

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

---

## UTILITY NAME

Seattle City Light

### 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](#)

[Multi-unit request form](#)

[Automated benchmarking request form](#)

### SERVICE AREA

Washington

### ADDRESS

Seattle City Light  
700 5th Ave #3200  
Seattle, WA 98104

### WEBSITE

[City of Seattle Benchmarking Website](#)  
[For properties ≥ 20,000 sq ft: How to Guide](#)

### CUSTOMER SERVICE CONTACT

Help Desk  
[Email Help Desk](#)  
Phone: 1-206-727-8484

### 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 < 20,000 sq ft, representatives must obtain a data release authorization for each tenant.

Challenge 2: For properties < 20,000 sq ft, representatives must use a notarized utility-specific form.

Challenge 3: For properties > 20,000 sq ft, representative must have a Portfolio Manager account

## HOW TO REQUEST DATA FROM THIS UTILITY

### HOW TO REQUEST TENANT-LEVEL DATA

Utility has two processes, depending on the size of the property. For properties < 20,000 sq ft:

Step 1: Once per year, property owners or their representatives may email a notarized multi-tenant data request form to the email address on the form. Representatives must obtain utility-specific tenant release forms, but do not need to submit them. Refer to the website for complete details.

Step 2: Within 7 days, the utility will provide data in the format of an Excel spreadsheet. The spreadsheets will display energy use and cost data for the date range requested.

Properties greater than 20,000 sq ft: Follow steps under aggregated whole building data.

### HOW TO REQUEST AGGREGATED WHOLE-BUILDING DATA

For properties  $\geq$  20,000 sq ft, participating in the city benchmarking program:

Step 1: Property owners or their representatives can set up an account in Portfolio Manager, following the instructions on the How to Guide. The representative may then submit an Automated Benchmarking Custom Request Form to the email address on the form.

Step 2: Within 4 days, the utility will email the representative, prompting them to connect the owner's Portfolio Manager account to Seattle City Light. Once the owner makes this connection, the representative will be able to access historical and ongoing energy use and cost data via Portfolio Manager. Follow the How to Guide for complete instructions.

\*Note that score refers to utilities process for 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.*