

# 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 **Ameren Illinois**. 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

Ameren Illinois

### USER-FRIENDLY SCORE

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

*Overall User-Friendly Score: 3.3*

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

*Tenant Data Release Forms Score: 3*  
Accepts generic release forms

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

*Data Format Score: 3*  
Excel file

*Connected to Portfolio Manager: No*

### DATA RELEASE FORMS

[Generic tenant data release form](#)  
[Utility specific tenant data release form](#)  
[Property Management Portal forms](#)

### SERVICE AREA

Illinois

### ADDRESS

Ameren Illinois  
300 Liberty Street  
Peoria, IL 61602

### WEBSITE

[Property Management Website](#)

### CUSTOMER SERVICE CONTACT

Property Management Customer Service  
[Email Property Management Customer Service](#)  
Phone: 1-800-487-5795  
Fax: 1-800-851-1796

### 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 prefers owner or property manager to register for their online Property Management Portal to obtain usage history. This process requires both owner and tenant to sign agreements.

Challenge 2: If using the non-portal method, release forms must show the tenant's social security number to verify account authorization.

## HOW TO REQUEST DATA FROM THIS UTILITY

### HOW TO REQUEST TENANT-LEVEL DATA

Step 1: Property owner or owner representative may submit a request for usage history via email. The request must include a tenant release form for each account and the tenant's social security number. Property representatives may use a generic or utility-specific release form. Representatives should specify they would like the data in Excel format.

Step 2: Within 7-14 days, the utility will provide usage history data in PDF format (Excel format if specifically requested). The usage statement will display meter read dates, energy (kWh) use, and billed cost data. For large requests that exceed email size limits, the utility will fax usage history pages to the requestor.

### HOW TO REQUEST AGGREGATED WHOLE-BUILDING DATA

The utility releases aggregated whole-building data on a case-by-case basis. Property owner or owner representative should call 1-800-487-5795 to confirm property address is eligible and to obtain instructions on how to request aggregated whole-building 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.*