

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 **Direct Energy Business**. See the back page for detailed instructions and definitions. Visit the [HUD Exchange](#) to find the full utility database.

UTILITY NAME

Direct Energy Business

USER-FRIENDLY SCORE

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

Overall User-Friendly Score: 3.0

Provides Tenant Data to Owner Score:

Not applicable. Utility does not serve tenant spaces.

Tenant Data Release Forms Score:

Not applicable. Utility does not serve tenant spaces.

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](#)

SERVICE AREA

21 US States

District of Columbia

5 Canadian Provinces

ADDRESS

Direct Energy Business

1001 Liberty Avenue

Pittsburgh, PA 15222

WEBSITE

[Utility main website](#)

CUSTOMER SERVICE CONTACT

Customer Relations

[Email Customer Relations](#)

Phone: 1-888-925-9115

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: This utility only provides electric service for business accounts (common areas of most multifamily buildings). This Utility does not provide electric service for residential, therefore steps for obtaining usage history pertain only to the common area accounts.

HOW TO REQUEST DATA FROM THIS UTILITY

HOW TO REQUEST TENANT-LEVEL DATA

Step 1: Property owners or owner representatives may email Customer Relations to request usage history. The utility requires authorization forms if the requestor is a third party (not the account holder). The property representative should specify that they would like the data in Excel format.

Step 2: Within 4-7 days, the utility will provide usage history data in PDF or Excel format. The history report will display meter read dates, energy (kWh) use, and 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.