

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

UTILITY NAME

PECO Energy Co

USER-FRIENDLY SCORE

1 (most challenging) to 4 (most user-friendly)

Overall User-Friendly Score: 4.0

Provides Tenant Data to Owner Score: 4

Provides actual monthly tenant-level data

Tenant Data Release Forms Score: 4

Does not require release form

Tenant Data Comprehensiveness Score: 4

Historic and ongoing data uploads, via Portfolio, or similar

Data Format Score: 4

Automated upload via Portfolio Manager, or similar

Connected to Portfolio Manager: Yes

DATA RELEASE FORMS

[Generic tenant data release form \(>5 units\)](#)

[Energy Usage Data Tool Enrollment Form \(5+ units\)](#)

SERVICE AREA

Pennsylvania

ADDRESS

Exelon

2301 Market Street

P.O. Box 8699

Philadelphia, PA 19101

WEBSITE

[Utility Benchmarking Website](#)

[Building Manager User Guide](#)

CUSTOMER SERVICE CONTACT

Customer Service

[Email Customer Service](#)

Phone: 1-866-353-5798

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 tenant-level data, utility considers forms to be valid for a limited period - one time.

Challenge 2: For tenant-level data, property representative must submit a data release authorization for each tenant.

Challenge 3: For tenant-level data, utility releases data in a challenging format - PDF / hard copy.

Challenge 4: For aggregated data, property representative must configure a Portfolio Manager account and a utility specific tool account.

HOW TO REQUEST DATA FROM THIS UTILITY

HOW TO REQUEST TENANT-LEVEL DATA

Step 1: Property owners or their representatives may mail or email tenant data requests to the customer service contact, providing a set of tenant release forms, and specifying a date range, account number, and a contact to whom the utility should provide data (i.e. name and email). A property owner may use a generic tenant data release form.

Step 2: Within 1-3 days, the utility will email data in PDF format, including energy use and cost data, by billing period, for each account.

HOW TO REQUEST AGGREGATED WHOLE-BUILDING DATA

Step 1: For properties with 5 or more units Property owners must configure a Portfolio Manager account for their building, and submit an Energy Usage Data Tool Form. Then the owner may follow the instructions in the Building Manager User Guide to submit a data request. After configuring both accounts, the owner can create a connection between the PECO tool and Portfolio Manager.

Step 2: Once synced, the representative can access energy use and cost data for the previous two years, and ongoing.

*Note on score: Because utility provides aggregated data, including tenant spaces, score represents utility's ability to provide aggregated data.

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.