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 **NorthWestern Energy**. See the back page for detailed instructions and definitions. Visit the HUD Exchange to find the full utility database.

_____

UTILITY NAME
NorthWestern Energy

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

Overall User-Friendly Score: 1.0

Provides Tenant Data to Owner Score: 1
No

Tenant Data Release Forms Score: 1
Not applicable - Utility only provides data to account holders

Tenant Data Comprehensiveness Score: 1
Not applicable - Utility only provides data to account holders

Data Format Score: 1
Not applicable - Utility only provides data to account holders

Connected to Portfolio Manager: No

DATA RELEASE FORMS
Not applicable

SERVICE AREA
Montana, Nebraska, South Dakota

ADDRESS
NorthWestern Energy
11 E. Park St.
Butte, MT 59701-1711

WEBSITE
Utility main website

CUSTOMER SERVICE CONTACT
Customer Service
Email Customer Service
Phone: 1-406-497-4950

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 will only release actual energy consumption data directly to the account holder.
Challenge 2: For aggregated data, utility does not release monthly data, but will provide average monthly data from the previous 12 months.
Challenge 3: For aggregated data, utility does not release energy use information - only cost information associated with energy use.

HOW TO REQUEST DATA FROM THIS UTILITY

HOW TO REQUEST TENANT-LEVEL DATA

Northwestern Energy does not provide tenant-level data to property owners. Owners may collect the account numbers and passcodes from their tenants and log in to each tenant's account to access the information directly.
*Note on score: Utility does provide some data to owners, but only the average monthly bill cost, which does not facilitate benchmarking. Therefore, this database ranks the utility according to its ability to provide tenant-level energy use data.

HOW TO REQUEST AGGREGATED WHOLE-BUILDING DATA

The utility does not provide actual aggregated data for the whole building, but rather just the average monthly energy cost.
Step 1: Property owners or their representatives may email aggregated whole-building data requests to the customer service contact, providing a list of addresses at the property and specifying a contact to whom the utility should provide data (i.e. name and email). A property representative must indicate that he or she wishes to receive average monthly cost data for the accounts associated with each address from the previous year.
Step 2: Within 7 days, the utility will email average monthly cost data via Excel spreadsheet for each unit address, but is not able to provide the total actual energy use amounts.

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.