

Informational Packet for Landlords

Pacific Power Landlord Link Program

Thank you for your participation in the *Landlord Link* Program. The purpose of this program is to establish a partnership between landlords and Pacific Power so we can work together efficiently to handle requests by tenants for starting or stopping power service when they move in and out of rental units.

The benefits of this program for you and your tenants are:

- ✓ You will be assured of accurate opening and closing bills with no backdating or meter reading issues
- ✓ You will not need to call Pacific Power when tenants move in and out
- ✓ Your tenants can apply for apartment and utility service in one step
- ✓ Your tenants are not required to call Pacific Power to establish new service

Contact information

If you have questions about the application form, billing questions or need more forms send us an e-mail at landlord.link@pacificorp.com or leave us a message at 1-800-883-3541. A program specialist will return your call within one business day.

For questions or comments about the program e-mail us at landlord.link@pacificorp.com.

For general customer service call us toll-free at 1-888-221-7070.

Application process:

** This process is only for those services where power is already turned on. If the power at the unit has been turned off please call our general customer service line at 1-888-221-7070 to reconnect.*

I. Tenant completes service application form

When tenants move in and out of rental units participating in the program they must fill out and sign the Pacific Power service application form. This form simply requests the same required information as would be asked by phone from non-participating tenants.

NOTE: In fulfilling their role under this program, landlords are not deemed as either agents or contractors for Pacific Power.

When tenants move in and are requesting new service, all fields on the service application form must be completed for the customer and any co-customer.

When tenants move out and are requesting to discontinue service, the following fields must be completed:

- ✓ effective date
- ✓ service location including apt #, city and state
- ✓ mailing address (the customer's forwarding address)
- ✓ home and work phone numbers
- ✓ relative's name, address and phone number

2. Landlord verifies form and checks identification

Pacific Power will be delivering service to the tenant before we receive payment for any prior debt the tenant may have with us and/or collect required deposit.

Because of this, it is very important that you ensure:

- ✓ the information on the application form is accurate and complete
- ✓ the form is completed and signed
- ✓ the tenant's identification (such as a drivers license, student identification, passport, work identification or social security card) matches the information entered on the application form

3. Landlord reads electric meter

The *Landlord Link* program helps to ensure that meter readings are accurate and timely. This is accomplished by allowing you to send us the meter readings on the dates that your tenants move in and out.

To read a meter, you will need to enter:

- ✓ the identification number for that meter
- ✓ the position of the pointer on each of the meter dials

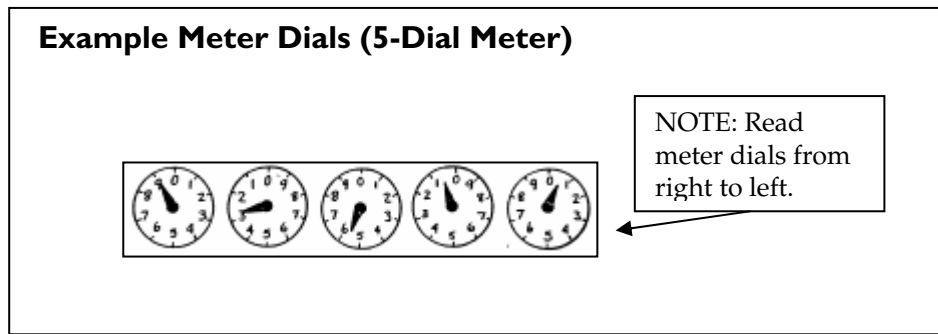
***Note:** For electronic applications indicate the actual meter reading rather than the position of the pointer on the meter dials. For additional help on reading meters accurately, refer to our Meter Reading brochure enclosed.*

To enter the correct identification number:

The service address and meter identification number are both located on the glass enclosure of the meter. The easiest way to find the meter ID number is to first locate the address on the meter, then write down the meter ID on the service application form.

To enter the meter dial reading:

Through the meter's glass enclosure, four or five meter dials can be seen. Most meters have five dials.



On the application form, there are five blank meter dials. For each blank meter dial on the application form, draw a pointer that shows the exact position of the pointer on the actual meter dial. *If there are only four meter dials leave the first dial blank.*

See enclosed brochure for more details on how to read your meter.

4. Landlord faxes or e-mails completed application form within 24 hours

After you have verified that the application form is complete, checked the tenant's identification and entered the numbers from the meter dials, the final steps are:

- ✓ Sign the form
- ✓ Writes in your phone number (where Pacific Power can contact you with any questions)
- ✓ Fax the form to 1-800-340-7812 or e-mail it to landlord.link@pacificorp.com within 24 hours

5. Pacific Power processes the application

We will process your form within 3 business days of receiving it. Applications with missing or invalid information will be rejected and you will be notified.

6. Pacific Power notifies tenant of any prior debt or deposit requirement

Pacific Power will use its normal credit review process to determine prior debt or deposit requirements. If a tenant is found to have a prior debt with Pacific Power or if a security deposit is required, Pacific Power will contact the tenant by phone or mail to work out a payment solution.

Thank you for participating in the *Landlord Link* Program. If you have any questions or suggestions to improve this program, please e-mail us at Landlord.Link@pacificorp.com.