



**Dominion®**

# **Welcome to Property Manager Consolidated View**

*Have questions? Use this walk-through to explore common scenarios you may see when managing your properties online.*

# View our videos

---



[Learn more about Unit Details](#)

[Learn more about RTO Details](#)

# This is an example of the Consolidated View page.

Property Manager

My Profile

Sign Out


## Consolidated View

Test Alert for Property Managers 3/18/2015

Unit Address:

 [Unit Search](#)

Filter Criteria:

 [Edit Filter](#)

- Customer -

- Meter Status -

- Pending On/Off -

Reset

Filter

Select an address below for more details:

Unit Address	Customer	Service Orders	Account	Last Service	Payment Due
<a href="#">701 Blandy Ave 23225</a>	Tenant	<a href="#">Start Service</a>	- Active	On 10/03/2014	\$0.00
<a href="#">703 Blandy Ave 23225</a>	Tenant	<a href="#">Start Service</a>	- Active	On 08/15/2014	\$0.00
<a href="#">705 Blandy Ave 23225</a>	Tenant	<a href="#">Start Service</a>	- Active	On 08/05/2013	\$0.00

# Let's take a close-up look at each column.

Indicates if the meter is active or inactive. If the account is in your name, you'll also see an account number.

Indicates if service is currently on in the Property Manager or Tenant's name or vacant

Indicates the last time a start or stop service for the unit was performed.

Select an address below for more details:

Unit Address	Customer	Service Orders	Account	Last Service	Payment Due
<a href="#">701 Blandy Ave 23225</a>	Tenant	<a href="#">Start Service</a>	- Active	On 10/03/2014	\$0.00
<a href="#">703 Blandy Ave 23225</a>	Tenant	<a href="#">Start Service</a>	- Active	On 08/15/2014	\$0.00
<a href="#">705 Blandy Ave 23225</a>	Tenant	<a href="#">Start Service</a>	- Active	On 08/05/2013	\$0.00

This is where you can start or stop service. If there are any scheduled service turn-ons or turn-offs, a date will be displayed.

If the account is in your name, you'll see your due date and amount due.

# Let's look at a few scenarios

---

Need more information about the various combinations you may see when managing properties online?

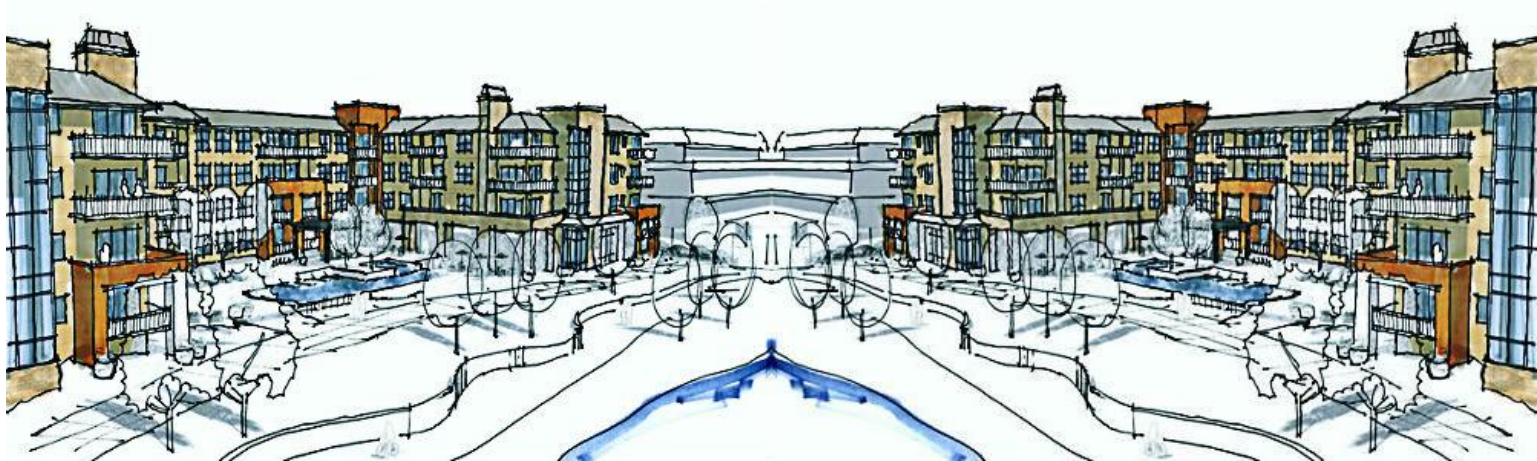
Simply, click on what you'd like to learn more about (tenant; property manager or vacant) then click one of the corresponding images to learn more.

I want to learn more about when the property is in:

Tenant's Name

Property Manager's Name

Vacant



# Tenant's Name

---

Click on an image for a detailed description.

Customer	Service Orders	Account	Last Service
Tenant	<a href="#">Start Service</a>	- Active	On 03/06/2015

Customer	Service Orders	Account	Last Service
Tenant	On 05/06/2015 <a href="#">Start Service</a>	- Active	On 02/18/2015

Customer	Service Orders	Account	Last Service
Tenant	<a href="#">On 05/06/2015</a>	- Active	On 12/06/2013

Customer	Service Orders	Account	Last Service
Tenant	Off 05/18/2015 <a href="#">Start Service</a>	- Active	On 01/27/2014

Customer	Service Orders	Account	Last Service
Tenant	<a href="#">Start Service</a>	- Inactive	On 12/27/2013

[Return to choose scenario.](#)

# Tenant's Name

---

Customer	Service Orders	Account	Last Service
Tenant	<a href="#">Start Service</a>	- Active	On 03/06/2015

Service is currently in the Tenant's name and the meter is active, the service was turned on in the tenant's name on 03/06/2015.

The Property Manager can request a 'Start Service' in their name by clicking 'Start Service' in the 'Service Orders' column.



[Return to Tenant descriptions.](#)

# Tenant's Name

---

Customer	Service Orders	Account	Last Service
Tenant	<a href="#">On 05/06/2015</a>	- Active	On 12/06/2013

Service is currently in the Tenant's name and the meter is active, the service was turned on in the tenant's name on 12/06/2013.

The Property Manager has requested a 'Start Service' to place the property in their name on 05/06/2015. The Property Manager can click the date in the 'Service Orders' column to amend or cancel the order.



[Return to Tenant descriptions.](#)



# Tenant's Name

---

Customer	Service Orders	Account	Last Service
Tenant	<a href="#">Start Service</a>	- Inactive	On 12/27/2013

Service is currently in the Tenant's name and the meter is Inactive, the service was turned on in the tenant's name on 12/27/2013.

The Property Manager can request a 'Start Service' in their name by clicking 'Start Service' in the 'Service Orders' column.



[Return to Tenant descriptions.](#)

# Tenant's Name

---

Customer	Service Orders	Account	Last Service
Tenant	On 05/06/2015 <a href="#">Start Service</a>	- Active	On 02/18/2015

Service is currently in the Tenant's name and the meter is active, the service was turned on in the tenant's name on 02/18/2015. There is a request to start service in another tenant's name on 05/06/2015.

The Property Manager can request a 'Start Service' in their name by clicking 'Start Service' in the 'Service Orders' column.



[Return to Tenant descriptions.](#)

# Tenant's Name

---

Customer	Service Orders	Account	Last Service
Tenant	Off 05/18/2015 <a href="#">Start Service</a>	- Active	On 01/27/2014

Service is currently in the Tenant's name and the meter is active, the service was turned on in the tenant's name on 01/27/2014. The Tenant has requested to stop service on 05/18/2015. Once the order is completed the service will revert into the Property Managers name if an "auto" revert agreement is in place.

The Property Manager can still request a 'Start Service' in their name by clicking 'Start Service' in the 'Service Orders' column if they would like the service in their name sooner than the requested off date.



[Return to Tenant descriptions.](#)

# Property Manager's Name

---

Click on an image for a detailed description.

Customer	Service Orders	Account	Last Service
Property Manager	<a href="#">Stop Service</a>	0123456789 Active	On 04/10/2015

Customer	Service Orders	Account	Last Service
Property Manager	On 06/01/2015 <a href="#">Stop Service</a>	0910158260 Active	On 04/13/2015

[Return to choose scenario.](#)

# Property Manager's Name

---

Customer	Service Orders	Account	Last Service
Property Manager	<a href="#">Stop Service</a>	0123456789 Active	On 04/10/2015

Service is currently in the Property Manager's name and the meter is active, the account number associated with the account is also displayed in the 'Account' column. The service was turned on in the Property Manager's name on 04/10/2015.

The Property Manager can request a 'Stop Service' in their name by clicking 'Stop Service' in the 'Service Orders' column.



[Return to Property Manager descriptions.](#)

# Property Manager's Name

---

Customer	Service Orders	Account	Last Service
Property Manager	On 06/01/2015 <a href="#">Stop Service</a>	0910158260 Active	On 04/13/2015

Service is currently in the Property Manager's name and the meter is active. The account number associated with the account is also displayed in the 'Account' column. The Property Manager last turned on service on 4/13/2015.

A tenant has requested service to be turned on 06/01/2015. The Property Manager can request a 'Stop Service' in their name by clicking 'Stop Service' in the 'Service Orders' column.



[Return to Property Manager descriptions.](#)

# Vacant

---

Click on an image for a detailed description.

Customer	Service Orders	Account	Last Service
Vacant	<a href="#">On 05/06/2015</a>	- Inactive	

Customer	Service Orders	Account	Last Service
Vacant	<a href="#">Start Service</a>	- Inactive	

Customer	Service Orders	Account	Last Service
Vacant	<a href="#">On 05/08/2015</a> <a href="#">Start Service</a>	- Inactive	

[Return to choose scenario.](#)

# Vacant

---

Customer	Service Orders	Account	Last Service
Vacant	<a href="#">On 05/06/2015</a>	- Inactive	

Service is currently in nobody's name, the meter will always be 'Inactive'.

The Property Manager has requested a 'Start Service' to place the property in their name on 05/06/2015. The Property Manager can click the date in the 'Service Orders' column to amend or cancel the order.



[Return to Vacant descriptions.](#)



# Vacant

---

Customer	Service Orders	Account	Last Service
Vacant	<a href="#">Start Service</a>	- Inactive	

Service is currently in nobody's name, the meter will always be 'Inactive'. There are no pending service orders.

The Property Manager can request a 'Start Service' in their name by clicking 'Start Service' in the 'Service Orders' column.



[Return to Vacant descriptions.](#)

# Vacant

---

Customer	Service Orders	Account	Last Service
Vacant	On 05/08/2015 <a href="#">Start Service</a>	- Inactive	

Service is currently in nobody's name, the meter will always be 'Inactive', and there is a request to start service in a tenants name on 05/08/2015.

The Property Manager can request a 'Start Service' in their name by clicking 'Start Service' in the 'Service Orders' column.



[Return to Vacant descriptions.](#)