

## PECO Property Manager Portal FAQs

### What is the Property Manager Portal?

The new [Property Manager Portal](#) allows property managers to establish and manage Landlord Agreements with PECO online. 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 electric and/or natural gas accounts.

### What is a Landlord Agreement?

A Landlord Agreement is an agreement between a landlord and PECO which provides uninterrupted service between tenants by automatically placing electric and/or natural gas service billing into the landlord/property manager's name after a tenant leaves the premise, ensuring continuous service. Both commercial and residential properties can be managed under a single Landlord Agreement, when tenants close their 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
- Receive notifications when accounts have been transferred to property managers
- Update account information and Landlord Agreements

### 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 PECO.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.

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

#### RESIDENTIAL CUSTOMERS WILL NEED:

- Social Security Number
- Name
- Contact Phone Number
- Address

- Email Address

**COMMERCIAL CUSTOMERS WILL NEED:**

- Business Tax ID
- Business Name
- Contact Phone Number
- Business Address
- 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 PECO 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.

### **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 PECO at 800-494-4000.

### **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 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.

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

You can contact a Customer Service Representative at 800-494-4000 between the hours of 7 a.m. to 7p.m. Monday through Friday.