

Landlord Utility Services

Work Instructions



Log In Page

saglt ≝" stomize Links	
Landlord Utility Services	
Ity Services sumers Energy's Landlord Utility Services, where you can manage utility services at operties in one place! A Landlord Utility Services account allows you to view your fer service, and download energy use data. Ready to get started? <u>Email us</u> or call today! ency Programs for Property Managers and base qualifies as 66% or greater low-income residency, call (877) 448-9433 to gy efficiency measures available under Consumers Energy's Low-Income program. If a does not qualify as low-income, you can call (866) 234-0445, or vist <u>energytradealy.com</u> to learn about our Multifamily Direct Install program, and the valable under our Prescriptive and Custom energy measures.	User ID: Password: Log In Forgot Password?
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To enter the portal, simply enter your assigned User ID and Password, provided by Consumers Energy.

The website address for the portal is:

https://www.consumersenergy.com/landlord

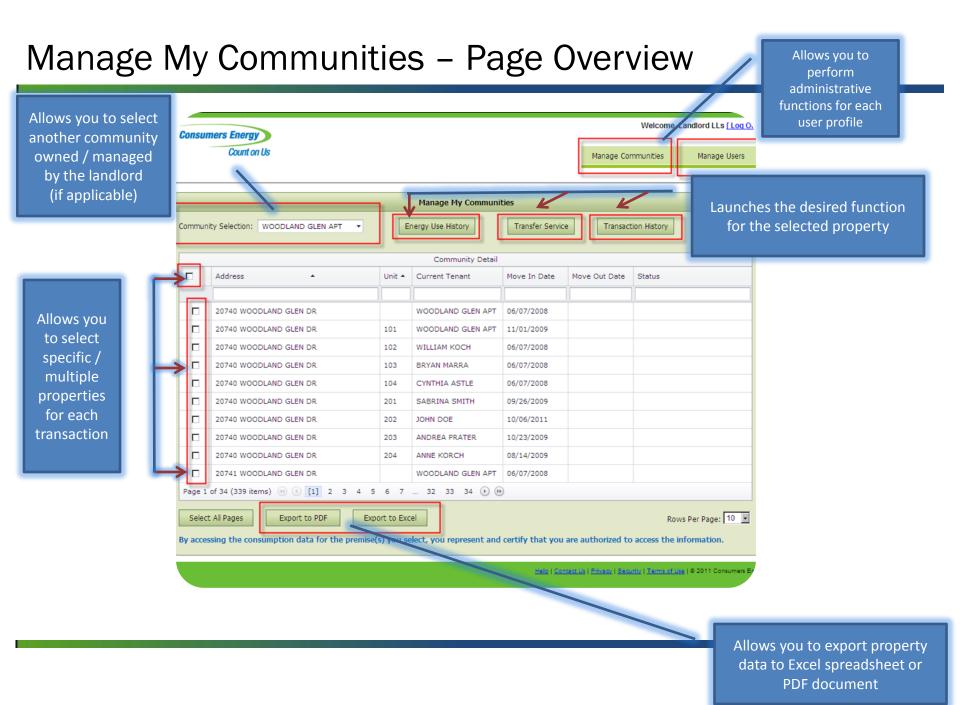


Manage My Communities

			Manage My Commun	nities		
nmun	ity Selection: FLAMINGO TRAILER CT	• E	inergy Use History	Transfer Service	Transac	tion History
			Community Detai	1		
1	Address 🔺	Unit 🔺	Current Tenant	Move In Date	Move Out Date	Status
	22600 MIDDLEBELT RD		FLAMINGO TRAILER	10/12/2011		
П	22600 MIDDLEBELT RD		ANTHONY BARTOLOMUCCI	06/12/2008		
П	22600 MIDDLEBELT RD	A1	PAUL SCHILINSKI	10/22/2009		
Π	22600 MIDDLEBELT RD	A10				Vacant Unit
Г	22600 MIDDLEBELT RD	A11				Vacant Unit
Г	22600 MIDDLEBELT RD	A12	SHARON VISNYAK	06/12/2008		
Г	22600 MIDDLEBELT RD	A14	Lisa Compton	10/25/2011		
Г	22600 MIDDLEBELT RD	A15	FLAMINGO TRAILER CT	11/01/2011		
Г	22600 MIDDLEBELT RD	A16	DAVID BENNETT	04/23/2009		
Г	22600 MIDDLEBELT RD	A17	FLAMINGO TRAILER CT	11/30/2009		
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The Landing Page provides you access to the functionality within the portal and is the starting point for any transaction within the site.





Community Selection

To use the Community Selection option, simply click the drop down arrow and select the community you would like to view. The portal will show only the properties that belong to the newly selected community.

					Manage My Commu	nities		
Commun	ity Selection:	WOODLAND GLEN APT	÷		Energy Use History	Transfer Service	Transact	tion History
		Community		House	Street	City		
		FLAMINGO TRAILER CT		22600	Middlebelt Rd	Farmington Hills		
		GARFIELD PARK APTS			PO Box 39	Fraser	Move Out Date	Status
	Address	NORTH HILLS VLG APT		26645	W 12 Mile Rd	Southfield	Hove our pare	
		SOMERSET PARK APTS		2405	Dorchester Dr N	Troy		
	20740 WOO	THE PAVILION CT APT		22675	Pavilion Dr	Novi		
Г		WOODLAND GLEN APT		20969	Woodland Glen Dr	Northville		
		DLAND GLEN DR		102	WILLIAM KOCH	06/07/2008		
-	20740 WOO	DLAND GLEN DR		103	BRYAN MARRA	06/07/2008		
		DLAND GLEN DR		104	CYNTHIA ASTLE	06/07/2008		
Г. П		DLAND GLEN DR		201	SABRINA SMITH	09/26/2009		
	20740 WOO	DDLAND GLEN DR		202	JOHN DOE	10/06/2011		
П	20740 WOO	DLAND GLEN DR		203	ANDREA PRATER	10/23/2009		
Г	20740 WOO	DULAND GLEN DR		204	ANNE KORCH	08/14/2009		
	20741 WOO	DLAND GLEN DR			WOODLAND GLEN AP			
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Energy Use History Option

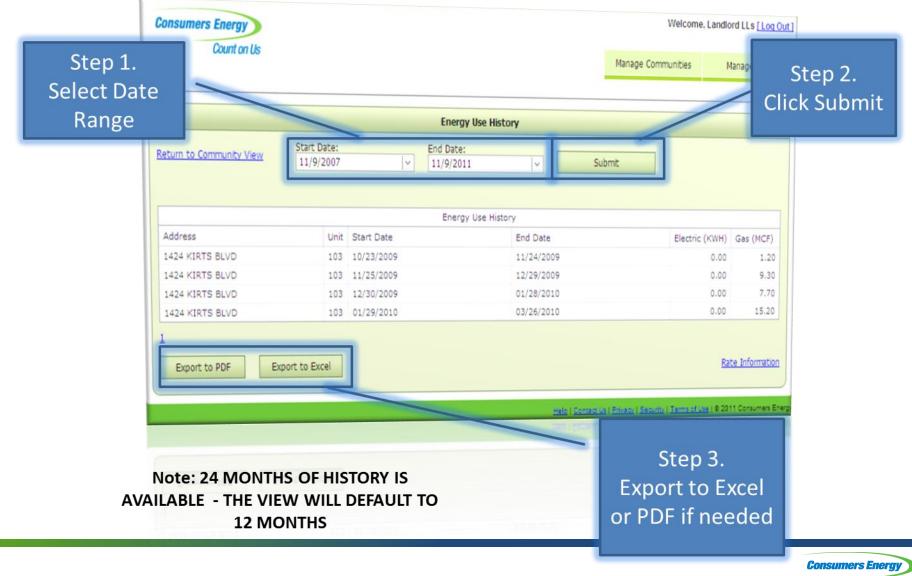
To view the usage history for a property, check the box next to the address and click "Energy Use History".

You may select multiple properties, only one location, or choose to select all properties for this function.

	Count on Us				Manage Cor	mmunities	Manage Use
			Manage My Communi	ties			
Commur	ity Selection: WOODLAND GLEN APT	E	nergy Use History	Transfer Service	Transact	tion History	
4			Community Detail				
	Address 🔺	Unit 🔺	Current Tenant	Move In Date	Move Out Date	Status	
			-				
	20740 WOODLAND GLEN DR		WOODLAND GLEN APT	06/07/2008			
	20740 WOODLAND GLEN DR	101	WOODLAND GLEN APT	11/01/2009			
	20740 WOODLAND GLEN DR	102	WILLIAM KOCH	06/07/2008			
7 🗆	20740 WOODLAND GLEN DR	103	BRYAN MARRA	06/07/2008			
	20740 WOODLAND GLEN DR	104	CYNTHIA ASTLE	06/07/2008			
	20740 WOODLAND GLEN DR	201	SABRINA SMITH	09/26/2009			
	20740 WOODLAND GLEN DR	202	JOHN DOE	10/06/2011			
	20740 WOODLAND GLEN DR	203	ANDREA PRATER	10/23/2009			
	20740 WOODLAND GLEN DR	204	ANNE KORCH	08/14/2009			
	20741 WOODLAND GLEN DR		WOODLAND GLEN APT	06/07/2008			
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Energy Use History Option



Count on Us

Transfer Service Option

To transfer service from one tenant to another, or to remove the service from your name, check the box next to the address and click "Transfer Service".

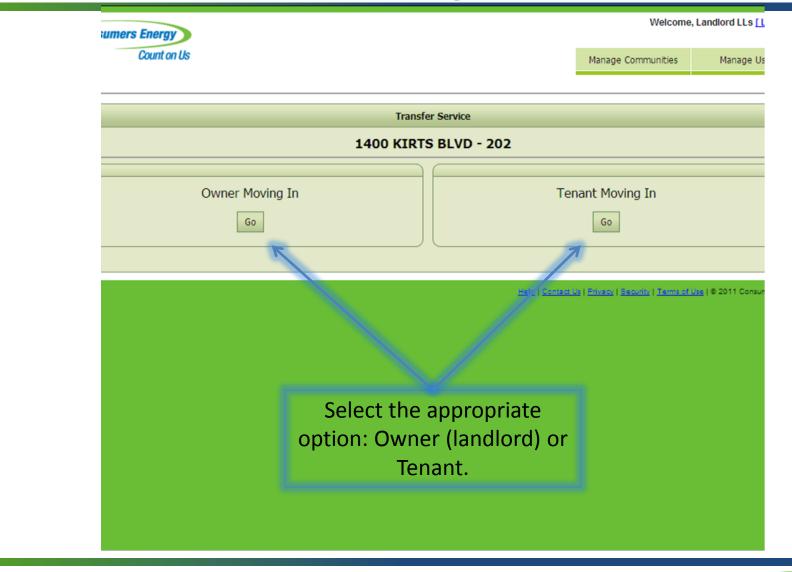
Only one unit may be selected for this feature.

	Count or	n Us				Hannas Car	mounities	Manage Users
_						Manage Cor	nmunities	Manage Users
				Hanage My Communi	ties			
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				Community Detail				
	Address		Unit 🔺	Current Tenant	Move In Date	Move Out Date	Status	
	20740 WOO	DLAND GLEN DR		WOODLAND GLEN APT	06/07/2008			
	20740 WOO	DLAND GLEN DR	101	WOODLAND GLEN APT	11/01/2009			
	20740 WOO	DLAND GLEN DR	102	WILLIAM KOCH	06/07/2008			
	20740 WOO	DLAND GLEN DR	103	BRYAN MARRA	06/07/2008			
	20740 WOO	DLAND GLEN DR	104	CYNTHIA ASTLE	06/07/2008			
	20740 WOO	DLAND GLEN DR	201	SABRINA SMITH	09/26/2009			
	20740 WOO	DLAND GLEN DR	202	JOHN DOE	10/06/2011			
	20740 WOO	DLAND GLEN DR	203	ANDREA PRATER	10/23/2009			
	20740 WOO	DLAND GLEN DR	204	ANNE KORCH	08/14/2009			
	20741 WOO	DLAND GLEN DR		WOODLAND GLEN APT	06/07/2008			
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Transfer Service – Selecting the New Party





Owner Moving In

Consumers Energy			Welcom	e, Landlord LLs [
Count on U	ls		Manage Communities	Manage Us
		Transfer Service		
		1400 KIRTS BLVD - 102		
The ★ fields are require	ed.			
★ Transfer Date	11/11/2011			
Customer Leavir	ng	Meter Read		
Mailing Address for Final Bill	e Person C Organization	Enter a meter read by clicking the dials or e If your meter has only four dials, ignore the If an actual meter read is not provided, we	eleft-most dial.	v.
First Name	CHARLES		lumber: 25253945	
Last Name	WEATHERFORD		$1 \qquad 10 \qquad 0$	901
House Number		$\begin{pmatrix} 9 & 1 \\ 8 & 2 \end{pmatrix} \begin{pmatrix} 1 & 9 \\ 2 & 8 \end{pmatrix} \begin{pmatrix} 8 \\ 8 \end{pmatrix}$	$\begin{pmatrix} 2 \\ 2 \end{pmatrix} \begin{pmatrix} 2 \\ 8 \end{pmatrix}$	
Street Name			$3 \\ 4 \\ 4 \\ 5 \\ 6 \\ 7 \\ 6 \\ 7 \\ 6 \\ 7 \\ 7 \\ 7 \\ 7 \\ 7$	⁷ 6 5 4
Unit Number			• 5 •	8 .
City State	•	3 • 4 • 7		
ZIP Code				
				Confirm
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When the Owner is moving in, the option will be presented to update the final mailing address for the tenant that is leaving. While this information is not required, Consumers Energy requests that you update it whenever possible to assist us with collecting on the tenant's final bill.

To transfer service, simply select the date the transfer is to be effective and provide a meter read if desired. If you do not provide a meter read, Consumers Energy will prorate the read which may result in less accurate billing.

When you have finished, click "Confirm".



Owner Moving In – Confirmation Page

Count on Us				ome, Landlord LLs
	\$		Manage Communitie	s Manage
	Τι	ansfer Service		
	1400 K	IRTS BLVD - 102		
	If the following information is correct, pi revise your information, click Back.	ease click on the Submit button	below. To	
	Date of Move Out	11/11/2011		
	Mailing Address for Final Bill	CHARLES WEATHERFORD		
	Owner Moving In	FLAMINGO TRAILER CT		
	Gas Meter Read	34758		
			Back	Submit
			us Frivacy Security Terr	ne of Lizz I @ 2011 Const
		Hele Contact	US PRVBOV SECONY TEN	<u></u>

After you have submitted your information, you will receive a confirmation page that will ask you to confirm the information entered.

After verifying the information is correct, you may click the "Submit" button in the lower right corner of the screen.

If the information entered is not accurate, you may click "Back" and the transfer of service will not be processed.



New Tenant Moving In

Consumers Energy				
Count on U	S		Manage Communities	Manage User
		Transfer Service		
	2	22600 MIDDLEBELT RD		
The ★ fields are require	ed.			
		New Tenant		
Tenant Name	• Person • Organization	Mailing Address (if different from	m service address)	
First Name	Zachary	House Number		
Last Name	Pakkala	Street Name		
Date of Birth	12/2/1986	Unit Number		
Please provide one o	r more of the following:	City		
Social Security	345678999	State		
Number	3420/0222	ZIP Code		
State ID Number Driver's License	P123456789123	Please answer the following q	uestions to help us assi	gn the correct
Number		electric rate:		
State	MI	Is this the tenant's primary resider	nce?	Yes
Contact Information		Is the tenant 65 years of age or o	older and the head of the	No
🕇 Telephone Number	8004775050	household?		
E-mail Address		What type of fuel is used to heat	the home?	Natural Gas
Current or Previous Ad	dress	Is there electric-powered medical equipment in use at this residence	e?	No
🛨 House Number	123	Does the tenant currently receive	low income assistance?	Yes
★ Street Name	Main St	(elgibility)	t the bad the	
Unit Number		★ Landlord represents that the customer's identification		€ Yes € No
★ City	Lansing	use the new customer's perso		
* State	MI * 48917	the new customer's name.		
★ ZIP Code	1071/		Back	Confirm
			Back	Confirm

In compliance with the Fair and Accurate Credit Transaction Act (FACTA) of 2003, residential customers are required to provide validating information (name and driver's license or Michigan ID number or Social Security Number) prior to receiving new energy service or when making a change to their existing account (moving within utility service territory).

Without a Social Security number, we may not be able to validate the tenant's identity and may require the tenant to come into a company office or to fax a **notarized** copy of their identification so we can confirm their identity.

To complete the transfer of service, fill out the form and answer the rate questions to assist us in assigning the most appropriate rate for the customer.

When you have finished, click "Confirm".



New Tenant Moving In – Confirmation Page

Energy Count on Us				
unt on US			Manage Communities	Manag
		Transfer Service		
	1400	KIRTS BLVD - 101		
	If the following information is correct, revise your information, click Back.	please click on the Submit butto	n below. To	
	Date of Move Out	11/11/2011		
	Owner Moving Out	SOMERSET PARK APTS		
	Moving in Tenant Name	Zachary Pakkala		
	Date of Birth	12/02/1980		
	Social Security Number	###-##-2345		
	Contact Information	5174907992 zjpakkala@cmsenergy.com		
	Current or Previous Address	15110 Loxley Ln Lansing, MI 48906		
			Back	Submit
			DdLK	
		Helo Contac	t Us Privacy Security Terms	of Use @ 2011 C
		Helo Contac	<u>t Us Privsoy Security Term</u>	<u>of Use</u> @ 201

After you have submitted your information, you will receive a confirmation page that will ask you to confirm the information entered.

After verifying the information is correct, you may click the "Submit" button in the lower right corner of the screen.

If the information entered is not accurate, you may click "Back" and the transfer of service will not be processed.

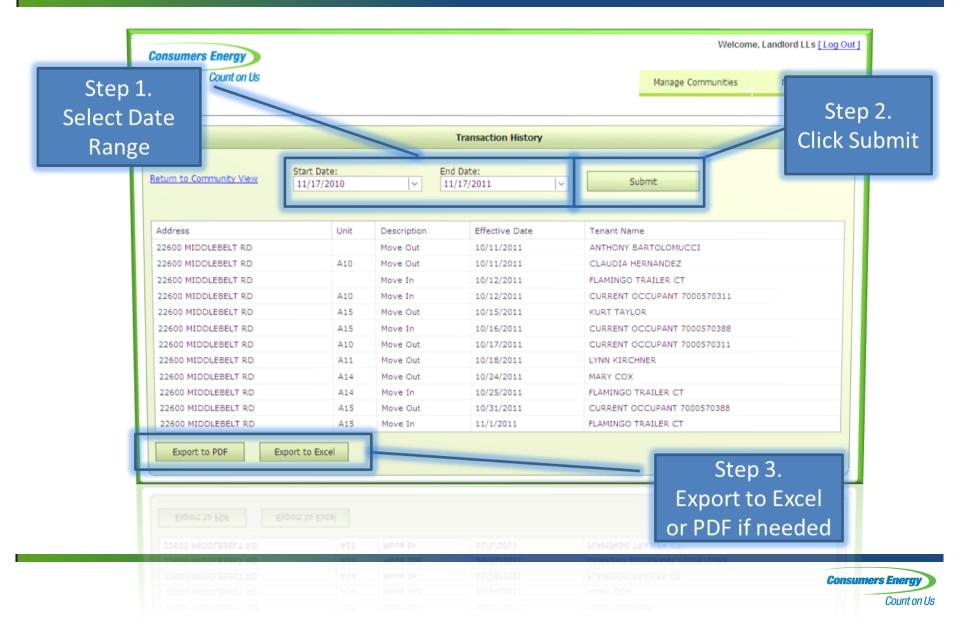


Transaction History Option

onsun	ners Energy					Welcome, Landlord LLs [Log] Out]	
	Count on Us				Manage Co	mmunities Manage Users		
mmuni	ty Selection: FLAMINGO TRAILER CT	T E	Manage My Communi	ties Transfer Servic	e Transac	tion History		To view the history of
	Address	Unit 🔺	Community Detail	Move In Date	Move Out Date	Status		any transfers of
ш.	Auti 633							service for a
Г	22600 MIDDLEBELT RD		FLAMINGO TRAILER CT	10/12/2011				community, select the
Г	22600 MIDDLEBELT RD		ANTHONY	06/12/2008				
П	22600 MIDDLEBELT RD	A1	PAUL SCHILINSKI	10/22/2009				community and click
Г	22600 MIDDLEBELT RD	A10				Vacant Unit		"Transaction History"
	22600 MIDDLEBELT RD	A11				Vacant Unit		
	22600 MIDDLEBELT RD	A12	SHARON VISNYAK	06/12/2008				
	22600 MIDDLEBELT RD	A14	FLAMINGO TRAILER CT	10/25/2011				
	22600 MIDDLEBELT RD	A15	FLAMINGO TRAILER CT	11/01/2011				
	22600 MIDDLEBELT RD	A16	DAVID BENNETT	04/23/2009				
	22600 MIDDLEBELT RD	A17	FLAMINGO TRAILER CT					
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Transaction History



Manage Users

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					Manage Co	mmunities	Manage Use
			Manage My Communi	ties			
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			Community Detail				
	Address •	Unit +	Current Tenant	Move In Date	Move Out Date	Status	
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	20740 WOODLAND GLEN DR	101	WOODLAND GLEN APT				
Г	20740 WOODLAND GLEN DR	102	WILLIAM KOCH	06/07/2008			
Г	20740 WOODLAND GLEN DR	103	BRYAN MARRA	06/07/2008			
Г	20740 WOODLAND GLEN DR	104	CYNTHIA ASTLE	06/07/2008			
	20740 WOODLAND GLEN DR	201	SABRINA SMITH	09/26/2009			
	20740 WOODLAND GLEN DR	202	JOHN DOE	10/06/2011			
	20740 WOODLAND GLEN DR	203	ANDREA PRATER	10/23/2009			
	20740 WOODLAND GLEN DR	204	ANNE KORCH	08/14/2009			
Г	20741 WOODLAND GLEN DR		WOODLAND GLEN APT				
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The portal is designed to allow a "Master Landlord" to create and manage users within the portal, serving as an administrator. (e.g. Office Manager)

Consumers Energy will assign one Master User ID , which will have administrative rights to perform all functions within the portal. The Master ID has the ability to create new users, delete current users, reset passwords, update profiles, and set access limits for each user.

Access limits can be set by the administrator to allow each user to view limited property/community information.



Update / Delete Users

	Consumers Energy			Welcome, Landlord LLs [Log Out
	Count on U	5		Manage Communities Manage Users
From this page you can: Create a new user Update an existing profile Change a password 	Create New User	P Update Selected User Change Password	anage My Users Delete Selected User	
Delete a user profile	Tiser ID	• First Name	Last Name	E-Mail
To create a new user,	landlord	Landlord	LLS	landlord@cms.com
select "Create New User"	lisapm LLDtest_ser1	Lisa LLDtestuser1	Compton LLDtestuser1	Imcompton@cmsenergy.net
Sciette ciette item ober	prop_mgr	First Name	Manager	prop_mgr@cms.com
	propmgr2	Prp	2	prp@cms.com
To update, delete, or change	test12	test	test	test@test.test
the password for an existing	test34	test	test	test1@test.com
user, click on the appropriate	test55	test	test	test@test2.com
user and make the appropriate	test78	test	test	test@test3.com
selection.				Rows Per Page: 10
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	199478	1910	1621	Consumers Energy
				Count on U

Create User

To create a new user, click "Create New User" from the Manage Users window.

Under **"User Information"** fill in the required fields.

For each user you can select which of the communities you would like that user to access. In the example shown, the new user is being granted access to only three of the six properties.

Once the information has been entered, click "Save User Account".

Count on Us			Manage Communities	Manage Users
		unana Mu Heave		
		inage My Users		
Create New User Update Selected	d User Change Password	Delete Selected User		
Iser ID	First Name	Last Name	E-Mail	
landlord	Landlord	LLS	landlord@cms.com	
lisapm	Lisa	Compton	Imcompton@cmsenergy.net	
LLDtestuser1	LLDtestuser1	LLDtestuser1	LLDtestuser1@lld.com	
prop_mgr	First Name	Manager	prop_mgr@cms.com	
propmgr2 test12	Prp	2 test	prp@cms.com	
test12 test34	test test	test test	test@test.test test1@test.com	
test56	test	test	test@test2.com	
test78	test	test	test@test3.com	
	Us	er Information	R	iows Per Page: 10 💌
	Us			iows Per Page: 10 💌
Jser ID (6-15 chars) zpakk911	Us	E-Mail Address (x@	ix.x)	iows Per Page: 10 💌
Jser ID (6-15 chars) 2pakk911	Us	E-Mail Address (x@ zjpakkab@yahoo.	ix.x)	iows Per Page: 10 💌
Jser ID (6-15 chars) zpakk911 irst Name	Us	E-Mail Address (x@ zjpakkala@yahoo. Last Name	ix.x)	iows Per Page: 10 💌
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Jser ID (6-15 chars) zpakk911 irst Name Zachary vassword (6-15 alpha-numeric chars) vesse select at least one community.		E-Mail Address (x@ zjpakkala@yahoo. Last Name Pakkala	ix.x)	lows Per Page: 10 💌
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Jser ID (6-15 chars) zpakk911 irst Name Zachary Password (6-15 alpha-numeric chars) Please select at least one community. Community • FLAMINGO TRAILER CT FLAMINGO TRAILER CT GARFIELD PARK APTS NORTH HILLS VLG APT	House Street 22600 Middlebelt Rd PO Box 39 26645 W 12 Mile Rd	E-Mal Address (x@ zjpakkala@yahoo. Last Name Pakkala City Farmington Hills Fraser Southfield	ix.x)	lows Per Page: 10 💌
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Questions?

If you have further questions please contact Consumers Energy.

To enroll: LandlordEnrollment@cmsenergy.com

Landlord and Small Business Support Team Phone: 1-855-477-9027 <u>Results@consumersenrtgy.com</u>

