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 **San Diego Gas & Electric (SDG&E)**. 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
San Diego Gas & Electric (SDG&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
Generic tenant data release form

SERVICE AREA
California

ADDRESS
San Diego Gas & Electric
8306 Century Park Court
San Diego, CA 92123

WEBSITE
Energy Benchmarking website
Property Management website

CUSTOMER SERVICE CONTACT
Benchmarking Support Team
Email Customer Service
Customer Service Phone: 1-800-411-7343

SUPERVISOR CONTACT
Victoria Wirthlin
Email Victoria Wirthlin
Phone: 1-858-650-4153

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

HOW TO REQUEST DATA FROM THIS UTILITY

HOW TO REQUEST TENANT-LEVEL DATA

Step 1: Detailed instructions for obtaining non-aggregated energy usage data can be found on the Energy Benchmarking website link. The representative may use a generic or utility-specific tenant release form.
Step 2: Once enrolled, the owner or owner representative may submit a request for energy consumption data to the Energy Benchmarking email.
Step 3: The utility will push the utility history directly into the Portfolio Manager profile.

HOW TO REQUEST AGGREGATED WHOLE-BUILDING DATA

Step 1: Detailed instructions for obtaining aggregated energy usage data can be found on the Energy Benchmarking website link. Tenant release authorization forms are not required.
Step 2: Once enrolled the owner or owner representative may submit a request for aggregated energy consumption data to the Energy Benchmarking email.
Step 3: The utility will push the utility history directly into the Portfolio Manager profile.
*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.