



Customer Services

Property Manager

Website Guide



Table of Contents

Overview	3
Website Navigation	4
➤ Login	4
➤ Manage accounts/Financial overview	4
➤ Manage accounts	5
➤ Move in	5
➤ Move out	7
➤ Financial overview	7
Troubleshooting Tips	8



Overview

Welcome to the Tacoma Public Utilities Property Manager website!

The site is designed to provide quick, convenient, and up-to-date information to make managing accounts as simple as possible. You will have access to your property and tenant information 24/7 in real-time.

On the Property Manager website, you can:

- Access current occupant name and move in date
- View pending move in and move out activity
- Move in new tenants
- Move out existing tenants
- View current balance and last bill for your own accounts (not for tenant accounts)
- Receive email confirmations of move ins and move outs
- Contact the Customer Service office with any questions or concerns



Website navigation

➤ *Login – accessing the site*

Go to www.mytpu.org/propertymanager and enter your user ID and password to login.

➤ *Manage Accounts/Financial Overview*

Once logged in, all the properties available will be displayed. Select a property and then decided if you want to view occupants by selecting Manage Accounts or view the bill and account balance by selecting Financial Overview.

Property name	Property address	Customer number	Options
SAMPLE APARTMENTS	1234 MAIN STREET	111111111	Manage Accounts Financial Overview
SAMPLE APARTMENTS	4321 MAIN STREET	111111111	Manage Accounts Financial Overview

➤ **Manage Accounts**

The Manage accounts screen displays the current occupant and pending activity for all eligible units. The list of addresses is sorted by unit number. For each unit, options will be provided for Move In (to move in a new tenant or transfer from one tenant to another) and Move Out (to move out the existing tenant and put the service back into the owner’s name).

Unit	Address	Occupant	Start date	Pending move-out date	Pending customer	Pending move-in date	Service options
1	1234 MAIN STREET	OWNER	10/03/03				<input type="button" value="Move In"/> <input type="button" value="Move Out"/>
3	1234 MAIN STREET	DONALD DUCK	08/19/13	02/27	MICKEY MOUSE	02/28	<input type="button" value="Move In"/> <input type="button" value="Move Out"/>
4	1234 MAIN STREET	MINNIE MOUSE	10/03/03				<input type="button" value="Move In"/> <input type="button" value="Move Out"/>
5	1234 MAIN STREET	OWNER	02/12/14				<input type="button" value="Move In"/> <input type="button" value="Move Out"/>

➤ **Manage Accounts: Move In**

Move ins can be completed between 1 and 30 days in the future. If a non-working day (weekend or Tacoma Public Utilities scheduled closure due to holiday) is selected, the move in will be created on the selected date, and the meter will be read on the next business day (Monday through Friday).

On the move in screen, you may enter up to two tenants’ names. The first name, last name and social security number are required for each tenant with an optional phone number entry. Once the required information is entered, select the “Validate” option to confirm eligibility of service for the tenant(s) with Tacoma Public Utilities. At least one tenant must pass the validation for the move in to be completed.

Enter move in date: The date must be in the future using the following format: MM/DD/YYYY.

Enter your tenant(s) information below, select 'Validate' after each entry, then select 'Continue'.

* First name: * Last name: * SSN: Phone number:

Additional tenant:
 First name: Last name: SSN:

[Close](#)

If the tenant is validated, the input fields will turn gray and the Continue button will be activated. Once the first tenant is validated, enter a second tenant, or continue the move in with only one tenant.

Enter move in date: 02/12/2014
The date must be in the future using the following format: MM/DD/YYYY.

Enter your tenant(s) information below, select 'Validate' after each entry, then select 'Continue'.

* First name: Sample * Last name: Tenant * SSN: 000000008 Phone number: [] **Validate**

Additional tenant:
First name: Sample Last name: Roommate SSN: 555555555 **Validate**

Back **Continue** [Close](#)

On the verification screen of the move in process (step 2 of 3), a check box is available to request information for the tenant on Click! Cable TV or Internet. To complete the move in process, confirm the information provided is true and select the Submit Request button.

Move in date: 02/12/2014

Tenant(s):
Sample Tenant
Sample Roommate

By checking this box, I confirm the information provided is true to the best of my knowledge. I understand that the 'Landlord Service Continuation Agreement' may be terminated if I knowingly provided false information.

If the information on this page is not correct, please select the 'Back' button to edit. You will not be able to make changes to your request on the website once you select 'Submit'.

My Tenant would like to know more about Click! Cable TV or Internet.

Back **Submit Request** [Close](#)

Once the move in has been submitted, the tenant's new account will be opened on the selected date. All applicable service establishment fees or security deposits will be assessed on the tenant's new account at that time. A confirmation will be displayed, and you will have the option to print the page or send an email confirmation to up to two email addresses. This allows you to send one email to yourself and one to the tenant. It is a good idea to save your confirmation number for future reference.

If you would like a confirmation email detailing your request, please enter up to two email addresses below, then select 'Submit'.

*Email: SampleEmail@address.com

*Email: SampleEmail2@address.com

[Print this page](#) **Send** [Close](#)

➤ **Manage Accounts: Move Out**

Move outs can be completed between 1 and 30 days in the future. If a non-working day (weekend or Tacoma Public Utilities scheduled closure due to holiday) is selected, the move out will be created on the selected date, but the meter will be read the next business day (Monday through Friday).

When the move out request has been submitted, the current account will be moved out as of the selected date and the service will move back into the owner's name the following day. The confirmation screen has an option to print the page or have an email confirmation sent to up to two email addresses.

➤ **Financial Overview**

An owner financial overview is available for each property and will display all of the owner's account numbers, service addresses, and current balances. Tenant financial information will not be available.

A PDF copy of the last invoice will be available for each account, along with a link to the MyAccount Quick Pay feature. Quick Pay will open in a separate window and allows you to pay any account using a Visa or MasterCard.

Owner financial overview

Click on the PDF icon to view the last bill. To make a payment, select the [Quick Pay](#) link.

Account	Address	Last bill amount		Balance
999999999	1234 MAIN STREET	192.70		192.70 
999999998	A1 1234 MAIN STREET	16.92		0.00
999999997	A2 1234 MAIN STREET	45.22		0.00
999999996	A3 1234 MAIN STREET	16.59		0.00
999999995	A4 1234 MAIN STREET	40.16		0.00
999999994	A5 1234 MAIN STREET	112.78		0.00
999999993	A6 1234 MAIN STREET	45.11		-0.89

➤ Troubleshooting Tips

Login

User ID: [Forgot your user ID?](#) Must be 6-20 characters.

Password: [Forgot/reset your password?](#) Must be 6-20 characters. Case sensitive

If you have forgotten your user ID or password, select the corresponding link from the home page. An email will be sent to the registered email address

with the information you will need to login. If the email address used during registration has changed, please contact Customer Service at (253) 502-8600, Monday through Friday, 8 a.m. to 6 p.m.

Manage accounts

If the service is currently in the owner's name, the **Move Out** button will be deactivated. A move out will not be allowed when the service is in the owner's name. If there is a pending move in or move out for an address, both the Move in and Move out buttons will be deactivated indicating a request was already initiated. A new move in or move out can be completed only after the pending move is processed.

Move in

When the "Move in" option is selected, a validation check is performed to determine if a move in can be processed. A move in cannot be processed if: 1) the owner's account has a delinquent balance, 2) the service is disconnected or pending disconnection, or 3) there is a hold on the property or service. If the move in cannot be completed, an error message will be displayed. If this should happen, contact Customer Services at (253) 502-8600.

Manage accounts

We're sorry, we are unable to complete your request. Please contact Tacoma Public Utilities at (253) 502-8600, Monday through Friday, 8 a.m. to 6 p.m. to complete your request.

Select the 'Move In' option for a new tenant or to transfer service from one tenant to another.

Select the 'Move Out' option to return service to the owner.

Unit	Address	Occupant	Start date	Pending move-out date	Pending customer	Pending move-in date	Service options
1	1234 MAIN ST	OWNER	10/03/03				Move In Move Out

Tenant validation

If the tenant cannot be validated, an error message will display. Validation could fail for a number of reasons, and the tenant should contact Customer Services to continue with their move-in request.

We're sorry, we are unable to complete your request. Please advise your tenant(s) to contact Tacoma Public Utilities at (253) 502-8600, Monday through Friday, 8 a.m. to 6 p.m.

Enter your tenant(s) information below, select 'Validate' after each entry, then select 'Continue'.

* First name: * Last name: * SSN: Phone number: **Validate**

Find more troubleshooting tips in the FAQ section of the Property Manager website.