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 **Los Angeles Dept of Water and Power (LADWP)**. 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
Los Angeles Dept of Water and Power (LADWP)

USER-FRIENDLY SCORE
1 (most challenging) to 4 (most user-friendly)

Overall User-Friendly Score: 3.8

Provides Tenant Data to Owner Score: 3
Provides total annual whole building data, anonymized

Tenant Data Release Forms Score: 4
Does not require release form

Tenant Data Comprehensiveness Score: 4
Historic and ongoing data uploads, via Portfolio, or similar

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

Connected to Portfolio Manager: Yes

DATA RELEASE FORMS
Utility specific tenant data release form

SERVICE AREA
California

ADDRESS
The Los Angeles Department of Water and Power
1394 S Sepulveda Blvd
Los Angeles, CA 90025

WEBSITE
Utility Benchmarking Website

CUSTOMER SERVICE CONTACT
Benchmarking Customer Service
Email Benchmarking Customer Service
Phone: 1-800-342-5397

SUPERVISOR CONTACT
Carla Day
Email Carla Day
Phone: 1-213-367-3467

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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 properties with fewer than 5 units, property representative must submit a data release authorization for each tenant, using the utility's specific form.
Challenge 2: Utility considers forms to be valid for a limited period - one time.
Challenge 3: Property representative must have a Portfolio Manager account in order to obtain data.

HOW TO REQUEST DATA FROM THIS UTILITY
HOW TO REQUEST TENANT-LEVEL DATA
Not applicable. Utility only provides aggregated data.

HOW TO REQUEST AGGREGATED WHOLE-BUILDING DATA
Step 1: Property owners or their representatives must obtain a unique building ID from the Los Angeles Department of Building & Safety. Property representatives may submit an aggregated whole-building data request using the Building Benchmarking Online Form. For properties with fewer than 5 units, property representatives must provide tenant release forms, using the utility's specific form.
Step 2: LADWP will authenticate the building ownership and notify the owner, providing a property admin ID number. The property representative can use this number to configure a connection with Portfolio Manager. See the utility benchmarking website for more details.
*Note on score: because utility provides aggregated whole building data, including tenant-level data, score reflects process for aggregated 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.