Landlord Link Information for Landlords

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Let's turn the answers on.

landlord link

Rocky Mountain Power's *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 Rocky Mountain 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 Rocky Mountain Power when tenants move in and out
- ✓ Your tenants can apply for the rental unit and utility service in one step
- ✓ Your tenants are not required to call Rocky Mountain Power to establish new service

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

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 toll free at 1-888-221-7070 to reconnect.

Landlord or tenant completes new tenant service request form
When tenants move in and out of rental units the landlord or tenant must submit an online new tenant service request. This request simply provides Rocky Mountain Power the same required information as would be asked by phone from tenants.

Visit **rockymountainpower.net**, click on "Your Account" and select "Landlord Link" from the menu, then "New Tenant Service Request" to access the online form. *Note: The service application can also be downloaded from the "Landlord Link" page of our Web site, completed and faxed to Rocky Mountain Power for processing.*

The information Rocky Mountain Power requires when tenants move in or out is indicated with an asterisk on the online new tenant service request form. If you are using a printed version of the Landlord Link service application form, please complete all fields on the form.

One of the required fields is an accurate electric meter reading.

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Landlord provides electric meter reading
If the tenant will be submitting the online application, the landlord should provide the tenant with the meter reading. This helps to ensure that meter readings are accurate and timely by providing Rocky Mountain Power the readings on the dates tenants move in and out.

To complete the meter portion of the application you will need:
- ✓ the identification number for the meter
- ✓ the position of the pointer on each of the meter dials

Locate the correct meter identification number
From the "New Service Request" page on our Web site print out a blank meter form to help record the meter reading and number. Then locate the service address and meter identification number inside 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 form.

Enter the meter dial reading
Through the meter's glass enclosure, four or five meter dials can be seen. Most meters have five dials. Digital meters will display numbers rather than dials.

Example Meter Dials (5-Dial Meter)

NOTE: Read meter dials from right to left.
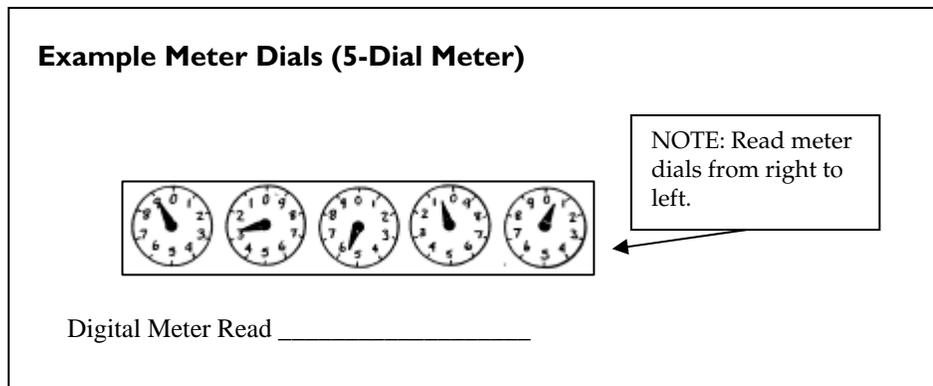
Digital Meter Read _____

On the service request form, there are five blank meter dials. Indicate the meter reading by clicking on the dials at the bottom of the online form. For a digital meter display enter the number in the space provided. If using the paper application form, draw a pointer on each blank meter dial 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.* For digital display meters, write the number displaying.

See the enclosed brochure for more details on how to read your meter or visit **rockymountainpower.net/meter**.

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Before submitting the application, double-check for accuracy and completion
Rocky Mountain 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 to ensure:
- ✓ the information on the application form is accurate and complete
- ✓ the form is completed and signed (if faxing the form)
- ✓ the tenant's identification (such as a driver's license, student identification, passport, work identification or social security card) matches the information entered on the application form

Submit completed online service request or fax application within 24 hours
After you have verified that the application form is complete and accurate, and entered the numbers from the meter dials, the final steps are:
- ✓ sign the form (if faxing)
- ✓ make sure landlord's phone number is included (where Rocky Mountain Power can contact you with any questions)
- ✓ submit online through Rocky Mountain Power's secure Web site or fax the form to 1-800-340-7812

Rocky Mountain Power processes the application
We will process the form within 3 business days of receiving it. Applications with missing or invalid information will be rejected and the person who submitted the form will be notified.

Rocky Mountain Power notifies tenant of any prior debt or deposit requirement
Rocky Mountain 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 Rocky Mountain Power or if a security deposit is required, Rocky Mountain Power will contact the tenant by phone or mail to work out a payment solution.

How to reach Rocky Mountain Power
If landlords have questions about billing, the online service request process, or need application forms, send us an e-mail at landlord.link@pacificorp.com or leave us a message by calling toll free at 1-800-883-3541. A program specialist will return your call within one business day.
For questions, comments or suggestions to improve the program e-mail us at landlord.link@pacificorp.com. For general customer service call us toll-free at 1-888-221-7070.

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