

# 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 **Eversource Energy - Boston and Cambridge, MA (BERDO area)**. 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

Eversource Energy - Boston and Cambridge, MA (BERDO area)

### USER-FRIENDLY SCORE

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

*Overall User-Friendly Score: 3.0*

*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: 3*  
Excel file

*Connected to Portfolio Manager: No*

### DATA RELEASE FORMS

[Utility specific tenant data release form](#)  
[Property owner verification and authorization form](#)

### SERVICE AREA

Massachusetts Boston and Cambridge area

### ADDRESS

Eversource  
One NSTAR Way  
Westwood, MA 02090

### WEBSITE

[Energy Reporting website](#)

### CUSTOMER SERVICE CONTACT

Energy Disclosure  
[Email Energy Disclosure](#)  
Residential Phone: 1-800-592-2000  
Property Management Phone: 1-877-659-6326

### SUPERVISOR CONTACT

Margaret Kelly  
[Email Margaret Kelly](#)  
Phone: 1-781-441-3895

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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: Property representative must submit a data release authorization for each tenant AND the release authorization must be the Eversource form.

Challenge 2: Property representative must provide owner verification forms prior to requesting usage history.

## HOW TO REQUEST DATA FROM THIS UTILITY

### HOW TO REQUEST TENANT-LEVEL DATA

Step 1: Property owner or owner representative may send usage history requests to the Energy Disclosure email address. Requests must include tenant release form(s) with customer/tenant name, account number, and service address. Property owners should use the utility-specific release form.

Step 2: Within 2 days the utility will email the property representative a usage history report for the most recent 12 month time period in PDF format.

### HOW TO REQUEST AGGREGATED WHOLE-BUILDING DATA

Utility releases aggregated data only for large account portfolios with a strategic account manager, typically 35 units or more.

Step 1: Property owner or owner representative should contact their account manager to confirm if they are eligible to receive aggregated data.

Step 2: If property is eligible, property owner or owner representative may send usage history requests to the Energy Disclosure email address. Requests must include the Property Owner Verification Form.

Additional directions can be found on the Energy Reporting website link. Usage history will be available in Excel format.

*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.*