

LITT Pilot Vendor Training PY2026

October 2025

Henry Lowry
Vendor Analyst

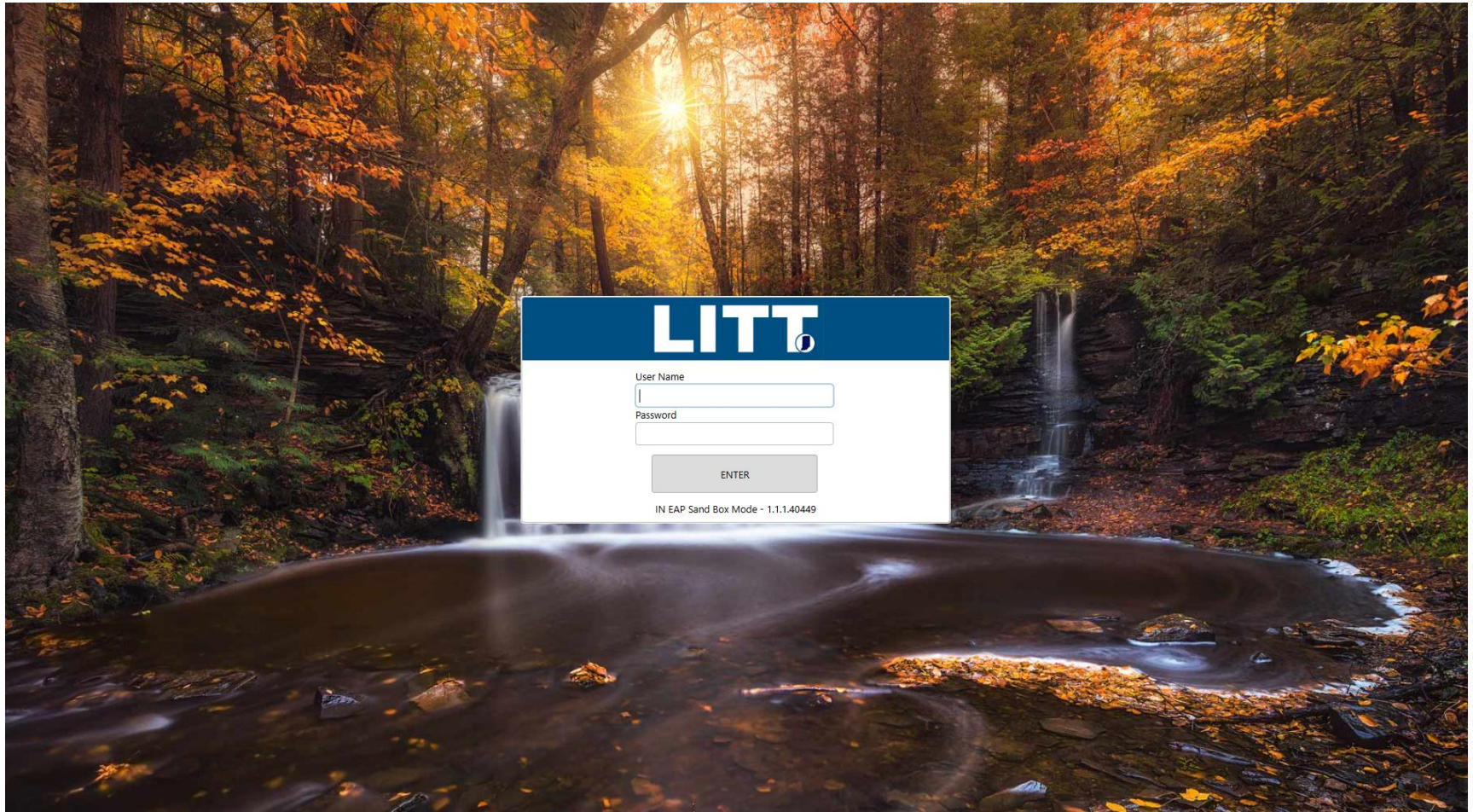
TODAY WE WILL COVER

- Hot Topics
- Site walkthrough, bug reports and adding users
- Applicant processing
- Payment Process and Issue Queues
- JSON File/EDI replacement
- Next steps

HOT TOPICS

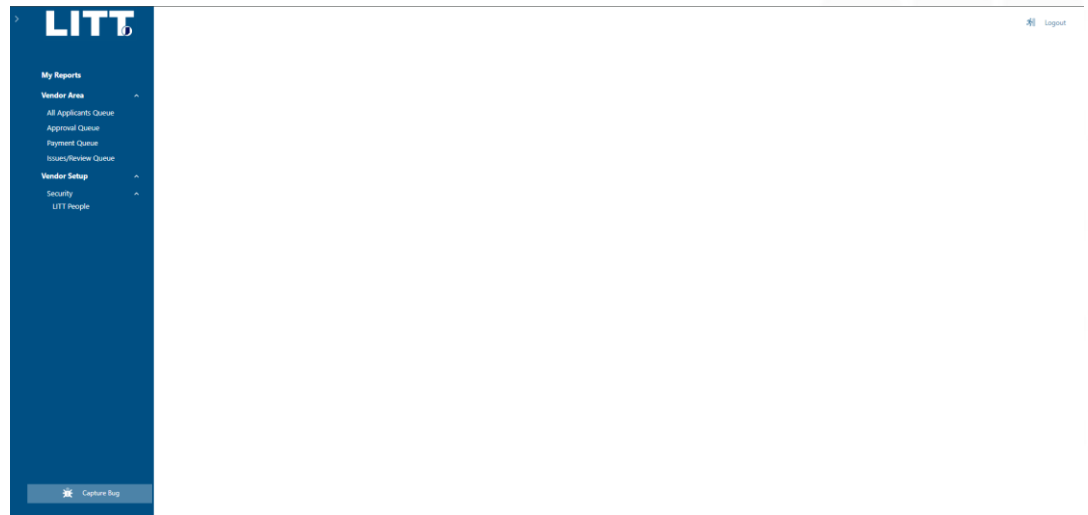
- Pilot for these counties only in PY26:
 - Adams, Blackford, Huntington, Jay, Randolph, Wells
 - Formerly CFS territory
 - Clients still being served by ICAP and Brightpoint
 - All other clients and regions need to be processed as usual
- Full rollout in Summer 2026 for PY27
- Test site and live site access will be given
- Clients can begin being processed on November 1st

LOGIN PAGE



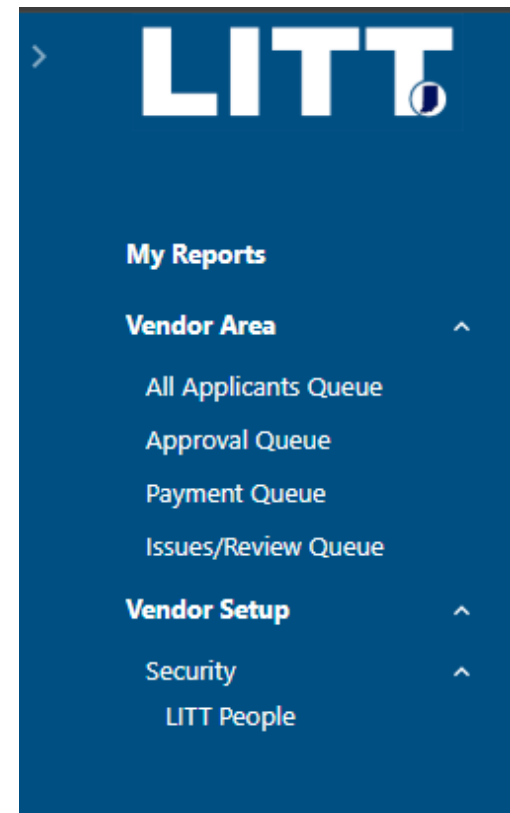
HOME SCREEN IN PROGRESS

- Widgets coming
- Alerts
- Useful data ex. Total claims



DASHBOARD

- My Reports- WIP reports for Vendors
- Vendor Area:
 - All Applicants-All clients and statuses
 - Approval Queue-Approved clients for payment batching
 - Payment Queue-Payment batching and info
 - Issues/Review Queue-List of clients with active issues
- Vendor Setup:
 - Security-LITT People-User access, password reset



DASHBOARD BUG REPORTS

LITT

My Reports

Vendor Area

All Applicants Queue

Approval Queue

Payment Queue

Issues/Review Queue

Vendor Setup


Security

LITT People

 Capture Bug

Help Bug Submit

Note to Add to Screen Shot



Your Email

test@test.com

Submit Bug

VENDOR PEOPLE-ADDING USERS

Vendor Setup

- Security
 - LITT People**

LITT Vendor People -

New Save Cancel Delete

Show Inactive People

Employee	Person Inactive	User Inactive
ADMIN, AEP-I		

First Name (*) M.I. Last Name (*)

AEP-I

ADMIN

Email

test@test.com

Home Phone Cell Work

User Name

AEP-I_admin

☐ Allow Access to All Applicant Queue

☐ Allow Access to Approval Queue

☐ Allow Access to Payment Queue

☐ Allow Issues/Review Queue

Permissions

LITT Person Signature

User Password Reset

Deactivate User Login

Password reset

Add/Delete Users
Make sure to save!

NEW USERS

LITT Vendor People -

New Save Cancel Delete Show Inactive People

Employee	Person Inactive	User Inactive
ADMIN, AEP-I		
LastTest, TestPerson		

First Name (*) M.I. Last Name (*)

TestPerson [] LastTest

Email

testperson@email.com

Home Phone Cell Work

[] [] []

User Name

Test_Person

☒ Allow Access to All Applicant Queue

☒ Allow Access to Approval Queue

☒ Allow Access to Payment Queue

☒ Allow Issues/Review Queue

LITT Person Signature

User Password Reset

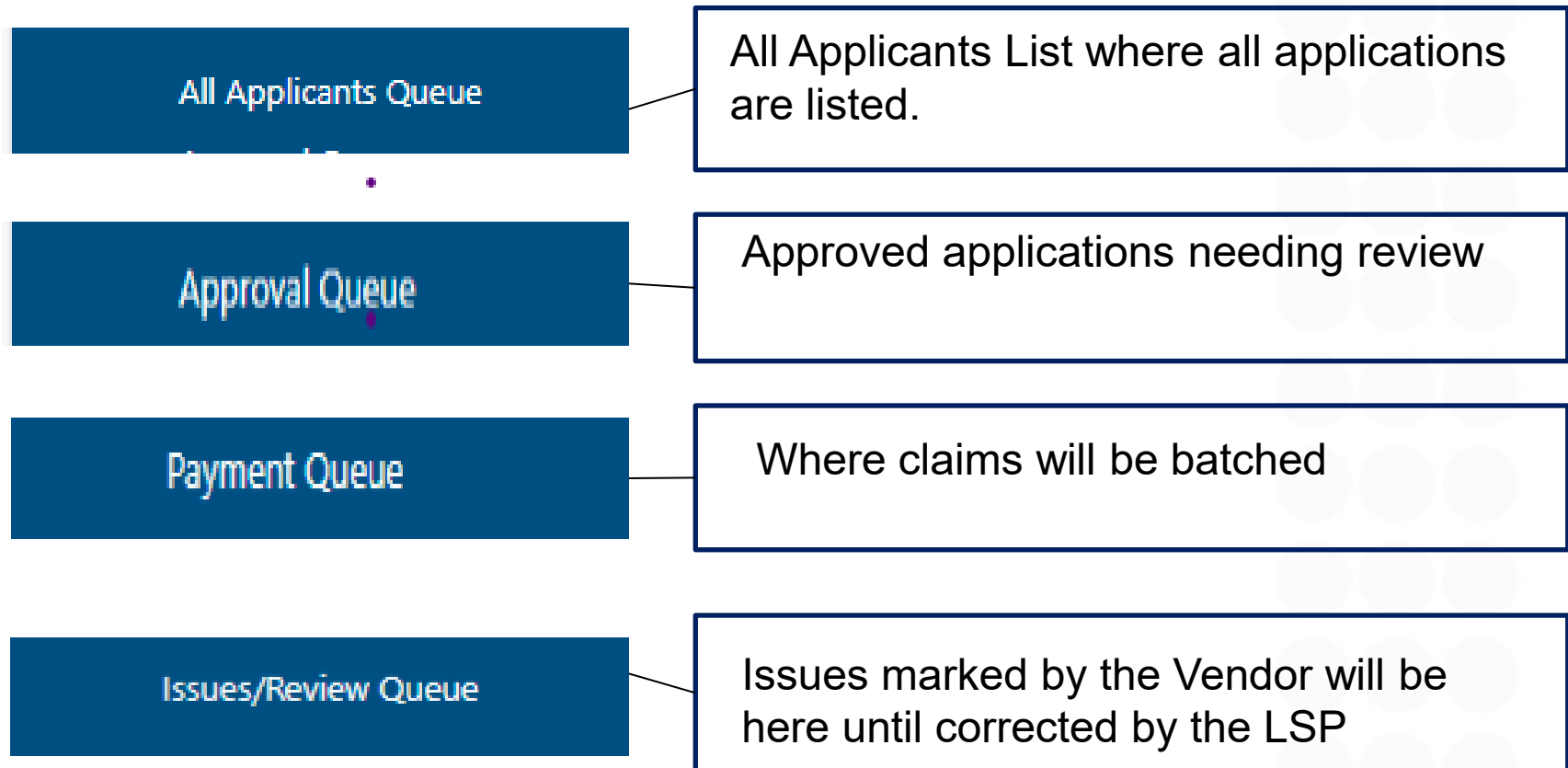
Deactivate User Login

- New users will login by entering their username only
- Users create their own password
- Utilities will be charged with maintaining their own users
 - IHCDCA can help troubleshoot

QUESTIONS?



APPLICANT PROCESSING



ALL APPLICANTS QUEUE

All Applicant List / IHEDA

Process Next Filters

Application Filter

Agency

Applicant Filter

Value

Filter

App #	Application	Name	Address Line 1	Status	Agency
251456	09/26/2025	Eleven Lab	2 S Meridian St	Approved	ICAP
251465	09/26/2025	Jack Frost	110 W Washington St	Undecided	ICAP
251471	09/29/2025	Cream Puff	200 E Kickapoo St	Incomplete	ICAP
251473	09/29/2025	Green Bean	701 E Franklin St		ICAP
251476	09/29/2025	Spooky Skeletons	7652 W 400 N		ICAP
251477	09/29/2025	Soda Pop	200 E Kickapoo St		ICAP
251480	09/30/2025	Purple Sloths	716 N Jefferson St	Incomplete	ICAP
251485	09/30/2025	Jordan Michael	1313 Dead End Drive		BP-CANI
251486	09/30/2025	Michel Bubble	1234 Everything Way	Undecided	BP-CANI
251488	09/30/2025	Alvin Chipmunk	568 McMansion Rd		BP-CANI
251489	09/30/2025	Rusty Roux	204 E Market St	Incomplete	BP-CANI
251490	09/30/2025	Olde McDonald	1015 W Washington St	Incomplete	ICAP
251496	10/08/2025	Howard Zeel	313 W Jefferson St	Incomplete	IHCDA
251497	10/09/2025	Purple Dinosaur	313 W Jefferson St	Incomplete	IHCDA
251498	10/14/2025	Test Tested	1015 W Washington St		ICAP
251499	10/14/2025	Dill Pickle	1015 W Washington St		ICAP
251500	10/17/2025	Iron Man	1015 W Washington St		ICAP

17 Record(s)

- Includes all applicants that have selected your utility
- Fully searchable
- Includes all client statuses: approved, denied, incomplete etc.
- Security groups will have different levels of control, from view only to client processing
- CSRs could use to check for moratorium for example

ALL APPLICANTS QUEUE

- Find important client info
- Upload requested documentation
- Send correction information

All Applicant List

Process Next Filters

Application Filter

Agency

Applicant Filter

Value

Filter

App #	Applicatio	Name	Address Line 1	Status	Agency
251473	09/29/2025	Green Bean	701 E Franklin St		ICAP
251477	09/2				
251488	09/3				

Vendor Client View

Address

701 E Franklin St
Hartford City, IN47348-2159

Applicant Information

Applicant - Bean, Green
Benefit Type - Non Crisis
Benefit Amount - 425.00
Account # - Z62677337

Send Correction

Upload

Show

Rejection

Correction

Address (*)

3 Record(s)

ALL APPLICANTS QUEUE

All Applicant List / IHCD

Process Next Filters

Application Filter

Agency

Applicant Filter

Value

Filter

App #	Application	Name	Address Line 1	Status	Agency
251456	09/26/2025	Eleven Lab	2 S Meridian St	Approved	ICAP
251465	09/26/2025	Jack Frost	110 W Washington St	Undecided	ICAP
251471	09/29/2025	Cream Puff	200 E Kickapoo St	Incomplete	ICAP
251473	09/29/2025	Green Bean	701 E Franklin St		ICAP
251476	09/29/2025	Spooky Skeletons	7652 W 400 N		ICAP
251477	09/29/2025	Soda Pop	200 E Kickapoo St		ICAP
251480	09/30/2025	Purple Sloths	716 N Jefferson St	Incomplete	ICAP
251485	09/30/2025	Jordan Michael	1313 Dead End Drive		BP-CANI
251486	09/30/2025	Michel Bubble	1234 Everything Way	Undecided	BP-CANI
251488	09/30/2025	Alvin Chipmunk	568 McMansion Rd		BP-CANI
251489	09/30/2025	Rusty Roux	204 E Market St	Incomplete	BP-CANI
251490	09/30/2025	Olde McDonald	1015 W Washington St	Incomplete	ICAP
251496	10/08/2025	Howard Zeel	313 W Jefferson St	Incomplete	IHCDA
251497	10/09/2025	Purple Dinosaur	313 W Jefferson St	Incomplete	IHCDA
251498	10/14/2025	Test Tested	1015 W Washington St		ICAP
251499	10/14/2025	Dill Pickle	1015 W Washington St		ICAP
251500	10/17/2025	Iron Man	1015 W Washington St		ICAP

17 Record(s)

All Applicants Queue will be beneficial in providing an applicants' application status during **Indiana Winter Disconnect Moratorium**.

OUCC Fast Facts

Winter Disconnection Indiana's Shut-Off Moratorium

Laws regarding utility service disconnection vary from state to state, including consumer protections during the winter heating season. The state of Indiana has a winter disconnection moratorium for consumers who qualify.

The Basics

Under Indiana Code 8-1-2-121, electric and natural gas utilities in Indiana may not disconnect a customer between December 1 and March 15 if the customer is:

- Receiving help from the federally funded Energy Assistance Program (EAP), or
 - Qualified for EAP funds, has formally applied for the program at his or her local EAP intake office, and has provided the utility with written proof.
- Disconnection can still happen under certain circumstances (such as an emergency, fraudulent use of services, or meter tampering).

Frequently Asked Questions

Q. Does the moratorium apply to all electric and natural gas utilities in Indiana?

A. Yes. It applies to investor-owned and municipal utilities, as well as rural electric membership cooperatives (REMCs). However, it does not apply to providers of bulk fuels, such as propane. It also does not apply to water, sewage disposal, or telecommunications service providers.

Q. Does the moratorium waive the customer's responsibility to pay his or her bills?

A. No. While the moratorium is aimed at helping consumers stay connected to vital services during the year's coldest months, consumers are still responsible for paying their bills. Any customer who cannot pay a utility bill on time and in full should contact the utility immediately to make payment arrangements.

Q. What if I can't afford the entire amount due?

A. If you make payment arrangements with a utility and honor the agreement, your odds of being disconnected in the spring are dramatically lower. The OUCC strongly urges consumers who are covered by the moratorium to continue to pay heating bills through the winter, even if it is only a partial payment. A partial payment shows the utility that you are making a good-faith effort to keep your energy bill under control.

Q. Can a utility disconnect service if there are small children in the home?

A. Indiana law leaves these decisions entirely to the utility and its discretion. The only factors that qualify a consumer for the moratorium are whether a consumer receives or qualifies for EAP funds, as described above.

Q. Can disconnection be prevented if someone in the house has a serious health issue?

A. The utility must postpone a disconnection for 10 days if you provide a medical statement from a licensed doctor or a public health official. For more information, please see the OUCC's Utility Service Disconnection fact sheet.

Q. How important is it for me to communicate with my utility?

A. It's crucial. If you are covered by the moratorium and have an outstanding bill with spring approaching, it is important that you contact your utility to make arrangements and discuss what can be done to keep your service on.

Q. How do I find or contact my local intake office?

A. All Indiana counties have intake offices. In most counties, the office is the local Community Action Agency. To find your local intake office, contact the Indiana Housing & Community Development Authority (IHCDA) at 1-800-872-0371.

Q. Where else can I turn for financial help?

A. In all Indiana counties, you can learn more about local resources for utility bill assistance simply by dialing 211.

*This fact sheet is intended as a general overview and is not intended to serve as legal advice.
For more information on utility issues, subscribe to our monthly newsletter at IN.gov/OUCC/2817.htm*



Indiana Office of Utility
Consumer Counselor

115 West Washington Street, Suite 1500 South, Indianapolis, Indiana 46204
Phone: 317.232.4594 • www.IN.gov/OUCC • Toll-free: 1.888.441.2494



3/2020

Winter Disconnection Moratorium:

APPENDIX E

INDIANA UTILITY DISCONNECT MORATORIUM

UTILITIES AND TRANSPORTATION

INDIANA CODE 8-1-2-121

Sec. 121. (a) Notwithstanding any other provision of law, from December 1 through March 15 of any year, no electric or gas utility, including a municipally owned, privately owned, or cooperatively owned utility, shall terminate residential electric or gas service for persons who are eligible for and have applied for assistance under IC 4-4-33. The commission shall implement procedures to ensure that electric or gas utility service is continued while eligibility for such persons is being determined.

(b) Any electric or gas utility, including a municipally owned, privately owned, or cooperatively owned utility, shall provide any residential customer whose account is delinquent an opportunity to enter into a reasonable amortization agreement with such company to pay the delinquent account. Such an amortization agreement must provide the customer with adequate opportunity to apply for and receive the benefits of any available public assistance program. An amortization agreement is subject to amendment on the customer's request if there is a change in the customer's financial circumstances.

(c) The commission may establish a reasonable rate of interest which a utility may charge on the unpaid balance of a customer's delinquent bill that may not exceed the rate established by the commission under section 34.5 of this chapter.

(d) The commission shall adopt rules under IC 4-22-2 to carry out the provisions of this section.

(e) This section does not prohibit an electric or gas utility from terminating residential utility service upon a request of a customer or under the following circumstances:

1. If a condition dangerous or hazardous to life, physical safety, or property exists.
2. Upon order by any court, the commission, or other duly authorized public authority.
3. If fraudulent or unauthorized use of electricity or gas is detected, and the utility has reasonable grounds to believe the affected customer is responsible for such use.
4. If the utility's regulating or measuring equipment has been tampered with and the utility has reasonable grounds to believe that the affected customer is responsible for such tampering.

As added by P.L.43-1983, SEC.10. Amended by P.L.41-1987, SEC.6; P.L.2-1992, SEC.78; P.L.181-2006, SEC.48

December 1st – March 15th

MANUAL APPROVAL PROCESS

Vendor Approval Queue

Process Next Filters

Application Filter Agency

Applicant Filter Value

Vendor Client View

Address

512-1 E 900 N
Valparaiso, IN46383-8482

Applicant Information

Applicant - Mallard, Ducky
Benefit Type - Non Crisis
Benefit Amount - 250.00
Account # - 5164564

Rejection

Correction

Approve

Upload

Show

Rejection

Correction

ID	Date	Name	Address	Status	Agency
251485	09/30/2025	Jordan Michael	1313 Dead End Drive	Undecided	BP-CANI
251488	09/30/2025	Alvin Chipmunk	568 McMansion Rd		BP-CANI
251500	10/17/2025	Iron Man	1015 W Washington St		ICAP
251507	10/20/2025	Green Tree	291 Beard St		BP-CANI
251508					BP-CANI

18 Record(s)

ihcda

Indiana Housing & Community Development Authority

MANUAL APPROVAL PROCESS: REJECTION

Vendor Approval Queue

Process Next Filters

Application Filter Agency

Applicant Filter Value

Vendor Client View

Address

512-1 E 900 N
Valparaiso, IN46383-8482

Applicant Information

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Rejection

Correction

Approve

Upload

Show

251485	09/30/2025	Jordan Michael	1313 Dead End Drive	Undecided	BP-CANI	
251488	09/30/2025	Alvin Chipmunk	568 McMansion Rd		BP-CANI	
251500	10/17/2025	Iron Man	1015 W Washington St		ICAP	
251507	10/20/2025	Green Tree	291 Beard St		BP-CANI	
251508	10/20/2025	Pleasedontouch EISTEST	451 1/2 E Line St	Incomplete	BP-CANI	

18 Record(s)

Rejection:

No Active Service/Closed Account

Business Account/Non-Residential

No Account Found

MANUAL APPROVAL PROCESS: CORRECTION

Vendor Approval Queue

Process Next Filters

Application Filter Agency

Applicant Filter Value

Vendor Client View

Address

512-1 E 900 N
Valparaiso, IN46383-8482

Applicant Information

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Approve

Upload

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Rejection

Correction

ID	Date	Applicant	Address	Status	Agency
251485	09/30/2025	Jordan Michael	1313 Dead End Drive	Undecided	BP-CANI
251488	09/30/2025	Alvin Chipmunk	568 McMansion Rd		BP-CANI
251500	10/17/2025	Iron Man	1015 W Washington St		ICAP
251507	10/20/2025	Green Tree	291 Beard St		BP-CANI
251508	10/20/2025	Pleasedonttouch EISTEST	451 1/2 E Line St	Incomplete	BP-CANI

18 Record(s)

Correction:

Account Number

Address

MANUAL APPROVAL PROCESS: CORRECTION

Vendor Approval Queue

Process Next Filters

Application Filter Agency

Applicant Filter Value

Vendor Client View

Address
512-1 E 900 N
Valparaiso, IN46383-8482

Applicant Information
Applicant - Mallard, Ducky
Benefit Type - Non Crisis
Benefit Amount - 250.00
Account # - 5164564

Rejection

Correction
Account Number

Account # (*)

Send Correction

Upload

Show

251485	09/30/2025	Jordan Michael	1313 Dead End Drive	Undecided	BP-CANI
251488	09/30/2025	Alvin Chipmunk	568 McMansion Rd		BP-CANI
251500	10/17/2025	Iron Man	1015 W Washington St		ICAP
251507	10/20/2025	Green Tree	291 Beard St		BP-CANI
251508	10/20/2025	Pleasedonttouch EISTEST	451 1/2 E Line St	Incomplete	BP-CANI

18 Record(s)

Send Correction

Upload

Show

MANUAL APPROVAL PROCESS: CORRECTION

Vendor Approval Queue

Process Next Filters

Application Filter Agency

Applicant Filter Value

Vendor Client View

Address

512-1 E 900 N
Valparaiso, IN46383-8482

Applicant Information

Applicant - Mallard, Ducky
Benefit Type - Non Crisis
Benefit Amount - 250.00
Account # - 5164564

Send Correction

Upload

Show

Rejection

Correction

Address (*)

Address

251485	09/30/2025	Jordan Michael	1313 Dead End Drive	Undecided	BP-CANI
251488	09/30/2025	Alvin Chipmunk	568 McMansion Rd		BP-CANI
251500	10/17/2025	Iron Man	1015 W Washington St		ICAP
251507	10/20/2025	Green Tree	291 Beard St		BP-CANI
251508	10/20/2025	Pleasedontouch EISTEST	451 1/2 E Line St	Incomplete	BP-CANI

18 Record(s)

Send Correction

Upload

Show

MANUAL APPROVAL PROCESS: CORRECTION

Vendor Approval Queue

Process Next Filters

Application Filter Agency

Applicant Filter

Vendor Client View

Address

512-1 E 900 N
Valparaiso, IN46383

Rejection

Correction

Address

Vendor Upload Document

Save Cancel

Document Type

(Single Files Drop Target)

Drop Your Files Here

Browse Cancel

Send Correction

Upload

251485	09/30/2025	Jord				
251488	09/30/2025	Alvin Chipmunk	568 McMansion Rd			BP-CANI
251500	10/17/2025	Iron Man	1015 W Washington St			ICAP
251507	10/20/2025	Green Tree	291 Beard St			BP-CANI
251508	10/20/2025	Pleasedonttouch EISTEST	451 1/2 E Line St	Incomplete		BP-CANI

18 Record(s)

Approve

Upload

Show

APPROVAL QUEUE

Vendor Approval Queue

Process Next Filters

Application Filter

▼

Agency

▼

Applicant Filter

▼

Value

Filter

App #	Application	Name	Address Line 1	Status	Agency	
251268	09/11/2025	Scoobie Deux	60 Premier Ave	Approved	JBNC	
251286	09/12/2025	Violet Sorrengail	124 1/2 Chestnut St	Approved	REAL	
251304	09/15/2025	Kitty Catikins	13 1/2 N 14th St	Approved	WICAA	
251400	09/22/2025	QC Test	514 1/2 Euclid St	Approved	BP-CANI	

4 Record(s)

- Utility vendors responsible for batching payments

PAYMENT QUEUE

Payment Queue

Vendor Batch

Process Next Filters

Vendor

AEP- Indiana Michigan Power

Total YTD
\$125.00

Vendor	Batch #	Locked	Created Date	Total Awards	Total
AEP- Indiana Michigan Power	2002	<input type="checkbox"/>	09/15/2025 09:03 AM	2	\$125.00

1 Record(s)

- Approved clients will automatically batch
- Clicking on any batch will bring up full list

PAYMENT QUEUE

Vendor Batch Detail - AEP- Indiana Michigan Power

Process Next Filters

Agency

Applicant Filter Value

Batch Total
\$125.00

App #	Application	Name	Address Line 1	Status	Agency	Award
251274	09/11/2025	Teddy Ruxpin	209 N High St		ICAP	\$50.00
251275	09/11/2025	Percentage Test	563 1/2 Nowlin Ave		SIEOC	\$75.00

2 Record(s)

Batch Total
\$125.00

Agency	Award
ICAP	\$50.00
SIEOC	\$75.00

Vendors will be responsible for locking batches for payment

PAYMENT QUEUE: BATCH

Vendor Batch Detail - AEP- Indiana Michigan Power

Process Next Filters


Agency

Applicant Filter Value

Batch Total
\$125.00

App #	Application	Name	Address Line 1	Status	Agency	Award
251274	09/11/2025	Teddy Ruxpin	209 N High St		ICAP	\$50.00
251275	09/11/2025	Percentage Te			SIEOC	\$75.00

Please be advised

 Are you sure you want to Lock Batch

2 Record(s)

Lock Batch:

Yes - this will lock these payments into a batch claim. Applicant claims cannot be added, and this batch will be moved to processing.

No - will keep the batch open allowing more applicant claims to be added until you are ready to batch them.

ISSUES/REVIEW QUEUE

Issues/Review Queue

Issues/Review Queue / IHCD

Process Next Filters

Application Filter

Agency

Applicant Filter

Value

Filter

App #	Application date	Name	Address Line 1	Status	Agency
251260	09/09/2025	Pluto Dog	1015 W Washington St	Denied - Over Income	IHCDA
251471	09/29/2025	Cream Puff	200 E Kickapoo St	Incomplete	ICAP

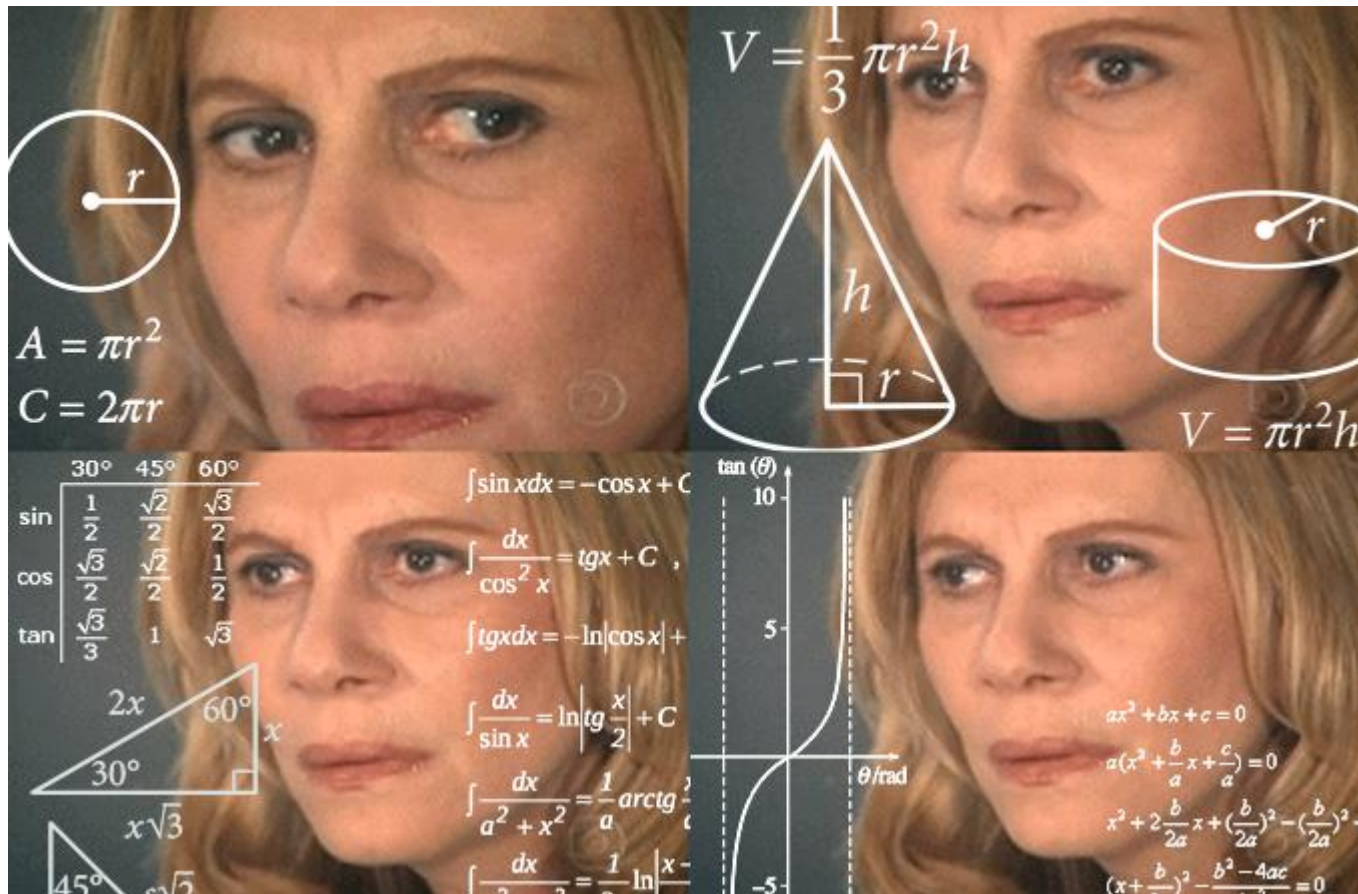
2 Record(s)

- List of all clients that need corrections
- Includes denials by vendor
 - Ex. Over credit

EDI VS JSON FILE

- Utilities can take advantage of a new electronic file format
 - Previous iteration in legacy tech system was called EDI
 - We're only aware of large utilities utilizing this in legacy system
- Any utility that would like to take advantage of automation features please contact us directly
- JSON File features:
 - Secure data transfer
 - Automated and customizable pulldown/upload of client data and statuses
 - Future complex data exchange capability

QUESTIONS?



NEXT STEPS

- Invitation to test site and login information by EOB Wednesday 10/22
 - Please spend time manually working fake clients through process
 - Report bugs, please!
 - Reminder: Test site only has fake data
- Invitation for live site by EOB 10/31
 - Reminder: Client processing begins 11/1
- Quick Guide to be sent out
- Contact me directly if you want to implement JSON file



QUESTIONS?

THANK YOU!