

# 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 **The Gas Company (Southern California Gas)**

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

---

## UTILITY NAME

The Gas Company (Southern California Gas)

## 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 CISR authorization form](#)

## SERVICE AREA

California

## ADDRESS

Southern California Gas Company (The Gas Company / SEMPRA)  
555 W. Fifth Street, MLGT19A8 Benchmarking  
Los Angeles, CA 90013

## WEBSITE

[Utility Energy Benchmarking website](#)  
[Aggregated Energy Benchmarking Instruction Guide](#)

## CUSTOMER SERVICE CONTACT

SCG Benchmarking  
[Email SCG Benchmarking](#)  
Phone: 1-800-427-2200  
Fax: 1-909-305-8261

## SUPERVISOR CONTACT

James Ward

Phone: 1-213-244-3652

---

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: Property representative must submit a data release authorization for each tenant AND the release authorization must be the CISR form.

## HOW TO REQUEST DATA FROM THIS UTILITY

### HOW TO REQUEST TENANT-LEVEL DATA

Step 1: Property representative may send usage history requests to the Customer Service email address. Requests must include tenant release form(s) with customer/tenant name, account number, and service address. Property representatives must use a utility-specific tenant release form.

Step 2: Within 7 days, the utility will email the property representative a PDF usage history report for the most recent 12 month time period. The statements will display monthly meter read date, energy (gas) use, and monthly billed cost data. Usage history can be provided in Excel format upon request.

### HOW TO REQUEST AGGREGATED WHOLE-BUILDING DATA

Step 1: Owner representative creates a Portfolio Manager profile and sends a connection request to SoCalGas. Connection requests typically take 24 hours to take effect.

Step 2: Owner representative sends aggregated whole-building requests to the SCG Benchmarking email address or via the online Benchmarking Usage Request form (see Energy Benchmarking website link).

Step 3: The usage will be sent via Portfolio Manager unless specifically requested.

*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.*