Landlord Utility Management Guide

Below is additional information on how to navigate through our new and improved online Landlord Utility Management website.

Add Additional Property During Enrollment

Note: If your account is past due, a screen will open, recommending you pay your full balance before enrolling in the landlord program.

1. After signing in, select Manage My Properties.

2. Manage My Properties Screen
   From the Manage My Properties screen, select Add New Property

3. Enroll Property Screen
   The Property Selection screen will open. If you have property associated to your account that is not already enrolled in the Landlord Program, a list of those properties is available. Select an address to enroll from the list. If the property you wish to enroll isn't listed, select Add Additional Property. A sub screen will open. Enter the required information and select Search. Suggested addresses will appear. Click on the correct address.

4. Customer Identification Screen
   Enter the positive identification type and number.

5. Product Selection Screen Check the box next to the service you would like and select Continue. Check the appropriate boxes to indicate whether you wish to enroll in the Automatic Transfer of Service (ATS) program or not and select Continue. Select the effective date from the Calendar and select Next Step.

6. Customer Billing Information Screen

   The Property Shutoff Notification screen will open. Enter address where you want to receive letter notifying you if tenants become subject to shutoff. Select Continue.

7. Enter Billing Address Screen

   Enter address where you would like your billing statements or landlord program Information sent. Click Search and then select the address and click Next Step.

8. Review & Submit Screen

   If the information presented on this screen is correct, select Submit. If the information is not correct, use the Edit link to submit your changes.

9. Confirmation Screen
   You have successfully added additional property to your account.

View Manage My Properties Page

1. After signing in, select Manage My Properties.

Service Status of Rental Properties

1. After signing in, select Manage My Properties.

3. Manage My Properties Screen

Account Information, select show all units. All the addresses associated with the user name and password you signed in with will be listed. Each Service Status will be shown.

View Only Property I'm Financially Responsible for

1. After signing in, select Manage My Properties.

2. Manage My Properties Screen
Select the box, "Only show properties that I am currently financially responsible for." Under the Account Information header, the properties that you are financially responsible for will appear.

Start Service at Rental Property

1. After signing in, select Manage My Properties.
2. Manage My Properties Screen
All the addresses associated with the user name and password you signed in with will be listed.
3. Service Status Column
Select the Start Service option.
4. Start Service Screen
Enter the required information.
5. Verify Information Screen
If the information presented on this screen is correct, select Confirm & Start Service. If the information is not correct, use the Edit link to submit your changes.
6. Confirmation Screen
You have successfully started service at your rental property.

Stop Service at Rental Property

1. After signing in, select Manage My Properties.

2. Manage My Properties Screen
All the addresses associated with the user name and password you signed in with will be listed.
3. Service Status Column
Select the Stop Service option.
4. Stop Service Screen
Enter the required information.
5. Verify Information Screen
If the information presented on this screen is correct, select Confirm & Stop Service. If the information is not correct, use the Edit link to submit your changes.
6. Confirmation Screen
You have successfully stopped service at your rental property.

Remove a Property From Landlord Utility Management Program

You may choose to remove a property from your Landlord Utility Management account at any time. If you sell your rental property, please remove it from your online account. If the utilities are in the new owner's name, they will not be disconnected.

1. After signing in, select Manage My Properties.

2. Manage My Properties Screen
   All the addresses associated with the user name and password you signed in with will be listed. Select Remove Property.

3. Remove Property Screen
   Provide and answer all of the questions on the screen and select Continue.

4. Verify Information Screen
   If the information presented on this screen is correct, select Submit. If the information is not correct, select Cancel.

5. Confirmation Screen
   Select I'm Done. You have successfully submitted the request to remove the listed addresses from Landlord Utility Manager.

Stop Service During Removal

1. After signing in, select Manage My Properties.

2. Manage My Properties Screen
   All the addresses associated with the user name and password you signed in with will be listed. Select Remove Property.

3. Remove Property Screen
   At the bottom of the page you will be asked, "Would you like to STOP service at this

View or Export Utility Reports

1. After signing in, select the My Usage History.

2. My Usage History Screen
   All the addresses associated with the user name and password you signed in with will be listed. Select the property you would like to receive a report on and Run Usage Report for Selected Properties. The report will be populated.

Create, Manage or Delete Delegate Users

1. After signing in, select Manage Users.

To create users:

   a) Manage Users Screen
      Select Create User, enter the required information and select Continue.

   b) Verify Information Screen
      If the information presented on this screen is correct, select Create User. If the information is not correct, select Edit.

   c) Confirmation Screen
      Select I'm Done. You have successfully created a user.

To manage or delegate users:

a) Manage Users Screen
Find the user's name that you would like to make changes to and select Edit.

b) Edit Delegate Screen
The User Profile Information screen will open. Select edit user type. A sub screen, Edit User Type will open. Select user type and continue.