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 - Rhode Island (formerly Narragansett Electric Co)**. See the back page for detailed instructions and definitions. Visit the HUD Exchange to find the full utility database.

UTILITY NAME
National Grid - Rhode Island (formerly Narragansett Electric Co)

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: 3
Accepts generic release forms

Tenant Data Comprehensiveness Score: 3
Historic energy use and cost data, by billing period

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

Connected to Portfolio Manager: No

DATA RELEASE FORMS
Generic tenant data release form

SERVICE AREA
Rhode Island

ADDRESS
National Grid
300 Erie Boulevard West
Syracuse, NY 13202

WEBSITE
Customer Service website

CUSTOMER SERVICE CONTACT
Account Processing
None available
Phone: 1-800-322-3223
Fax: 1-508-357-4730

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: Utility does not accept external emails.
Challenge 2: Property representative must submit a data release authorization form for each tenant.
Challenge 3: Utility releases data in a challenging format - paper format via mail or fax.

HOW TO REQUEST DATA FROM THIS UTILITY

HOW TO REQUEST TENANT-LEVEL DATA

Step 1: Owner representative may fax usage history requests to Account Processing at 1-508-357-4730. Requests must include tenant release form(s) with customer/tenant name, account number, and service address. The utility does not have a specific tenant release form, the generic form is acceptable.
Step 2: Within 14 days, the utility will mail or fax the property representative usage history reports 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

Aggregated whole-building data is not available for all buildings and will be determined on a case-by-case basis. Owner representative may call 1-800-732-3400 to initiate the request. Owner representative should have the property's 10 digit common area National Grid account number and property address readily available.

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.