

What is The Property Manager Portal?

The Property Manager Portal is a fast and easy way for property managers to manage their properties online with CPS Energy. This service will provide the following:

- Check on the status of your properties
- Initiate Move Ins/Move Outs
- Receive e-mail notification within 24 hours

Are there any fees for using The Property Manager Portal?

The Property Manager Portal is a free service.

Who is eligible to participate in The Property Manager Portal?

The portal is currently available for all residential property managers who are enrolled in the “automatic move in” program. This portal does exclude customers currently enrolled in “collective billing” and “Striata”.

How do I know my information is secure?

Your customer account information is protected first and foremost by your individual username and password. By protecting this information, you take the most important step in protecting yourself. In addition, CPS works with VeriSign to ensure your transactions are secure. The VeriSign Secure Site Program allows you to learn more about web sites you visit before you submit any confidential information.

What should I do if I don't receive the temporary password e-mail?

If you don't receive an e-mail from the Property Manager Portal within 24 hours, you may need to check the e-mail (spam) filtering features enabled through your e-mail service provider. Some service providers may require that you add the Property Manager Portal to your list of contacts or custom filters. If you are required to make any changes to your e-mail settings, you will need to click on the "forgot password" link from the Property Manager Portal log in page to initiate a new temporary password e-mail.

What if I forget my password?

If you forget your password, just click the special “forgot password” link provided on the login page. You will be required to provide the Tax ID or User ID and the e-mail address on the account. If this information matches the information on the account, a new temporary password will be e-mailed to you.

What if I get a new e-mail address?

If you change your e-mail address, you will need to log in and update your account information by clicking on the “Edit User Profile” link.

Can I pay my bills online?

The portal does not currently allow you to pay your bills online.

When is the earliest date I can process a move in/move out request?

You may process a move in and or a move out within two business days with the exception of weekends, Mondays or holidays.

When can I expect my e-mail verification?

You will receive e-mail verification within 24 hours.

What if I don't receive my e-mail verification?

If you do not receive your e-mail verification with 24 hours of a move in or move out request, you can log into your account and verify the occupancy statuses for the properties in question have been updated to reflect the changes made.

What should I do if I cannot see all my properties?

Each property under a single Tax ID or Social Security Number with a different apartment code must be added to your online profile. If you are unable to add an apartment code to your profile, please call customer service at 210-353-3333 for assistance.

If I have a question about the occupancy status on one of my units, who do I call?

You can contact your business account manager.

Who do I contact to have service turned on for one of my units?

Please call customer service 210-353-3333.

If I process a move in/move out request can I cancel the request?

At this time you will not be able to cancel your request through the portal. You will need to contact customer service 210-353-3333.

Can I edit a move in/move out request?

At this time you will not be able to edit your request through the portal. You will need to contact customer service 210-353-3333.

If I no longer own/manage my property, what do I do?

Please contact customer service at 210-353-3333 to notify CPS Energy that you no longer own/manage the property.

How do I discontinue my Property Manager Portal service?

Please contact your business account manager.

Can I change my mailing address or contact information through the portal Service?

At this time you can not change your mailing address or contact information through the portal. You will need to contact customer service 210-353-3333.

What if I need additional assistance with The Property Manager Portal Service?

Please contact your business account manager.