



## ***FREQUENTLY ASKED QUESTIONS***

**What are the basic steps that I should take to get automated benchmarking data from Seattle City Light?**

(Option A- Using Seattle City Light's method)

1. Setup a Portfolio Manager account here: <https://www.energystar.gov/istar/pmpam/>
2. Setup a new building profile within that Portfolio Manager account.
3. Read our Terms and Conditions, then fill out an Authorization form and send it into Seattle City Light per instructions on the form. This must be signed by the Building Owner or their Authorized Agent. Consultants' cannot sign this form. Download form [here](#).
4. Wait for a response from Seattle City Light which will include the final pieces of information you need to enter into your Portfolio Manager account and setup your "virtual" meter under your building profile.

\*Please carefully choose your username/id and share it with any staff that may need it in the future. We ask that you limit requests to change your setup once we've completed it. Username/id's should be generic and shared amongst staff of management companies to minimize change requests.

**I have been using Portfolio Manager for a while and have already setup all my meters. Can Seattle City Light use my current setup for the new Automated Benchmarking requirement?**

(Option B- Using your own method for Benchmarking)

No. Seattle City Light just recently launched this program to aid customers in Automated Benchmarking. Our program requires the Portfolio Manager setup to be One Building to One Meter. This means your current set up/previous way of working building profiles in Portfolio Manager won't work. We do not send meter by meter (meter specific) data. We send data according to a "virtual" meter name we've supplied to you.

Another option for you may be Option B- Using your own method for Benchmarking:

This is an option that you may want to choose if you have previously participated in Benchmarking by manually uploading your data to the Portfolio Manager application without the aid of Seattle City Light. You can continue to use your method as it is the only way to retain your building's historical consumption usage. Whereas option A requires you to setup a new profile for your building, this option does not. For more information on how to continue using your old method please contact the Energy Benchmarking Desk at 206-727-8484 or at [EnergyBenchmarking@seattle.gov](mailto:EnergyBenchmarking@seattle.gov). You can also direct all questions regarding the ordinance and enforcement to the email address and phone number just mentioned.

**In Portfolio Manager should I use READ ONLY or READ/WRITE?**

You must use READ/WRITE in order for Seattle City Light to have the permission to WRITE your consumption to your Portfolio Manager account. If you choose READ ONLY Seattle City Light won't be able to send data and update the meter's consumption.

**How should I setup my Portfolio Manager Account for a campus?**

Seattle City Light supplies your Portfolio Manager account with the consumption data building by building regardless of whether it is a campus or just a single building. You



## **FREQUENTLY ASKED QUESTIONS**

must set up your Portfolio Manager account to have it combine these totals into a Campus total.

This requires that in your Portfolio Manager setup, each of your building must have it's own meter. We will supply you with a Building "Virtual" Meter. We will upload consumption totals for each building to their own "Virtual" Meter. You will setup Portfolio Manager to take the amounts from each Building's "Virtual" Meter and combine them for a Campus Total.

### **What is a "virtual" meter?**

Within Portfolio Manager, under your building profile, you set-up a single meter for your building. This meter is what we call your "virtual" meter since it isn't a real meter but a name we use to upload the consumption data from all meters within your building.

### **Since I have a "virtual" meter will I need to setup my other actual meters in Portfolio Manager?**

Please do not setup your meters. We will supply you with a "virtual" meter name that will include consumption data from all meters in your building.

### **What should I do since I have already been manually uploading meter specific data for my building and I now want to move over to Option A- Using Seattle City Light's Automated Benchmarking Method:?**

1. Create a new building profile for address in question. Add a single electric meter to that building named after the meter we've given you in the Authorization Credentials. Submit only that meter for Authorization.

2. Rename the old building profile. This will help you retain old data for reference purposes only.\*

\*It isn't clear to Seattle City Light how the Portfolio Manager system will handle having 2 buildings with the same address as far as Energy Star ratings. You may want to contact Portfolio Manager support to find out how to make sure only one of your buildings with that address get the Energy Star Rating.

### **Is there a limit to the number of requests I can put in?**

We ask that you not submit more than one request per building. Please manage Portfolio Manager usernames/id's on your end. If you find it absolutely necessary you can submit a Change Authorization request but these should be minimal. For example, if a new company begins managing your building you may need to submit a Change Authorization request. However, you should not be submitting a Change Authorization just because a new employee has begun working for the company managing your building. The username/id should be generic. If an employee leaves you can change the password on your end to keep the account secure.

### **How often will my consumption data be uploaded to the meter in Portfolio Manager?**

We will fill your initial request within several hours of you submitting the Authorization. Each subsequent update occurs automatically on a monthly basis. The dates are as follows:

January 3<sup>rd</sup>, February 3<sup>rd</sup>, March 3<sup>rd</sup>, etc.



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**Why does Seattle City Light send aggregate building data rather than meter specific data?**

The reasons for this vary such as:

- \* aggregate consumption data is required for the entire building to give it an Energy Star rating
- \* the way our accounts are setup we don't always have the ability to exclude certain building meters while including others
- \* building owners do not have the right to automatically receive specific meter data for an account that belongs to a tenant

**How are meters that I set up before I contacted Seattle City Light affected by Seattle City Light's automated updates?**

Seattle City Light will not update meter names that you've created. Seattle City Light will only upload data to the "virtual" meter name we've given to you.

**What is a Change Authorization for?**

If you have previously setup your automated benchmarking relationship with us then any request you make for that building is a "change". We ask that you limit these. One way to do this is by using a generic Portfolio Manager username/id and sharing it amongst your staff.

**Why is there an option to add/remove/change meters?**

If you find any issue with the meters that are being reported on you may need to contact us so that we can refine your building setup on our end.

**Where do I learn about the City of Seattle's energy benchmarking law?**

Please visit [www.seattle.gov/energybenchmarking](http://www.seattle.gov/energybenchmarking) or contact [energybenchmarking@seattle.gov](mailto:energybenchmarking@seattle.gov), 206-727-8484.

**I received or sent a property using Portfolio Manager's "Transfer Ownership" function.**

**Do I need to do anything as far as my City Light virtual meter is concerned?**

Yes! In order to assure that the new Portfolio Manager account holder of the property continues to get automated updates from City Light, you must fill out a Consumption Request Authorization Form. On the form, you must select "Change Authorization" and list the Username of the new account holder. City Light will process this form as a "Change Authorization" which will take up to 10 business days. When it is processed, you will receive a credentials form and will need to set up the virtual meter again in your account. (This means that you will need to delete the old virtual meter and add the new one.)

**I am confused, who do I direct my questions to?**

All questions related to how your data gets to you/problems with your data getting to you; please contact [scl\\_portfolio\\_manager@seattle.gov](mailto:scl_portfolio_manager@seattle.gov). Please include your Portfolio Manager Username/id and the address of your building.

All questions related to the letter you received and/or laws governing this program can be directed to [energybenchmarking@seattle.gov](mailto:energybenchmarking@seattle.gov). Include your Portfolio Manager Building ID#.