

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

UTILITY NAME

Pacific Gas and Electric Company (PG&E)

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

[Utility specific tenant data release form - PDF](#)
[Utility specific tenant data release form - Online](#)

SERVICE AREA

California

ADDRESS

Pacific Gas and Electric Company
624 N St
Sanger, CA 92657

WEBSITE

[Utility Main Website](#)
[Utility Benchmarking Website](#)

CUSTOMER SERVICE CONTACT

Benchmarking Customer Service
[Email Customer Service](#)
Phone: 1-800-743-5000

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 detail, property owner or property representative must submit tenant release forms individually via mail or portal

Challenge 2: Utility provides data in a challenging format - PDF / hard copy

HOW TO REQUEST DATA FROM THIS UTILITY

HOW TO REQUEST TENANT-LEVEL DATA

Step 1: The property owner should configure an account in Portfolio Manager, setting up the building and meters.

Step 2: A property owner must provide tenant authorization by having them complete a Portfolio Manager Web Services online or PDF form. If providing PDF forms, the property representative can email them to the customer service email.

Step 3: The utility will review the forms and contact the property owner. Please see the utility's benchmarking instructions for how to configure sharing with Portfolio Manager.

HOW TO REQUEST AGGREGATED WHOLE-BUILDING DATA

Step 1: For buildings with 5 or more units, email benchmarking customer service to request an aggregated data authorization form.

Step 2: PG&E will review the form and initiate the process to provide aggregated data via Portfolio Manager. The property representative should refer to the Benchmarking Guide on the utility's benchmarking website for more information.

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.