

Vendor Updates PY2025

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TODAY WE WILL COVER

Today's training will cover updates on vendor relations, changes and looking forward to the coming program year.

LAST YEAR-ENHANCED TRAINING

- 3 Summer trainings split by type: Bulk, Municipalities, COOP & Investor owned
- Vendor portal training
- First Vendor Town Hall
- 6 targeted outreach messages
 - One outreach message a month over the summer

LAST YEAR-ODDS AND ENDS

- Monthly meetings w/ Big 6
- Client list on EapConnect for moratorium
- Issue tracking

Electric Vendor	Count
Duke Energy	31,055
AEP- Indiana Michigan Power	22,043
NIPSCO	17,955
AES Indiana	17,419
Self Pay - Included in Rent	6,085
CenterPoint Energy South	5,962
Anderson City Utilities	2,495
Richmond Power & Light	1,649
Mishawaka Utilities	1,020
Jackson County REMC	996
South Central Indiana REMC	839
Southeastern Indiana REMC	585
Peru Utilities	562
Harrison REMC	549
Logansport Municipal Utilities	537
Utilities District of Western Indiana REMC	480
Tipmont REMC	428
Crawfordsville Electric Light & Power	417
Washington Municipal Utilities	412
Clark County REMC	406
Orange County REMC	327
Kosciusko REMC	325
City of Scottsburg	322
Linton Municipal Utilities	316

Heat Vendor	Count
NIPSCO	29,097
CenterPoint Energy North	16,431
Citizens Energy Group	8,200
Self Pay - Included in Rent	4,847
CenterPoint Energy South	4,543
AES Indiana	1,572
Self Pay - Biofuel	810
Duke Energy	719
AEP- Indiana Michigan Power	603
Keystone Cooperative formerly Co-Alliance	462
Midwest Natural Gas - Scottsburg	445
Premier Ag Co-op	386
Ohio Valley Gas - Connersville	374
Indiana Natural Gas Corporation	356
Ohio Valley Gas - Tell City	314
Ferrellgas	291
Keystone Cooperative Inc. formerly Ceres Solutions	221
MFA Oil Company	188
AmeriGas Propane, LP	177
Ohio Valley Gas Sullivan	175
Ohio Valley Gas - Winchester	153
Community Natural Gas Co., Inc.	151
Shelby County Co-op	135
(Other)	131

LAST YEAR-COMMON ISSUES

Takeaways:

- Reporting began January 1, 2024
- ~113 Unique vendors
- Moratorium minor issue
- Vendor Portal top issue
- MOA vs MOA check
- Payment issue may be inflated
- Probably shouldn't call these issues

Vendor portal	49
Payment issue	45
MOA	29
MOA check	26
Contact Update	17
transmittal issue	17
policy question	17
Overpayment-refund policy	17

TOP POLICY ISSUES

- Overpayment and Refund policy-where to find form?
- Transmittals changed after being signed
- Allowable expenses-late fees, extra charges etc

VENDOR ETIQUETTE

- Share respect
- Email etiquette:
 - Professionalism
 - No caps lock
- Remember these are our partners
- No need to engage- route issues to Vendor inbox

UPCOMING YEAR

- Enhanced trainings
- Vendor guide and FAQ rework
- Big 6 marketing push
- Targeted outreach on issues: moratorium, program updates & more
- 2nd Town Hall

UPCOMING YEAR-BEST PRACTICES

- Encourage usage of Vendor portal
- Continue routing major issues to vendors@ihcda.in.gov



QUESTIONS?

THANK YOU!

