

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

UTILITY NAME

Tacoma Public Utilities

USER-FRIENDLY SCORE

1 (most challenging) to 4 (most user-friendly)

Overall User-Friendly Score: 3.3

Provides Tenant Data to Owner Score: 4
Provides actual monthly tenant-level data

Tenant Data Release Forms Score: 3
Accepts generic release forms

Tenant Data Comprehensiveness Score: 3
Historic energy use and cost data, by billing period

Data Format Score: 3
Excel file

Connected to Portfolio Manager: No

DATA RELEASE FORMS

[Generic tenant data release form](#)

SERVICE AREA

Washington

ADDRESS

Tacoma Public Utilities
3628 South 35th Street
Tacoma, WA 98409

WEBSITE

[Property Management website](#)

CUSTOMER SERVICE CONTACT

Customer Service
[Email Customer Service](#)
Toll Free Phone: 1-800-752-6745
Local Phone: 1-253-502-8600

SUPERVISOR CONTACT

Kathryn Weller
[Email Kathryn Weller](#)
Phone: 1-253-502-8064

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: Utility prefers owner or property manager to register on an online portal to obtain usage history, which includes contracts and several forms for both the property manager and the tenants.

Challenge 2: If using the non-portal method, the property representative must submit a data release authorization for each tenant.

HOW TO REQUEST DATA FROM THIS UTILITY

HOW TO REQUEST TENANT-LEVEL DATA

Preferred Method:

Step 1: The utility's preferred method for obtaining utility history is by using the Property Manager portal. Please see the Property Management website link for directions.

Alternative Method:

Step 1: The utility's alternative to the online portal would be for the owner or owner's representative to submit usage history requests to the Customer Service email address. For each tenant, the utility requires a release authorization form, which includes the tenant's account number. For multiple units, property representatives may submit the request in Excel format with a list of account numbers and their associated address.

Step 2: Within two weeks, the utility will email the property representative a usage history report for the most recent 12 month time period. The statements will display monthly meter read date, energy (kWh) use, and monthly billed cost data. Whether the statements are provided in PDF or Excel will be determined on a case by case basis.

HOW TO REQUEST AGGREGATED WHOLE-BUILDING DATA

Not applicable. Utility does not release aggregated data for residential buildings.

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.