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

UTILITY NAME
Progress Energy Florida

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

Overall User-Friendly Score: 3.0

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: 2
Screen shot, print out and/or PDF

Connected to Portfolio Manager: No

DATA RELEASE FORMS
Generic tenant data release form

SERVICE AREA
Florida

ADDRESS
Duke Energy
P.O. Box 1004
Charlotte, NC 28201

WEBSITE
Utility main website

CUSTOMER SERVICE CONTACT
Customer Service
None available
Phone: 1-800-452-2777
Fax: 1-800-419-5473

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 does not accept external emails.
Challenge 2: Property representative must submit data release forms for each tenant.
Challenge 3: Utility considers release forms to be valid for a limited period - one time.
Challenge 4: Utility provides data in a challenging format - paper copies via fax.

HOW TO REQUEST DATA FROM THIS UTILITY
HOW TO REQUEST TENANT-LEVEL DATA
Step 1: Property owners or their representatives must fax tenant release forms to customer service, with a specific date range and contact to whom the utility should provide the data (name and fax). The form should include the tenant meter number and account number per unit. A property representative may use a generic release form.
Step 2: Within 1-3 days, the utility will return the data to the property owner via fax. 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
The utility does not provide actual aggregated data for the whole building, but rather just the average monthly energy use
Step 1: Property owners or their representatives fax a request for the aggregate whole building data to the utility. The request must include the building address and a list of which apartments the data was needed for. The representative must also include contact information to whom the utility should provide the data.
Step 2: Within 1-3 days, the utility will return the data to the property owner via fax. 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.