

# MULTIFAMILY UTILITY DATA COLLECTION DATABASE

For multifamily building owners with utility accounts paid for by tenants, benchmarking energy consumption can be challenging, in part because each utility provider requires owners to follow a different procedure to access tenant-level energy consumption data.

This database helps owners navigate that challenge with a comprehensive catalogue of many major United States utilities and their procedures to release tenant-level and whole building energy use and cost data.

This utility profile summarizes the process for requesting data from **AEP Ohio**. See the back page for detailed instructions and definitions. Visit the [HUD Exchange](#) to find the full utility database.

---

## UTILITY NAME

AEP Ohio

### USER-FRIENDLY SCORE

1 (most challenging) to 4 (most user-friendly)

*Overall User-Friendly Score: 2.8*

*Provides Tenant Data to Owner Score: 4*  
Provides actual monthly tenant-level data

*Tenant Data Release Forms Score: 2*  
Requires utility-specific release forms or process

*Tenant Data Comprehensiveness Score: 3*  
Historic energy use and cost data, by billing period

*Data Format Score: 2*  
Screen shot, print out and/or PDF

*Connected to Portfolio Manager: No*

### DATA RELEASE FORMS

[Utility specific tenant data release form](#)

### SERVICE AREA

Ohio

### ADDRESS

AEP Ohio  
322 Dewalt Avenue SW  
Canton, OH 44702

### WEBSITE

[Utility online account setup](#)

### CUSTOMER SERVICE CONTACT

Customer Service  
[Email Customer Service](#)  
Phone: 1-800-672-2231  
Fax: 1-800-281-3916

### SUPERVISOR CONTACT

None available

---

VISIT THE [HUD EXCHANGE](#) TO SEE THE FULL DATABASE AND FIND OTHER UTILITIES

---

## DEFINITIONS

**AGGREGATED DATA:** Some utilities can consolidate data for entire properties, rather than for each tenant. This option eliminates a need to collect forms from tenants to access data.

**ANTICIPATED DIFFICULTY:** This database scores utilities based on their ability to provide tenant data, aggregated data, whether they charge to release data, and format of the data they provide.

**BENCHMARKING ORDINANCE:** Some jurisdictions have legislation that requires building owners to benchmark their buildings. Utilities in these regions typically provide better access to data.

**GREEN BUTTON:** A standard data format that utilities can use to issue energy use data.

**PORTFOLIO MANAGER:** The Environmental Protection Agency's Portfolio Manager is a free tool that property owners can use to evaluate building performance. Some utilities have compatibility with the tool's Web Services feature, which can auto-populate energy data.

**TENANT WAIVER:** To protect customer privacy, many utilities require building owners to collect tenant waivers before they will release data to the owner.

---

## POTENTIAL CHALLENGES WORKING WITH THIS UTILITY

Challenge 1: Due to high request volume, this utility may be phasing out landlord requests.

Challenge 2: Property representative must submit a data release authorization for each tenant AND the release authorization must be the utility-specific form.

Challenge 3: Utility releases data in a challenging format - paper format.

## HOW TO REQUEST DATA FROM THIS UTILITY

### HOW TO REQUEST TENANT-LEVEL DATA

AEP Preferred Method:

Step 1: The tenant must register their account online and then provide the login information to the building owner or owner's representative.

Step 2: Owner or owner's representative can log-in to the tenant's account using the website link. Up to 36 months of billing history will be available online.

AEP Alternative Method:

Step 1: Owner or owner's representative may send usage history requests to the fax number or email address as provided on the release form.

Step 2: Within 7 days, the utility will fax or mail the property representative a usage history report for the most recent 12 month time period. The paper statements will display monthly meter read date, energy (kWh) use, and monthly billed cost data.

### HOW TO REQUEST AGGREGATED WHOLE-BUILDING DATA

Not applicable. Utility does not release aggregated data for residential buildings.

*Disclaimer: This data is current as of 3/29/17. Please note that utilities regularly update energy data release policies. This database includes scores, challenges, and steps associated with obtaining tenant data for multifamily properties, as reported by customer service agents. Contact your utility to confirm their process before requesting data.*