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 **National Grid - 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.

UTILITY NAME
National Grid - Boston and Cambridge, MA (BERDO area)

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

Overall User-Friendly Score: 3.3

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: 3
Excel file

Connected to Portfolio Manager: No

DATA RELEASE FORMS
Utility specific tenant data release form
Owner verification form
Generic tenant data release form

SERVICE AREA
Massachusetts

ADDRESS
National Grid
300 Erie Boulevard West
Syracuse, NY 13202

WEBSITE
Energy Reporting website
Property Management website

CUSTOMER SERVICE CONTACT
Energy Disclosure Customer Service
Email Energy Disclosure Customer Service
Energy Disclosure Phone: 1-800-732-3400
Customer Service Phone: 1-800-322-3223

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 requests, the property representative must submit a data release authorization for each tenant. The utility company prefers the utility-specific tenant release form.

HOW TO REQUEST DATA FROM THIS UTILITY

HOW TO REQUEST TENANT-LEVEL DATA

Step 1: For properties with fewer than 40 units, owner or owner's representative may email usage history requests to Energy Disclosure Customer Service specifically requesting non-aggregated usage history. Requests must include tenant release form(s) with customer/tenant name, account number, and service address. Representatives should specify they want the data in Excel format. The representative may submit either generic or utility-specific tenant release forms.

Step 2: Within 14 days, the utility will send the property representative a usage history report in Excel format for the time period as requested on the release form, including monthly meter read dates, energy use and billed cost.

HOW TO REQUEST AGGREGATED WHOLE-BUILDING DATA

Step 1: For properties with at least 4 units, owner or owner's representative may email aggregated whole-building requests to Energy Disclosure Customer Service. Include owner release form, building address, and meter info if available. Minimum of four tenant accounts are needed for aggregated energy use data. No single tenant can make up more than 50% of the aggregate total.

Step 2: Within 14 days, the utility will email the property representative a usage history report in Excel format for the time period as requested on the release form.

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.