Uploaded	

 Document Type



When uploading from a mobile phone it will give you the option to upload from the following:

- Photo Library- which is your camera roll
- Take a Photo- taking a photo on your camera of document being uploaded
- Choose File- would be the file folder on iPhone/ Android

LITT

Document Upload

Document Type

Income Documentation

Previous Next

If you have additional documentation such as paystubs or additional utility bills, here is where you would upload them.

Documents Needed if the Utility Account Is Under Someone Else's Name

If your utility bill or other required documents are not in your name, you can still apply for EAP. Additional information is needed to confirm that you live at the service address and are eligible for assistance. Below, you click “yes” and provide additional documents.

INSectionDocReside

Do any of the documents uploaded list a person's name who is currently not residing in the household and has not resided in the household in the past three months?

NO

YES

Previous

To complete your application, please provide:

1. **A copy of the utility bill**

The bill may be in the name of a landlord, property manager, roommate, or another household member.

2. **A completed Landlord Affidavit, or Tenant Verification Statement**

If your utilities are included in rent or the account is under someone else's name, your landlord or property manager may need to complete a verification form.

Tenant Verification Statement

Landlord/Property Manager/Designee:

Please complete this verification on behalf of your tenant, who is applying to receive benefits to assist with their utility costs. The information provided will be kept confidential and will not be used for any other purposes, nor shared with any other government agency.

Certification Statement



listed on this application or have a legal power of attorney for an adult residing in this household and listed on this application. I certify that I am currently a resident of Indiana, and I have been a resident of Indiana for at least thirty (30) days. I certify that all members of my household are United States citizens, United States nationals, or qualified non-citizens under 8 U.S.C §1641(b) and are eligible to receive federal taxpayer-funded benefits except as identified in this application.

I acknowledge any services or materials provided to my household with



Clear

Previous

Submit

Once all documents have been uploaded it will require a signature. This statement is acknowledging all information is true and accurate to the best of your knowledge. It's very important to know what is in this statement.

EAP Application Status

The Energy Assistance Program (EAP) Applicant Portal assigns specific status labels to each application as it moves through the review process. These statuses provide applicants with updates regarding where their application stands, any actions required, and potential outcomes based on program eligibility guidelines. The following definitions provide a comprehensive explanation of each status.

In Progress

An “In Progress” status indicates that the application has been successfully submitted and is currently undergoing review by the Local Service Provider (LSP). Applications are evaluated in the order in which they are received.

- The LSP may verify the applicant’s identity, household information, income, and utility account details.
- No additional action is required from the applicant unless the LSP contacts them with a specific request for clarification or additional documentation.
- Processing times may vary depending on application volume and the complexity of the applicant’s case.

Denied

A “Denied” status signifies that the application has been reviewed and found ineligible for Energy Assistance Program benefits. Reasons for a denial may include, but are not limited to:

- Over income guidelines.
- Failed to meet other eligibility criteria.
- Failed to submit required documents to complete eligibility process.
- Falsified information or documentation which was discovered by the LSP prior to awarding benefits.

Denied – Incomplete

- Fails to provide all documentation necessary to complete the client eligibility review;
- Fails to complete all required fields in the application;
- Provides insufficient or illegible documentation; or
- Does not provide the LSP with the information needed to properly complete an eligibility review.

Approved

- An “Approved” status indicates that the applicant has met all eligibility requirements and has been approved to receive Energy Assistance Program benefits.

Once approved:

- The applicant will receive a communication outlining the benefit amount awarded.
- The benefit may be applied directly to the applicant’s utility accounts according to program guidelines.
- Applicants should monitor their utility bills for confirmation that payments have been applied.
- Approval Without Benefits (Benefit Eligibility) A household has been determined to be eligible for benefit but cannot be released for the following:
 - ☐ One of both utility bills has a credit that exceeds program limits
 - ☐ The heating source is not working
 - ☐ There may be some documentation that is missing, but it doesn’t impact your eligibility for the program.

Denied Incomplete

If an application is marked **Denied – Incomplete**, it means the applicant did not submit all required documentation or the information provided could not be verified. Applicants may correct this by uploading the missing documents and requesting a reassessment.

1. How Applicants Can Upload Missing Documents

- Log in to the Energy Assistance Program online portal using your account credentials.
- Navigate to **My Applications** and select the application marked **Denied – Incomplete**.
- Check Denied-Incomplete Letter for a list of documents needed
- Click **Upload** next to each required item.
- Choose the file from your device and confirm the upload.
- After all documents are uploaded, click **Submit for Review** (if available).
- Applicants will receive a confirmation message that the documents were successfully submitted.

Acceptable File Types: PDF, JPG, PNG

Important: Documents must be clear, readable, and show full pages.

2. Commonly Missing Documents These are the items most often missing or submitted incorrectly:

• **Social Security Documentation**

- Social Security numbers or complete SSA verification letters for all household members
- Must match names listed on the application

• **Proof of Residency**

- Current lease agreement
- Mortgage statement
- Utility bill showing current address

• **Household Income Documentation**

- Pay stubs for the most recent 90 days
- Self-employment ledger (if applicable)

- Unemployment statements
- Social Security/Disability benefit letters
- Zero-income statements (if no income is reported)

• **Utility Information**

- Most recent heating bill
- Most recent electric bill
- Disconnect notices (if applicable)

• **Additional Documentation (if required)**

- Proof of child support received or paid
- Proof of citizenship/qualified alien status (if requested)

3. Tips to Avoid Future Incomplete Denials

- Submit all required documents at the time of application.
- Double-check that images are clear and not cut off.
- Make sure names, dates, and addresses match across all documents.
- Watch your email or portal notifications for requests for additional information.

Appeals

Who Can Appeal

Applicants may appeal any eligibility determination with which they do not agree, including a denial of benefits, the benefit amount, or the perceived failure of an LSP to act on a submitted application within a reasonable timeframe. Allowing a client to appeal an LSP decision is mandatory for the Energy Assistance Program. When the LSP provides written notification of denial to an applicant, the notification must include the household's right to appeal that determination. This information is included in the Applicant Denial Letter. All applicants' appeal rights must be honored, even if they are appealing after the end of the application period. An applicant may appeal by submitting a handwritten letter or by using the "Appeal" function on the statewide database.

Timeframes

- **Local Appeal:** Must be filed within **30 days** of receiving the notification letter
- **State-Level Appeal (IHCD):** Must be filed within **30 days** of the local appeal decision

Step 1: Local Level Appeal

- Submit a **written appeal** (letter, email or via LITT) to your Local Service Provider's (LSP) EAP Manager or Executive Director
- Include any new or supporting documentation (income updates, household changes, etc.)
- LSP has **14 calendar days** to review and respond in writing

Step 2: State Review by IHCD

If dissatisfied with the local decision, appeal via the portal, send an email to eap@ihcd.in.gov or send a written appeal to:

IHCD; Attn: Community Programs Manager – EAP
30 S Meridian St, Suite 900
Indianapolis, IN 46204

- Must be filed within **30 calendar days** of the local decision
- IHCD responds within **14 calendar day**

Appeal Flow Summary

Level	Who to Contact	Deadline	Response Time
Local LSP	LSP's EAP Manager/Executive Director	Within 30 days	Within 14 days
State (IHCDA)	Community Programs Manager, IHCDA	Within 30 days	Within 14 days

Appeal Tips

- Always include **“Appeal Request”** in your letter or email subject
- When submitting an appeal to the state, you cannot provide new documentation. The decision by the state is based on the decision made by the LSP. Providing new documents that you did not provide to the LSP will not be considered.
- Save copies of all communications and proofs as your **official appeal record**

How to File an appeal in LITT

To appeal as an applicant, if your status is Denied, you will login using Application # and login code.

- You will select “My Programs”
- Click on “Appeal Decision”
- Select the reason you feel determination was made incorrectly
- Describe briefly in the box below a more detailed reason
- Upload Document
- Once document is submitted; appeal will be submitted

MyLITT Portal

ADRIAN , Rocky

Enrolled Programs

+ New Application

My Benefits

! Appeal Decision

My Letters

Previous

You will see programs you are enrolled in at the top. Then you click on appeal decision.

Appeal Process Entry

Select one of the following options as the reason for your Appeal:

- ☒ Should not have been over income
- ☐ Incorrect Benefit Calculated
- ☐ Should have received Crisis Benefit
- ☐ Clear or substantial error or misstated facts w
- ☐ Unfair competition or conflict of interest in th
- ☐ Any other legal basis that may substantially al

In the textbox below, describe why you feel your determination was made incorrectly:

why did you DO THIS?!?!?

Previous Next

Select the reason for appeal and describe reason you feel decision was made incorrectly.

Appeal Process Entry

Upload any documents to support the Appeal

Click on Blue Document Button to Upload

Document

+ Document Type

Other

Previous Next

Click on  to upload documents supporting your appeal

Applicant Guide Closure

Thank you for reviewing the LITT Applicant User Guide. This document is intended to provide applicants with clear and comprehensive instructions to support successful navigation of the LITT system. By adhering to the procedures outlined herein, applicants will be able to submit required information, monitor application status, and complete all necessary steps with accuracy and efficiency.

Should you require further assistance or clarification at any point in the process, please contact your Local service provider representative or IHCD. Our team remains committed to ensuring a smooth and well-supported application experience.

We appreciate your engagement and your commitment to completing the LITT application process with diligence and care.