

# 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 Texas Co - Central and North**. See the back page for detailed instructions and definitions. Visit the [HUD Exchange](#) to find the full utility database.

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## UTILITY NAME

AEP Texas Co - Central and North

### USER-FRIENDLY SCORE

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

*Overall User-Friendly Score: 3.5*

*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: 4*  
Historic and ongoing data uploads, via Portfolio, or similar

*Data Format Score: 4*  
Automated upload via Portfolio Manager, or similar

*Connected to Portfolio Manager: Smart Meter Texas*

### DATA RELEASE FORMS

[Residential Smart Meter Texas Account Form](#)

### SERVICE AREA

Texas

### ADDRESS

AEP Texas  
400 W 15th Street, Suite 1500  
Austin, TX 78701

### WEBSITE

[Smart Meter Texas Website](#)

### CUSTOMER SERVICE CONTACT

Smart Meter Texas  
[None available](#)  
Phone: 1-888-616-5859

### SUPERVISOR CONTACT

None available

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

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## 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.

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## POTENTIAL CHALLENGES WORKING WITH THIS UTILITY

Challenge 1: Utility does not accept external emails.

Challenge 2: Each tenant must set up an account on Smart Meter Texas.

Challenge 3: Each tenant must log on to Smart Meter Texas to share their energy use data with property owners or their third party providers.

## HOW TO REQUEST DATA FROM THIS UTILITY

### HOW TO REQUEST TENANT-LEVEL DATA

Several electric utilities in Texas leverage the Smart Texas tool to manage benchmarking requests.

Step 1: The property owner and each tenant must set up their own accounts on Smart Meter Texas.

Tenants must add the property owner or their third party representatives as a "friend" in order to give the property owner access to their data.

Step 2: Once the property owner has established a connection with all tenant accounts, they will be able to log into Smart Meter Texas and view historic (previous 2 years) and ongoing energy use consumption and cost data for each account.

### HOW TO REQUEST AGGREGATED WHOLE-BUILDING DATA

Not applicable. Utility does not release aggregated data.

*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.*