

# 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 **Sacramento Municipal Utility District (SMUD)**. See the back page for detailed instructions and definitions. Visit the [HUD Exchange](#) to find the full utility database.

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## UTILITY NAME

Sacramento Municipal Utility District (SMUD)

### 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](#)

### SERVICE AREA

California

### ADDRESS

Sacramento Municipal Utility District (SMUD)

PO Box 15830

Sacramento, CA 95852

### WEBSITE

[Energy Benchmarking website](#)

[Property Management website](#)

### CUSTOMER SERVICE CONTACT

Customer Service

[Email Customer Service](#)

Customer Service Phone: 1-888-742-7683

Benchmarking Phone: 1-916-732-7399

### SUPERVISOR CONTACT

Sherry Meyers

[Email Sherry Meyers](#)

Phone: 1-916-732-5929

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VISIT THE [HUD EXCHANGE](#) TO SEE THE FULL DATABASE AND FIND OTHER UTILITIES

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## 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.

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## POTENTIAL CHALLENGES WORKING WITH THIS UTILITY

Challenge 1: If using the utility company's preferred method, the property representative would first need to set up a Portfolio Manager profile for the property.

Challenge 2: Obtaining utility data in a non-Portfolio Manager setting may be done on a case-by-case basis.

## HOW TO REQUEST DATA FROM THIS UTILITY

### HOW TO REQUEST TENANT-LEVEL DATA

The utility prefers owner representatives to use the online benchmarking portal. Non-portal requests will only be fulfilled on a case by case basis.

Step 1: Property owner or owner representative may send usage history requests to the Customer Service email address. Requests must include tenant release authorizations with customer/tenant name, account number, and service address.

Step 2: If the request is approved, the utility company will provide 12 month usage history statements displaying meter read dates, usage, and billed cost.

### HOW TO REQUEST AGGREGATED WHOLE-BUILDING DATA

The utility prefers owner or owner representatives to use the online benchmarking portal. Detailed instructions can be found on the Energy Benchmarking website link.

Step 1: Property representative would need to enroll in SMUD's web services AND set up a building profile in Portfolio Manager.

Step 2: Once enrolled the owner or owner representative may submit a request for energy consumption data to [benchmark@smud.org](mailto:benchmark@smud.org). Tenant release authorization forms are not required, but the meter numbers are required.

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

\*Note on score: Because utility provides aggregated whole-building data, including tenant spaces, score reflects 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.*