

# 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 **Intermountain Gas Company**. 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

Intermountain Gas Company

### USER-FRIENDLY SCORE

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

*Overall User-Friendly Score: 2.5*

*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: 2*  
Historic energy use

*Data Format Score: 2*  
Screen shot, print out and/or PDF

*Connected to Portfolio Manager: No*

### DATA RELEASE FORMS

[Tenant must provide release via phone](#)

### SERVICE AREA

Idaho

### ADDRESS

Intermountain Gas Company  
555 South Cole Road  
Boise, ID 83709

### WEBSITE

[Customer Service website](#)  
[Property Management website](#)

### CUSTOMER SERVICE CONTACT

Customer Service  
[Email Customer Service](#)  
Treasure Valley Phone: 1-208-377-6840  
Toll Free Phone: 1-800-548-3679

### 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 company does not accept tenant release forms as authorization to release usage history.

Challenge 2: Each tenant must contact the utility either by telephone or in person for usage history requests.

Challenge 3: Individual tenant data is provided in the form of paper or PDF, one account per page.

Challenge 4: The utility company does not release cost data.

## HOW TO REQUEST DATA FROM THIS UTILITY

### HOW TO REQUEST TENANT-LEVEL DATA

Step 1: Each tenant must contact the utility either by telephone or in person to provide access authorization for the owner or owner representative. The utility will maintain record of tenant approval for up to one year. Once tenant gives verbal approval, owner or owner representative may email usage history requests to Customer Service.

Step 2: Within 2 weeks the utility will send a usage history report in paper or PDF format. The usage history report will display monthly meter read dates and energy (gas) usage.

### 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.*