

Frequently Asked Questions Property Manager Portal

September 7, 2018

What is the Property Manager Portal?

The new Property Manager Portal allows property managers to establish and manage Automatic Turn-On agreements with Delmarva Power and Light online. Automatic Turn-On 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:

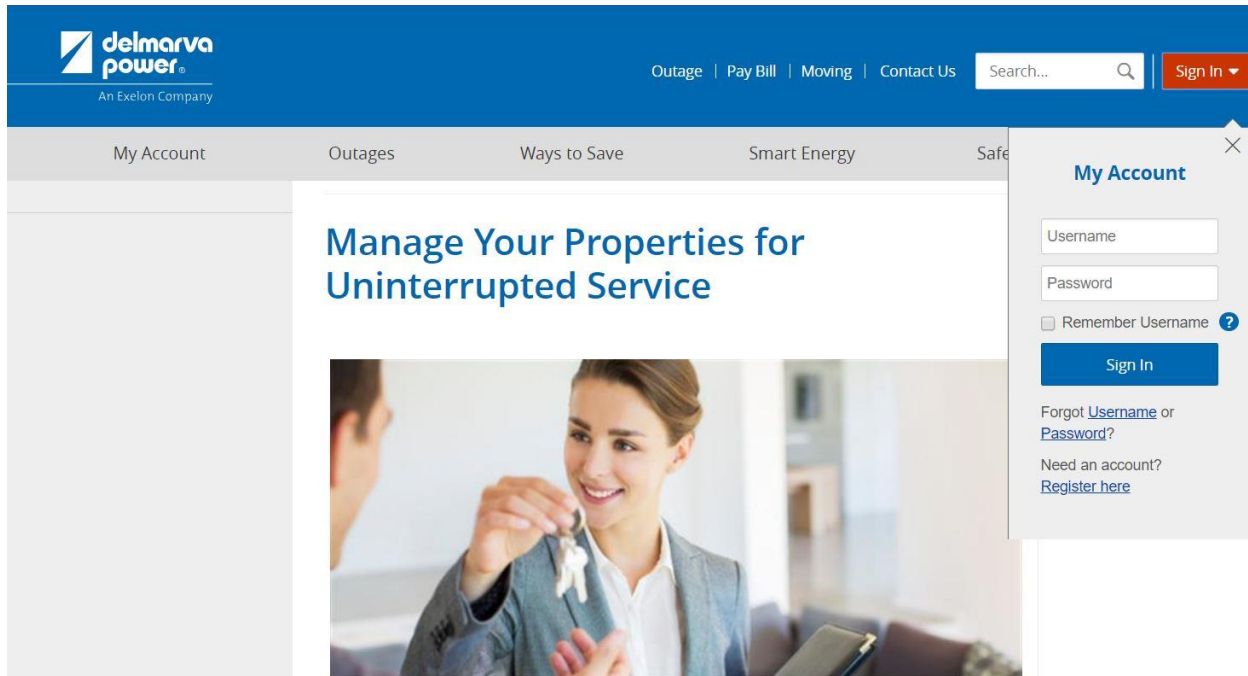
- View account responsibility for units and properties
- Transfer account responsibility on behalf of tenants
- Receive notification when accounts have been transferred to property managers
- Update account information and Automatic Turn-On Agreements, 24/7

What is the Automatic Turn-On agreement?

An Automatic Turn-On agreement provides peace-of-mind to property managers by ensuring continuous electric service to units and properties. An Automatic Turn-On agreement is an agreement between a property manager and Delmarva Power and Light that authorizes Delmarva Power and Light 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 an Automatic Turn-On agreement in the Property Manager Portal by going to [Delmarva Power and Light.com](http://DelmarvaPowerandLight.com) and clicking on the “Register Here” link beneath the “Manage My Account” login. If you do not currently have an Automatic Turn-On agreement, you will be prompted to establish one.



The screenshot shows the Delmarva Power website interface. At the top, there is a navigation bar with links for 'Outage', 'Pay Bill', 'Moving', and 'Contact Us', along with a search bar and a 'Sign In' button. Below this is a secondary navigation bar with 'My Account', 'Outages', 'Ways to Save', 'Smart Energy', and 'Safe'. The main content area features a banner titled 'Manage Your Properties for Uninterrupted Service' with an image of a woman holding keys. A 'My Account' sign-in modal is open on the right, containing fields for 'Username' and 'Password', a 'Remember Username' checkbox, a 'Sign In' button, and links for 'Forgot Username or Password?', 'Need an account? Register here', and a help icon.

What information is needed to establish an Automatic Turn-On 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 Automatic Turn-On Agreement, including ZIP code(s).

Alternatively, you may use the Delmarva Power and Light 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 Automatic Turn-On 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 Automatic Turn-On Agreements can I have?

There is no limit to the number of Automatic Turn-On Agreements you may have. The Property Manager Portal provides the flexibility of organizing units and properties under separate Automatic Turn-On Agreements if you choose. Additionally, to help you manage multiple Automatic Turn-On 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 an Automatic Turn-On Agreement?

There is no limit to the number of units and properties that can be placed under an Automatic Turn-On Agreement.

How do I add/remove units and properties to/from an Automatic Turn-On Agreement?

Simply login to your Property Manager Portal account and identify the Automatic Turn-On 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 Automatic Turn-On Agreement has been updated.

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

Can I move units and properties from one Automatic Turn-On Agreement to a different Automatic Turn-On Agreement?

Yes. Simply remove the unit from the original Automatic Turn-On Agreement and add it to the desired Automatic Turn-On Agreement.

If I am adding units or properties to an Automatic Turn-On Agreement and cannot 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 Delmarva Power and Light at 877-4-Delmarva Power and Light-1 (877-426-6331).

Can I add new Automatic Turn-On 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 an Automatic Turn-On Agreement?

To cancel an Automatic Turn-On Agreement please contact Delmarva Power and Light at 877-4-Delmarva Power and Light-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 Automatic Turn-On 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 Automatic Turn-On 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 Delmarva Power and Light at 877-4-Delmarva Power and Light-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 Delmarva Power and Light 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 Delmarva Power and Light. For residential properties, the tenant may call 800-Edison-1 (800-334-7661). For commercial properties, the tenant may call 877-4-Delmarva Power and Light-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-Delmarva Power and Light-1 (877-426-6331) between the hours of 8 a.m. to 6 p.m. Monday through Friday.