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The Property Manager Portal

Step-by-Step User Guide for commerical and residential property owners



The Property Manager Portal **Introduction**

The ComEd Property Manager Portal is an online web portal that allows commercial and residential landlords and property managers to establish Landlord Agreements with ComEd to ensure uninterrupted service in properties that are unoccupied.



The Landlord Agreement

A Landlord Agreement is an agreement between a landlord/property manager and ComEd. Both commercial and residential properties can be managed under a single Landlord Agreement. The Landlord Agreement provides uninterrupted service between tenants by automatically placing electric service billing in the landlord/property manager's name after a tenant leaves the premises, ensuring continuous service. The benefits of a Landlord Agreement with ComEd include:

- **Continuous electric service during winter months** to help reduce the risk of frozen pipes and resultant property damage
- Uninterrupted electric service to **maintain lighting and security systems**
- Ability to **immediately transfer electric service billing** to a new tenant without any delay and without need for electric service restoration

For FAQs visit
ComEd.com/Landlord ➔

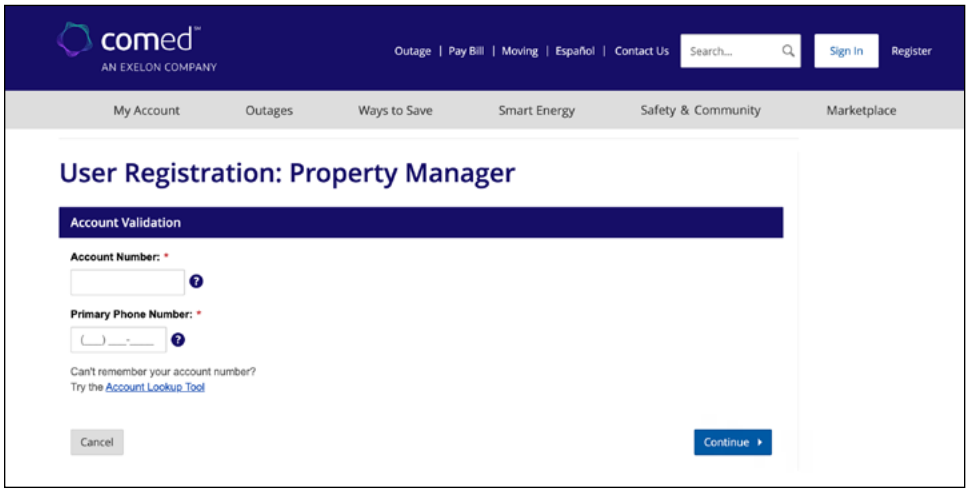
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Getting **Started**

Create a User Profile

1. Go to ComEd.com/Landlord and select **Property Manager**. Enter your existing ComEd account number and primary phone number to verify your identity.



2. Enter **Email** and **Password**. If your ComEd.com account is already registered under Manage My Account, you must use a different email address. Follow the password requirements outlined. Continue →

3. Select **Yes** to agree to the Terms and Conditions. Continue →

4. **Verify your registration**. A confirmation email will be sent to the email address provided. Follow the instructions in the email to verify your Property Manager Portal user profile.

Residential Customers Will Need:

- Contact Name
- Contact Phone Number
- Mailing Address
- Nickname for Your New Landlord Agreement

If you are a new ComEd customer, you will also need:

- Social Security Number
- Date of Birth
- Driver's License/State ID
- ID State of Issuance
- Email Address

Commercial Customers Will Need:

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

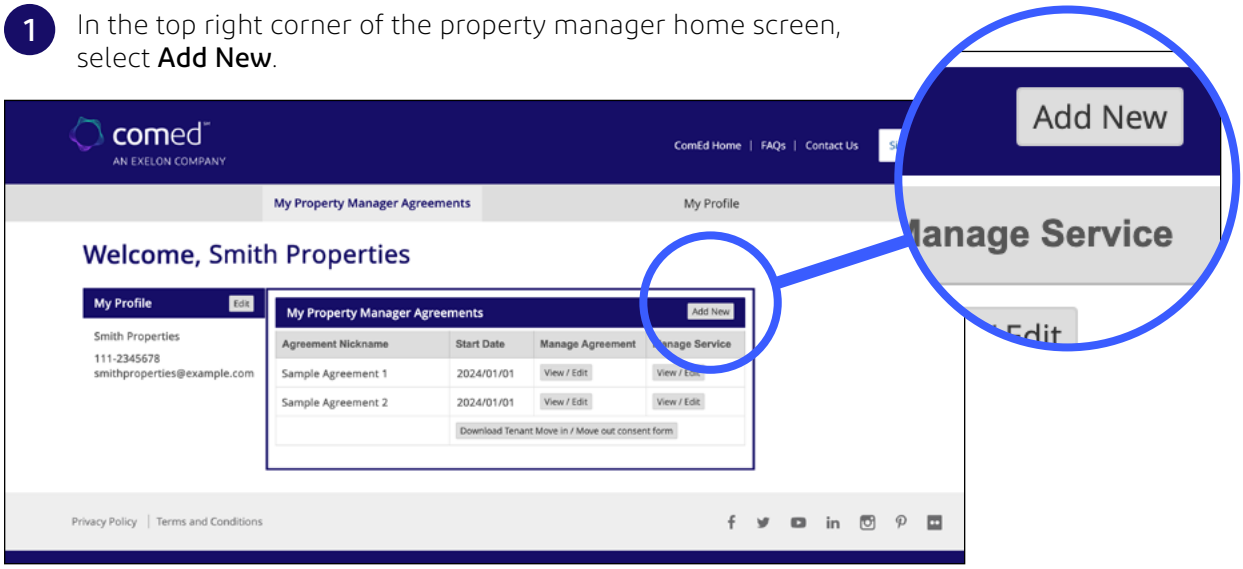
Using the **Property Manager Portal**

Once your Property Manager Account is created, you must set up your Landlord Agreement.

Log in to your account at ComEd.com/Landlord. You must log in to access your Property Manager information. If you currently have a Landlord Agreement in place prior to logging in, you should see your created agreement upon completing registration.

Add a Landlord Agreement

1. In the top right corner of the property manager home screen, select **Add New**.



2. Complete the fields as indicated.

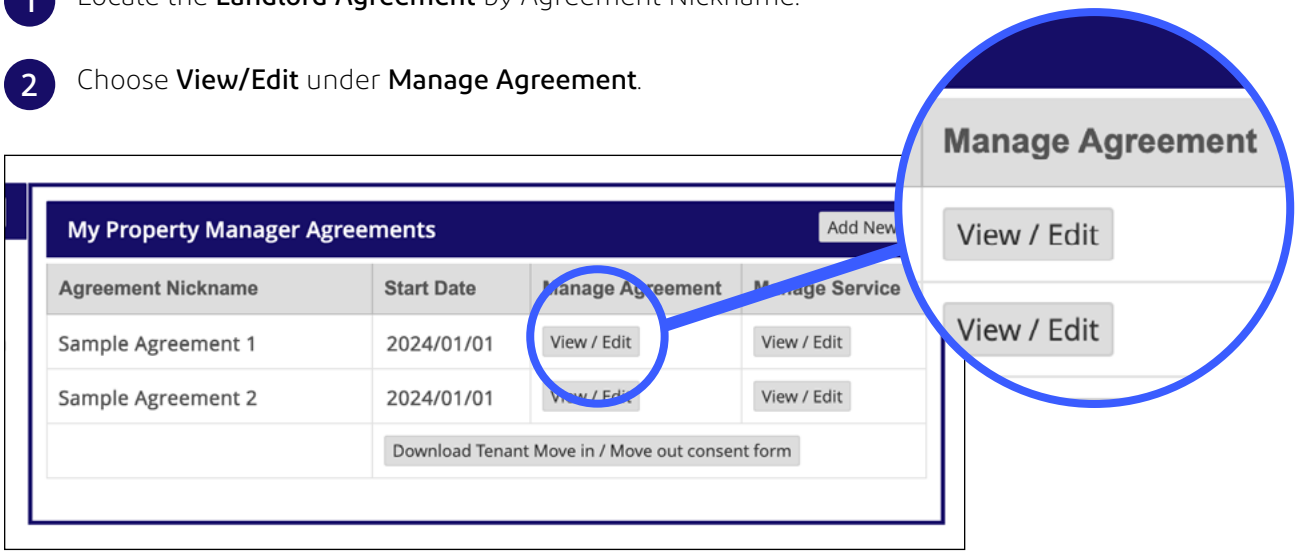
3. Check "**I agree to the Terms of Use listed above.**" Continue →

You have successfully added a new landlord agreement. You will receive a confirmation message.

Using the **Property Manager Portal**

Edit a Landlord Agreement

1. Locate the **Landlord Agreement** by Agreement Nickname.
2. Choose **View/Edit** under **Manage Agreement**.



3. Select **Edit** next to the information you want to update.
4. Update the information and select **Save**.

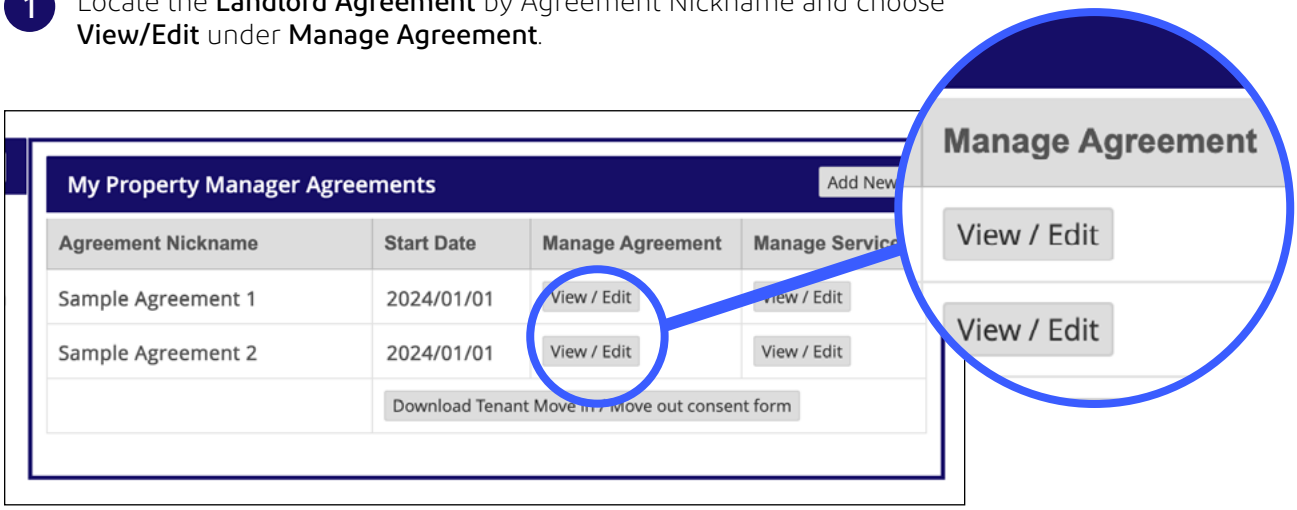
You have successfully edited your Landlord Agreement. You will receive a confirmation message.

Note: If you need to remove a Landlord Agreement, use the **Landlord Cancellation Form**.

Using the **Property Manager Portal**

Add a Premises

1. Locate the **Landlord Agreement** by Agreement Nickname and choose **View/Edit** under **Manage Agreement**.



2. Select **Edit** from the **Add Premises** section.



3. Choose one of the three options (by address, by meter number or by account number) to look up your premises. Locate the premises you want to add and click **Add Selected**.

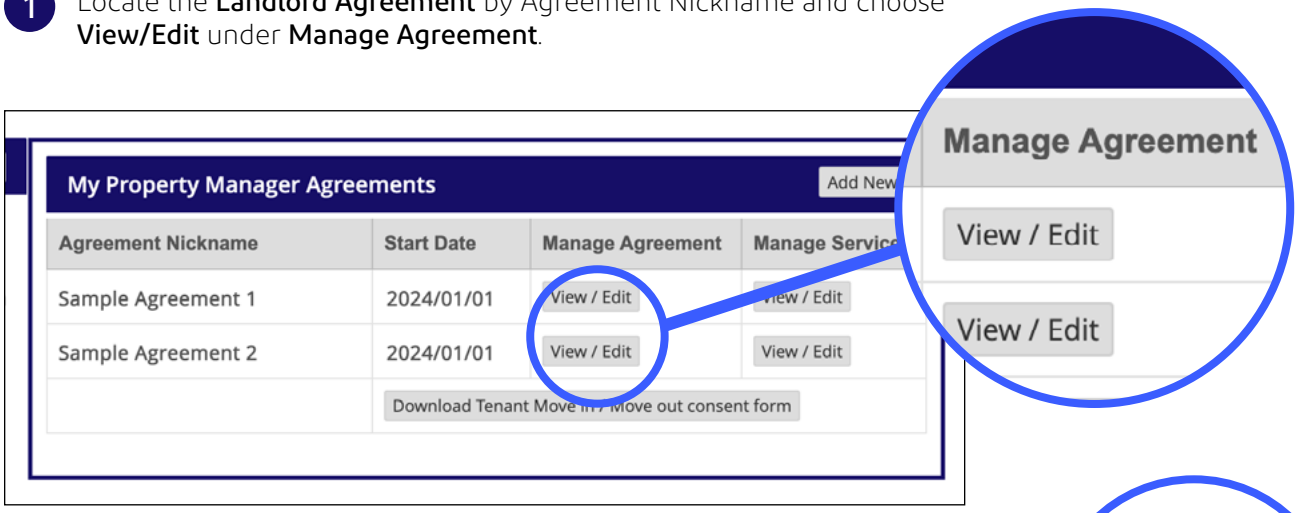
4. Review and **Save**.

You have successfully added a premises to your Landlord Agreement. You will receive a confirmation message.

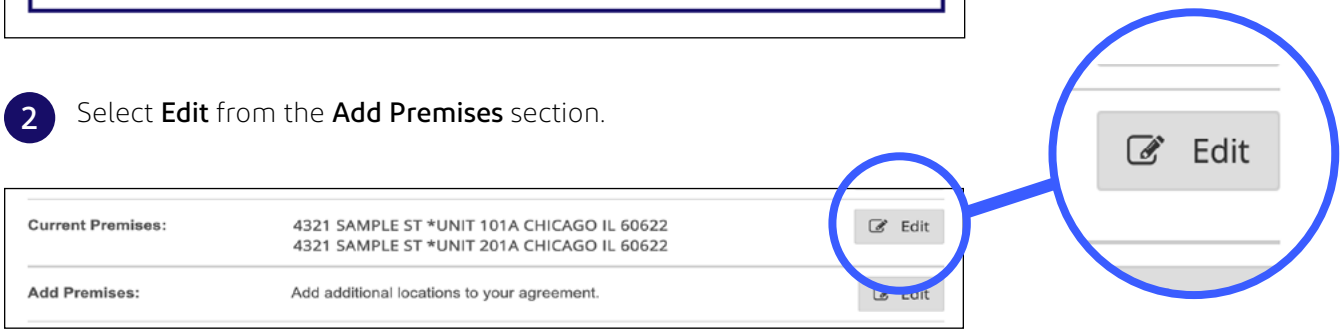
Using the **Property Manager Portal**

Remove a Premises

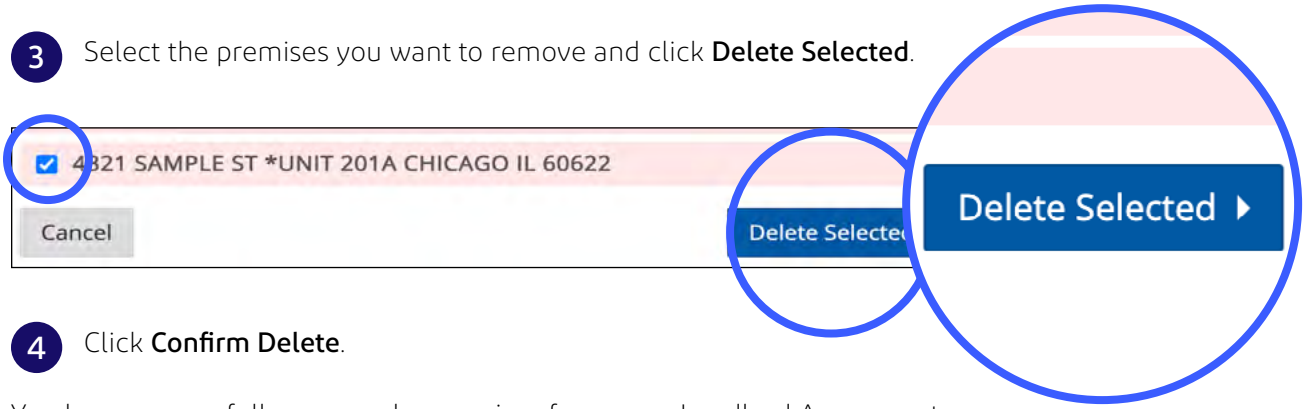
1. Locate the **Landlord Agreement** by Agreement Nickname and choose **View/Edit** under **Manage Agreement**.



2. Select **Edit** from the **Add Premises** section.



3. Select the premises you want to remove and click **Delete Selected**.



4. Click **Confirm Delete**.

You have successfully removed a premises from your Landlord Agreement. You will receive a confirmation message.

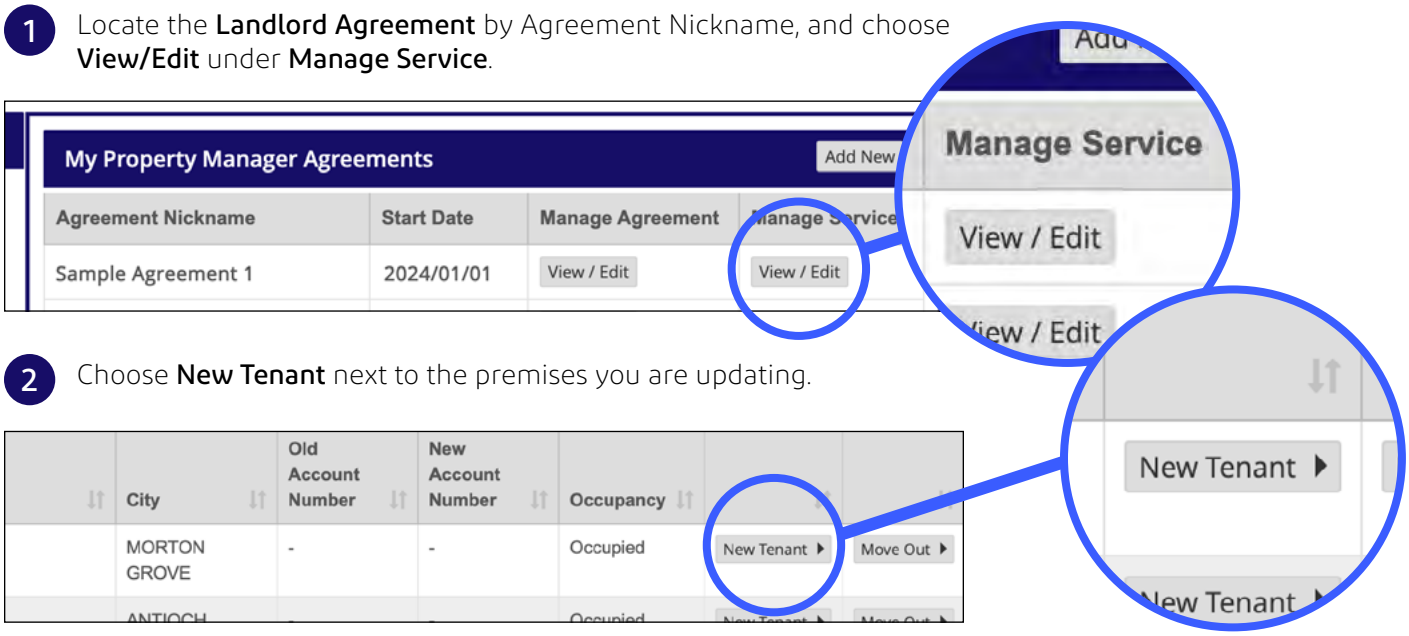
Note: Removing a premises does not cancel the Master Landlord Agreement. If you need to remove a Landlord Agreement, please use the **Landlord Cancellation Form**.

Using the **Property Manager Portal**

Add a Tenant—Connect Service at Move-In

Residential landlords must have a signed **Tenant Consent Form** prior to adding a tenant to a premises. This form can be downloaded from the **My Property Manager Agreements** tab on the Property Manager home page.

1. Locate the **Landlord Agreement** by Agreement Nickname, and choose **View/Edit** under **Manage Service**.



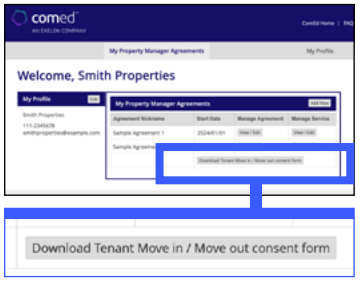
2. Choose **New Tenant** next to the premises you are updating.

3. Complete all required **customer information** and check the "**I confirm...**" box.
4. Add the **Start Service Date**. Continue →
5. Complete all required **personal identification** fields. Continue →
6. Review the confirmation screen. **Submit**.

You have successfully added a tenant to a premises. You will receive a confirmation message.

Tenant Consent Form

Download the Tenant Consent Form from the **My Property Manager Agreements** tab.



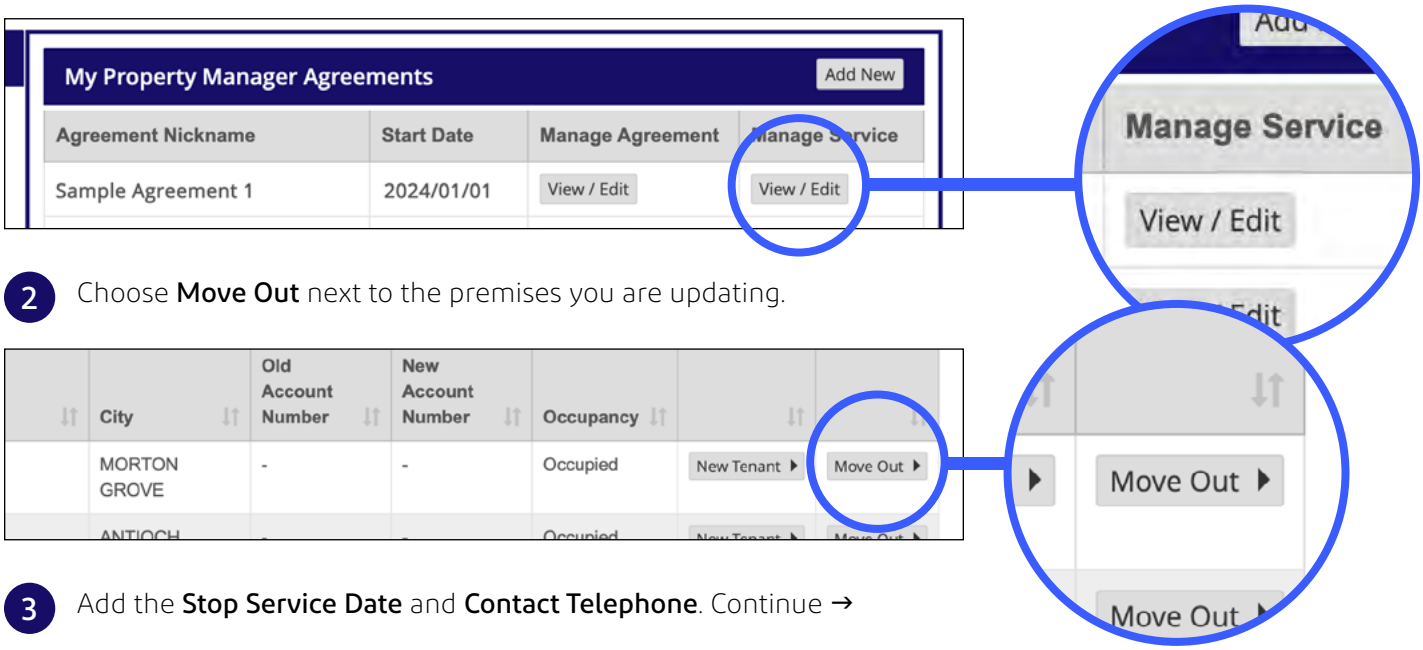
Note: Commercial customers must call **877-4-ComEd-1** (877-426-6331) to connect service on behalf of a tenant. Commercial tenants cannot be connected through the Property Manager Portal.

Using the **Property Manager Portal**

Remove a Tenant—Disconnect Service at Move-Out

Locate the residential premises in your Landlord Agreement to verify electric service billing. If electric service billing is in a tenant's name, it will be displayed as **Occupied**. If electric service is billing to the property manager/ landlord, **Vacant** will be displayed.

1. Locate the **Landlord Agreement** by Agreement Nickname, and choose **View/Edit** under **Manage Service**.



2. Choose **Move Out** next to the premises you are updating.

3. Add the **Stop Service Date** and **Contact Telephone**. Continue →
4. Check the "**I confirm...**" box. Continue →
5. Review the confirmation screen. **Submit**.

You have successfully removed a tenant from a premises. You will receive a confirmation message.

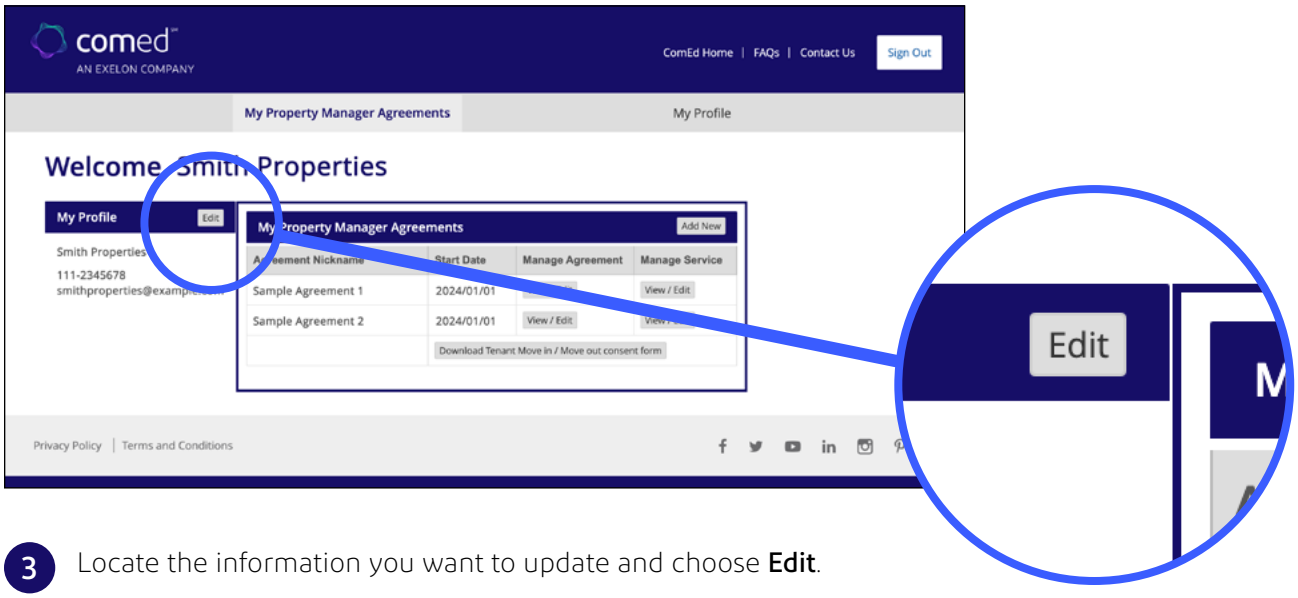
Note: Commercial customers must call **877-4-ComEd-1** (877-426-6331) to disconnect service on behalf of a tenant. Commercial tenants cannot be disconnected through the Property Manager Portal.

Updating Your **Account Profile**

Update/Edit Your Profile

1. Go to ComEd.com/Landlord and select **Property Manager**. Log in to the Property Manager Portal.

2. From the Property Manager **home screen**, chose the **Edit** button in the My Profile bar.



3. Locate the information you want to update and choose **Edit**.

4. Update the information and **Save**.

Once you have completed your account registration, you may update your Property Manager Account profile information. You will receive a message confirming your changes.

For FAQs and additional information visit
ComEd.com/Landlord ➔

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