

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

UTILITY NAME

Puget Sound Energy

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](#)

SERVICE AREA

Western Washington

ADDRESS

Puget Sound Energy
1990 North Creek Parkway
Bothell, WA 98011

WEBSITE

[PSE My Data website](#)
[Property Management website](#)

CUSTOMER SERVICE CONTACT

My Data Customer Service
[Email My Data Customer Service](#)
Phone: 1-888-225-5773

SUPERVISOR CONTACT

Jessica Raker
[Email Jessica Raker](#)
Phone: 1-425-424-6840

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 non-aggregated usage history the property representative must submit a data release authorization for each tenant AND the release authorization must be the utility-specific form.

HOW TO REQUEST DATA FROM THIS UTILITY

HOW TO REQUEST TENANT-LEVEL DATA

Step 1: The property representative may use the My Data website link to register the property. Select "no" when asked if you'll be reporting to ENERGY STAR. After the registration is complete, the utility will email the property representative with further instructions, including a link to upload the tenant release authorization forms. Property representatives must use the utility's standard tenant release form.

Step 2: The property representative will then be able to download the past 36 months of energy usage in Excel format.

HOW TO REQUEST AGGREGATED WHOLE-BUILDING DATA

Step 1: The property representative may use the My Data website link to register the property. Select "yes" when asked if you'll be reporting to ENERGY STAR. After the registration is complete, the utility will email the property representative with further instruction, including how to set up a Portfolio Manager account. Aggregated whole-building data for buildings with more than 5 units do not require tenant release authorization forms.

Step 3: The utility will push the utility history directly into the Portfolio Manager profile.

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.