

Landlord Utility Services

Work Instructions



Log In Page

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

	COUR OF US					Manage Co	mmunibes	Manage User
				Manage My Commun	lities			
mmun	nty Selection: FLAMINGO TRA	ALLER CT ·	E	nergy Use History	Transfer Service	Transac	tion History	
				Community Detai				
-	Address		Unit +	Current Tenant	Move In Date	Move Out Date	Status	
	1							
Г	22600 MIDDLEBELT RD			FLAMINGO TRAILER CT	10/12/2011			
г	22600 MIDDLEBELT RD			ANTHONY BARTOLOMUCCI	06/12/2008			
Г	22600 MIDDLEBELT RD		A1	PAUL SCHILINSKI	10/22/2009			
Г	22600 MIDDLEBELT RD		A10				Vacant Unit	
Г	22600 MIDDLEBELT RD		A11				Vacant Unit	
Г	22600 MIDDLEBELT RD		A12	SHARON VISNYAK	06/12/2008			
	22600 MIDDLEBELT RD		A14	Lisa Compton	10/25/2011			
	22600 MIDDLEBELT RD		A15	FLAMINGO TRAILER	11/01/2011			
Г	22600 MIDDLEBELT RD		A16	DAVID BENNETT	04/23/2009			
	22600 MIDDLEBELT RD		A17	FLAMINGO TRAILER CT	11/30/2009			
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acce	ssing the consumption data	for the premise	(s) you si	elect, you represent an	d certify that you a	ire authorized to	access the inf	onnauon.
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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 Comm	unities				
ommun	ity Selection:	WOODLAND GLEN APT	-	Energy Use History	Transfer Service		Transact	tion History	
	a constant	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			-	
-		SOMERSET PARK APTS	2405	Dorchester Dr N	Troy				
	20740 WOO	THE PAVILION CT APT	22675	Pavilion Dr	Novi				
Г	20740 WOO	WOODLAND GLEN APT	20969	Woodland Glen Dr	MorthAure				
	20740 WOO	DLAND GLEN DR	102	WILLIAM KOCH	06/07/2008				
Г	20740 WOO	DLAND GLEN DR	103	BRYAN MARRA	06/07/2008				
-	20740 WOO	DLAND GLEN DR	104	CYNTHIA ASTLE	06/07/2008				
E	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				
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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 Us
			Manage My Communi	ties			
Commur	ity Selection: WOODLAND GLEN APT	E	nergy Use History	Transfer Service	Transact	tion History	
			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			
	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.

Consu	mers Energy						Welcome,	Landlord LLs [Log (
	Count on Us	5				Manage Con	nmunities	Manage Users
				Hanage My Communit	ties			
Commun	ity Selection: W	OODLAND GLEN APT -	Er	ergy Use History	Transfer Service	Transact	ion History	
				Community Detail				
	Address	•	Unit 🔺	Current Tenant	Move In Date	Move Out Date	Status	
	20740 WOODL	AND GLEN DR		WOODLAND GLEN APT	06/07/2008			
	20740 WOODL	AND GLEN DR	101	WOODLAND GLEN APT	11/01/2009			
	20740 WOODL	AND GLEN DR	102	WILLIAM KOCH	06/07/2008			
	20740 WOODL	AND GLEN DR	103	BRYAN MARRA	06/07/2008			
	20740 WOODL	AND GLEN DR	104	CYNTHIA ASTLE	06/07/2008			
	20740 WOODL	AND GLEN DR	201	SABRINA SMITH	09/26/2009			
	20740 WOODL	AND GLEN DR	202	JOHN DOE	10/06/2011			
	20740 WOODL	AND GLEN DR	203	ANDREA PRATER	10/23/2009			
	20740 WOODL	AND GLEN DR	204	ANNE KORCH	08/14/2009			
	20741 WOODL	AND GLEN DR		WOODLAND GLEN APT	06/07/2008			
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Transfer Service – Selecting the New Party





Owner Moving In

Consumers Energy	>	Welcome, Landlord LL:
Count on	Us	Manage Communities Manage
		Transfer Service
		1400 KIRTS BLVD - 102
The ★ fields are requi	red.	
* Transfer Date	11/11/2011	
Customer Leavi Mailing Address fo Final Bill	ing r c _{Person} C Organization	Meter Read Enter a meter read by clicking the dals or entering the numbers below. If your meter has only four dals, ignore the left-most dial. If an actual meter read is not provided, we will estimate the bill.
First Name	CHARLES	Your Gas Meter Number: 25253945
Last Name House Number Street Name	WEATHERFORD	$\begin{pmatrix} 9 & 0 \\ 8 & 2 \\ 7 & -3 \\ 7 & -3 \\ 4 & 5 \\ 6 & -4 \\ \end{pmatrix} \begin{pmatrix} 1 & 0 & 9 \\ 2 & -8 \\ 3 & -7 \\ 4 & 5 \\ 6 & 5 \\ 4 \\ 5 & 6 \\ 6 & 5 \\ 4 \\ 6 & 5 \\ 6 & 5 \\ 4 \\ 6 & 5 \\ 6 & 5 \\ 4 \\ 6 & 5 \\ 6 & 5 \\ 4 \\ 6 & 5 \\ 6$
State		
ZIP Code		
		Confirm
		Hele Cernadula Elizary Security Terms of use # 2011 Co

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

Energy		welcome,	Landlord LLs
ount on Us		Manage Communities	Manage I
	Transfer Service		
1400	KIRTS BLVD - 102		
If the following information is correct revise your information, click Back.	, please click on the Submit butto	on 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
	Hele Santa	et Lo (Privace (Security (Terms of U	1 (@ 2011 Consu

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

Count on L	Us		Manage Communities	Manage Users
		Transfer Service		
	2	2600 MIDDLEBELT RD		
The * fields are requir	red.			
		New Tenant		
enant Name	Person Organization	Mailing Address (if different from	service address)	
First Name	Zachary	House Number		
Last Name	Pakkala	Street Name		
Date of Birth	12/2/1986	Unit Number		
Please provide one	or more of the following:	Cty	E.I.	1
Social Security	245678000	State		
Number	343078333	ZIP Code		
State ID Number Driver's License	0123456780123	Please answer the following qu	estions to help us assi	gn the correct
Number	M1 4	electric rate:		
State		Is this the tenant's primary resident	te7	Yes
Contact Information		Is the tenant 65 years of age or ol	der and the head of the	No
Telephone Number	8004775050	household?		Natural Gas
E-mail Address		What type of fuel is used to heat t	he home?	Natural Gas
Current or Previous A	ddress	Is there electric-powered medically equipment in use at this residence	required life support	No
House Number	123	Does the tenant currently receive l	ow income assistance?	Yes
Street Name	Main St	(elabity)		
Unit Number		* Landlord represents that the	y have validated the nd has permission to	C Yas C No
City	Lansing	use the new customer's person	al identifying w utility service in	144 114
* State	MI	the new customer's name.		
	49017			

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".



★ ZIP Code	

 ϵ handware mepresents that they have validated the lew customer's identification and has permission to set the new customer's personal identifying formation in order to place new utility service in the new customer's name.

New Tenant Moving In – Confirmation Page

Count on Us			Manage Communities	Manage
		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
		Hale Contac	rús Stones Sestein Terris ofte	18 9 2011 Co

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

			Manage My Communi	ties				
nmuni	ty Selection: FLAMINGO TRAILER CT	To view the history o						
			Community Detail					any transform of
7	Address •	Unit +	Current Tenant	Move an Cate	Move Out Date	Status		any transfers of
				1				service for a
2	22600 MIDDLEBELT RD		FLAMINGO TRAILER CT	10/12/2011				community, select th
-	22600 MIDDLEBELT RD		ANTHONY BARTOLOMUCCI	06/12/2008				community and click
	22600 MIDDLEBELT RD	A1	PAUL SCHILINSKI	10/22/2009				
-	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	11/30/2009				
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Transaction History



Manage Users

Count on Us						Welcome, Landlord LLs [Lo	
						Manage Communities	Manage User
				Manage My Communi	ties		
ommun	ity Selection:	WOODLAND GLEN APT	E	nergy Use History	Transfer Service	Transaction History	
-				Community Detail			
	Address	•	Unit •	Current Tenant	Move In Date M	ove Out Date Status	
Г	20740 WOO	DLAND GLEN DR		WOODLAND GIEN APT	06/07/2000		
Г	20740 WOOI	DLAND GLEN DR	101	WOODLAND GLEN APT	11/01/2008		
Г	20740 WOOI	DLAND GLEN DR	102	WILLIAM KOCH	06/07/2009		
Г	20740 WOO	DLAND GLEN DR	103	BRYAN MARRA	06/07/2008		
Г	20740 WOO	DLAND GLEN DR	104	CYNTHIA ASTLE	06/07/2008		
Г	20740 WOO	DLAND GLEN DR	201	SABRINA SMITH	09/26/2009		
Г	20740 WOO	DLAND GLEN DR	202	JOHN DOE	10/06/2011		
Г	20740 WOO	DLAND GLEN DR	203	ANDREA PRATER	10/23/2009		
Г	20740 WOO	DLAND GLEN DR	204	ANNE KORCH	08/14/2009		
Г	20741 WOO	DLAND GLEN DR		WOODLAND GLEN APT	06/07/2008		
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Ву асс	essing the con	sumption data for the pro-	emise(s) you s	elect, you represent and	care for the		

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



eage V

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	
		Manage My Users			
Create New User Update S	Selected User Change Passwor	d Delete Selected User			
User ID	First Name	Last Name	E-Mail		
andlord	Landlord	LLS	landlord@cms.com	landlord@cms.com	
sapm	Lisa	Compton	Imcompton@cmsenergy.net		
LDtestuser1	LLDtestuser1	LLDtestuser1	LLDtestuser1@lld.com	LLDtestuser1@lld.com	
prop_mgr	First Name	Manager	prop_mgr@cms.com		
propmgr2	Prp	2 test	prp@cms.com		
COLLE	test	test	test@test.test		
tect34	CODE -	*****	search and a second and a second and a second a		
test34 test56	test	test	test@test2.com		
test34 test56 test78	test test	test test User Information	test@test3.com test@test3.com	ws Per Page: 10	
test34 test56 test78 ser ID (6-15 chars)	test test	test test User Information E-Mail Address	test@test3.com Ro (x@x.x)	ws Per Page: 10	
test34 test56 test78 ser ID (6-15 chars) tpakk911	test test	test test User Information E-Mail Address Izjpakkala@yah	test@test3.com test@test3.com Ro (x@x.x) oo.com	wys Per Page: 10 🛓	
test34 test56 test78 ser ID (6-15 chars) tpakk911 rst. Name	test test	test test User Information E-Mail Address gpakkala@yah Last Name	test@test3.com Ro (x@x.x) oo.com	ws Per Page: 10	
test34 test56 test78 ser ID (6-15 chars) tpakk911 rst. Name Zachary	test test	test test User Information E-Mail Address gpakkala@yah Last Name Pakkala	test@test3.com Ro (x@x.x) oo.com	ws Per Page: 10	
test34 test56 test78 ser ID (6-15 chars) tpakk911 rst Name Zachary assword (6-15 abha-numeric chars)	test test	test test User Information E-Mail Address gpakkala@vah Last Name Pakkala	test@test3.com Ro (x@x.x) oo.com	ws Per Page: 10	
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test34 test36 test78 ser ID (6-15 chars) pakk911 rst Name tachary assword (6-15 alpha-numeric chars) tachary community • FLAMINGO TRAILER CT	test test House Street 22600 Middlebelt Rd	test test User Information E-Mail Address gipakkala@yah Last Name Pakkala City Farmington Hills	test@test3.com Ro (x@x.x) oo.com	wws Per Page: 10	
test34 test56 test78 ser ID (6-15 chars) tpakk911 rst Name Zachary assword (6-15 alpha-numeric chars) tease select at least one community. Community * FLAMINGO TRAILER CT GARFIELD PARK APTS	test test House Street 22600 Middlebelt Rd PO Box 39	test test test User Information User Information User Information E-Mail Address pakkala@vah Last Name Pakkala City Farmington Hills Fraser	test@test3.com Ro (x@x.x) oo.com	wws.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>

