

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

UTILITY NAME

Portland General Electric Co (PGE)

USER-FRIENDLY SCORE

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

Overall User-Friendly Score: 3.8

Provides Tenant Data to Owner Score: 3
Provides total annual whole building data, anonymized

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 release form \(4 or fewer accounts\)](#)

[Utility specific data request form](#)

SERVICE AREA

Oregon

ADDRESS

PGE
P.O. Box 4404
Portland, OR 97208

WEBSITE

[Utility benchmarking website](#)

CUSTOMER SERVICE CONTACT

Energy Reporting Administrator
[Email the Energy Reporting Administrator](#)
Phone: 1-800-822-1077

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 properties with < 5 units, representative must submit a data release authorization for each tenant.

Challenge 2: Property representative must request data using the utility's standard tenant data release form.

Challenge 3: Property representative must have a Portfolio Manager account in order to request energy consumption data

HOW TO REQUEST DATA FROM THIS UTILITY

HOW TO REQUEST TENANT-LEVEL DATA

Not applicable. Utility only provides aggregated data.

HOW TO REQUEST AGGREGATED WHOLE-BUILDING DATA

Step 1: For properties with 10 or fewer meters, the property owner or representative should complete the online data request form. For properties with more than 10 meters, email the reporting administrator for instructions to submit a data request. If the property has fewer than 5 units, representatives must email utility-specific tenant data requests to the reporting administrator. See utility website for detailed instructions.

Step 2: Within 30 days, the utility will review the form and invite the program representative to sync their account with Portfolio Manager. Once synced, the representative can access energy use and cost data for the previous two years, and ongoing. The representative will have access to ongoing data as long as tenant accounts remain active.

* Note: Score represents aggregated data request process.

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.