

FREQUENTLY ASKED QUESTIONS PROPERTY MANAGER PORTAL

April 28, 2015

What is the Property Manager Portal?

The new Property Manager Portal allows property managers to establish and manage Landlord Agreements with ComEd online. Landlord Agreements ensure continuous electric service to residential and commercial rental units and properties when tenants close their electric service accounts.

The Property Manager Portal also enables property managers to more easily manage their properties. It provides property managers with convenient, online access to occupancy and account responsibility information about their units and properties, and the ability to quickly make changes to the electric service accounts.

How can the Property Manager Portal help me manage my properties?

The Property Manager Portal allows property managers to:

- View account responsibility for units and properties
- Transfer account responsibility on behalf of tenants
- Receive notification when accounts have been transferred to property managers
- Update account information and Landlord Agreements, 24/7

What is a Landlord Agreement?

A Landlord Agreement provides peace-of-mind to property managers by ensuring continuous electric service to units and properties. A Landlord Agreement is an agreement between a property manager and ComEd that authorizes ComEd to automatically transfer account responsibility to the property manager when tenants close their accounts.

How do I open an account in the Property Manager Portal?

You can open an account and create a Landlord Agreement in the Property Manager Portal by going to ComEd.com and clicking on the “Register Now” link beneath the “Manage My Account” login. If you do not currently have a Landlord Agreement, you will be prompted to establish one.

Ensure uninterrupted electric service

We make it easy for landlords and property managers to manage electrical service between tenants. Our new Property Manager portal puts your account info at your fingertips.



Manage My Account

Log in to view your bill:

Username (Email Address)

Password

Remember Username

Log in ▶

[Forgot Username or Password?](#)
[Register Now!](#)

Pay Your Bill ▶

Start, Stop or Move Service ▶

Report an Outage ▶

More Quicklinks ▶

What information is needed to establish a Landlord Agreement in the new Property Manager Portal?

You will need the following information:

If you are a residential customer, you will need:

- Name
- Contact Phone Number
- Most Recent Address
- Social Security Number or Date of Birth
- Driver's License/State ID along with the State of Issuance
- Email Address

If you are a business customer, you will need:

- Business Name
- Contact Phone Number
- Business Address
- Federal Tax ID number
- Email Address

You will also need the addresses of the residential and commercial units and properties that you would like to place under your Landlord Agreement, including ZIP code(s). Alternatively, you may use the ComEd meter number or a previous account number for the unit or property if you do not have address information.

Can the Property Manager Portal be used to manage both residential and commercial properties?

Yes. In fact, you can manage both residential and commercial properties under a single Landlord Agreement if you choose.

How do I update my email address or other personal information?

To change your email address, personal information or password, simply login to your Property Manager Portal account, click on the “My Profile” window, enter your updated information and click the “Save” button. An email notification will be sent verifying that your information has been updated.

How many Landlord Agreements can I have?

There is no limit to the number of Landlord Agreements you may have. The Property Manager Portal provides the flexibility of organizing units and properties under separate Landlord Agreements if you choose. Additionally, to help you manage multiple Landlord Agreements, each agreement can be assigned its own “nickname”, contact person, phone number and mailing address.

How many units and properties can I associate with a Landlord Agreement?

There is no limit to the number of units and properties that can be placed under a Landlord Agreement.

How do I add/remove units and properties to/from a Landlord Agreement?

Simply login to your Property Manager Portal account and identify the Landlord Agreement you wish to modify. Click on the “View/Edit” button in the “Manage Service” column. Make the necessary update(s) and save. You will receive an email confirmation advising that your Landlord Agreement has been updated.

Property managers who had Landlord Agreements prior to April 17, 2015, had all of their units and properties pre-loaded into the Property Manager Portal.

Can I move units and properties from one Landlord Agreement to a different Landlord Agreement?

Yes. Simply remove the unit from the original Landlord Agreement and add it to the desired Landlord Agreement.

If I’m adding units or properties to a Landlord Agreement and can’t locate a unit or property in the list, what do I do?

The Property Manager Portal offers search functionality that allows you to search by the meter number or prior account number of the unit or property. If you still cannot locate the unit or property, please contact ComEd at 877-4-ComEd-1 (877-426-6331).

Can I add new Landlord Agreements to my Property Manager account?

Yes, simply login to your Property Manager account, click on the “Add New Agreement” link in the top left corner of the “View and Manage My Agreements” page and follow the instructions.

How do I cancel a Landlord Agreement?

To cancel a Landlord Agreement, please complete the Landlord Cancellation Form and return to ComEd by either fax (630-684-2692) or email (oakbrookcustomercare2@exeloncorp.com). Should you experience any issues, please contact ComEd at 877-4-ComEd-1 (877-426-6331).

What is a Home Account?

A Home Account is an optional electric service account that can be established by property managers. A Home Account contains outstanding charges and credits transferred from accounts for which the property manager has account responsibility (e.g., unpaid or credited amounts from units or properties with accounts that have been closed).

With a Home Account, a property manager can view itemized outstanding charges and credits in a single account and more easily manage their properties.

How do I know if a unit or property is in my name or under a tenant's name?

If account responsibility is with the tenant, it will show as "Tenant Occupied" in your Landlord Agreement's itemized list of units. If account responsibility is with the property manager, the property manager's account number will be located next to the unit.

Why would a unit show as "Vacant"?

"Vacant" means the unit was unoccupied at the time it was added to your Landlord Agreement, and it may not currently have electric service. To assign the unit's account responsibility to the property manager, click on the "New Tenant" button and follow the steps.

What information is needed to request service on behalf of occupant tenant?

You will need the following information for the tenant:

- Name
- Social Security Number or Date of Birth
- Driver's License/State ID along with the State of Issuance
- Previous Address
- Phone Number
- Date Electric Service is to start
- Signed Tenant Consent Form on File. The form can be downloaded from the Property Manager Portal from the "View and Manage My Agreements" window

If the request cannot be processed online, a message will instruct you to have the tenant contact ComEd at 877-4-ComEd-1 (877-426-6331).

What is the Tenant Consent Form?

The Tenant Consent Form authorizes the property manager to start or stop electric service in the tenant's name. The form must be signed by the tenant and retained by the property manager for three years. The signed form must be provided to ComEd upon request.

What information is needed to stop electric service on behalf of the occupant?

You will need the following information:

- Date that the service is to stop
- Mailing address for final bill
- Signed Tenant Consent Form

If the request cannot be processed online, a message will instruct you to have the tenant contact ComEd. For residential properties, the tenant may call 800-Edison-1(800-334-7661). For commercial properties, the tenant may call 877-4-ComEd-1(877-426-6331).

Who do I contact if I have questions regarding the Property Manager Portal?

You can contact a Business Customer Service Representative at 877-4-ComEd-1(877-426-6331) between the hours of 8 a.m. to 6 p.m. Monday through Friday.