

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 **Delmarva Power & Light**. See the back page for detailed instructions and definitions. Visit the [HUD Exchange](#) to find the full utility database.

UTILITY NAME

Delmarva Power & Light

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: 3
Accepts generic release forms

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

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

Connected to Portfolio Manager: Yes - For aggregated requests only.

DATA RELEASE FORMS

[Generic tenant data release form](#)
[Utility specific aggregated whole-building request form](#)

SERVICE AREA

Delaware, Maryland, Virginia

ADDRESS

Delmarva Power & Light
5 Collins Drive
Carneys Point, NJ 08069

WEBSITE

[Aggregated Energy Benchmarking website](#)
[Residential customer service website](#)

CUSTOMER SERVICE CONTACT

Community Outreach
(tenant-level requests)
[Email Community Outreach](#)
Community Outreach Phone: 1-800-375-7117
Aggregated Energy Benchmarking Phone: 1-800-664-2141

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: For non-aggregated usage history, property representatives must submit a data release authorization for each tenant.

Challenge 2: For non-aggregated usage history, individual tenant data is provided in the form of paper or PDF, one account per page.

HOW TO REQUEST DATA FROM THIS UTILITY

HOW TO REQUEST TENANT-LEVEL DATA

Step 1: Property owners or owner representatives may fax (856) 351-7545 or email Community Outreach the request for usage history. Tenant release forms need to be included with the request.

Step 2: Within 4-7 days, the utility will (in most cases) provide usage history data in paper or PDF format. The history printout will display meter read dates, energy (kWh) use, and billed cost. For large requests that exceed email size limits, the usage history pages will be faxed to the requestor.

HOW TO REQUEST AGGREGATED WHOLE-BUILDING DATA

Step 1: Utility releases aggregated whole-building data on a case-by-case basis. Property representative should first email kast-south@pepco.com to verify the property is eligible for the Energy Benchmarking program.

Step 2: If the property is eligible, the property representative should follow the directions as described on Delmarva's Aggregated Energy Benchmarking website. This includes signing up for the "Resource Advisor" tool where the property representative will have the ability to automatically load the building's electricity data directly into a pre-created Portfolio Manager profile.

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.