

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 **Niagara Mohawk Power Corp (National Grid)**

. See the back page for detailed instructions and definitions. Visit the [HUD Exchange](#) to find the full utility database.

UTILITY NAME

Niagara Mohawk Power Corp (National Grid)

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

[Generic tenant data release form](#)
[Residential Usage Request Form](#)

SERVICE AREA

Upstate New York

ADDRESS

National Grid
301 Erie Street
Syracuse, NY 13204

WEBSITE

[Utility Main 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 for each tenant.

Challenge 3: Utility considers forms to be valid for a limited period - one time.

Challenge 4: Utility releases data in a challenging format - PDF.

HOW TO REQUEST DATA FROM THIS UTILITY

HOW TO REQUEST TENANT-LEVEL DATA

Step 1: Owner or owner's representative may fax usage history requests to Account Processing at 1-508-357-4730. Requests must include the Residential Usage Request Form and Tenant Release Authorization form(s) with customer/tenant name, account number, and service address. Representatives may use a generic release form. Representatives should specify that they want the data in Excel format.

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

Aggregated whole-building data is not available for all buildings and will be determined on a case-by-case basis. Owner representative may call 1-718-643-4050 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.