

# 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 **Oklahoma Gas and Electric (OG&E)**. See the back page for detailed instructions and definitions. Visit the [HUD Exchange](#) to find the full utility database.

---

## UTILITY NAME

Oklahoma Gas and Electric (OG&E)

### 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](#)

### SERVICE AREA

Oklahoma

### ADDRESS

Oklahoma Gas and Electric  
PO Box 24990  
Oklahoma City, OK 73124

### WEBSITE

[Utility main website](#)

### CUSTOMER SERVICE CONTACT

Customer Service  
[Customer Service Email Address](#)  
Phone: 1-405-619-6503

### 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: Property representative must submit original signed paper data release forms for each tenant

Challenge 2: Tenant data release forms must include private information - last 4 digits of account holder's Social Security number.

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

## HOW TO REQUEST DATA FROM THIS UTILITY

### HOW TO REQUEST TENANT-LEVEL DATA

Step 1: Property owners or their representatives have tenants sign data release forms. The forms are then emailed to the customer care department at the utility with a specific date range and contact for the representative to provide the data. The form should include the account number and last four digits of the account holder's Social Security number. A property representative may use a generic release form.

Step 2: Within 4-7 days, the utility will return the data to the property owner via email. The data will show energy use, cost, and meter read dates for each tenant. The utility considers the release to be valid one time.

### HOW TO REQUEST AGGREGATED WHOLE-BUILDING DATA

Step 1: Property owners or their representatives email a request for the aggregate whole building data to the customer care department at the utility. The request must include the address and a contact for the representative to provide the data.

Step 2: Within 4-7 days, the utility will return the data to the property owner via email. The data will show average energy usage for the building for 12 months.

*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.*