

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

UTILITY NAME

Washington Gas

USER-FRIENDLY SCORE

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

Overall User-Friendly Score: 3.5

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: 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](#)
[Utility specific aggregated whole-building request form](#)

SERVICE AREA

Washington DC, Maryland, Virginia

ADDRESS

Washington Gas
6801 Industrial Road
Springfield, VA 22151

WEBSITE

[Utility benchmarking website](#)

CUSTOMER SERVICE CONTACT

Customer Service
[Email Customer Service](#)
Phone: 1-703-750-1000

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 with fewer than 5 units, property owners or their representatives must submit a data release authorization for each tenant.

Challenge 2: Utility will not provide cost data

HOW TO REQUEST DATA FROM THIS UTILITY

HOW TO REQUEST TENANT-LEVEL DATA

Step 1: For properties with 4 or fewer individually metered accounts, property owners may email data requests to the customer service contact, including tenant release forms, and specifying a date range and contact to whom the utility should provide data (name and email). Representatives may use a generic release form.

Step 2: Within 7-14 days, the utility will email the data to the property owner in PDF format. The data will only show meter read dates and energy use for the previous three years, but no cost data.

HOW TO REQUEST AGGREGATED WHOLE-BUILDING DATA

Step 1: For properties with 5 or more individually metered gas accounts, property owners or their representatives must fill out a the utility-specific aggregated whole building request form. Representatives may email the form to aggregateddata@washgas.com

Step 2: Within 10 business days, the utility will return a spreadsheet, including up to 3 years of aggregated energy use and cost data.

*Note on score: Score reflects utility's ability to provide whole-building energy data, including tenant spaces.

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.