

TIP SHEET 2 — BUILDING OWNERS

Claiming Buildings

SEATTLE BUILDING & ENERGY PORTAL



Claiming a building is the process of linking your [Seattle Building & Energy Portal](#) account directly to the buildings you own and to the ENERGY STAR® Portfolio Manager® accounts used to benchmark and report your building performance data to the City.

Why claim a building?

The process of claiming a building must be complete before you can:

- submit reports and manage compliance, or
- add other account users to support compliance activities.

What is a claim code?

A claim code is a unique building-specific code found on the notification letter mailed and emailed by the City to the building owner of record. Building owners or owners representatives use it to verify they are authorized to submit building performance reports pertaining to the building.

Don't have a claim code or a code doesn't work?

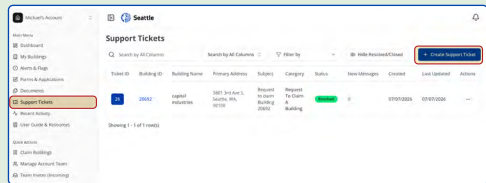
You can request assistance from directly within the portal.

On the Support Ticket page, select **Create Support Ticket** to request assistance.

Complete the short request form **and** submit the required documentation to demonstrate you are the building owner or have been hired by the building owner to complete and manage compliance reporting for **both** energy benchmarking and BEPS.



Reporting consultants (benchmarking service providers or BEPS Qualified Persons) hired by building ownership **are not authorized to claim buildings.** See [TIP Sheet 1B: Getting Started for Team Members](#).



Select **Support Ticket** in left column, then click **Create Support Ticket** to request assistance.

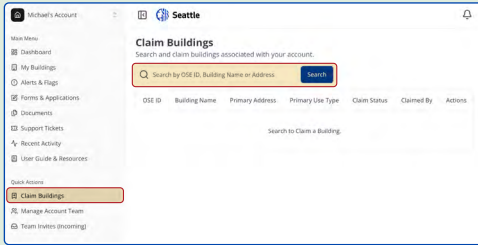
GET HELP



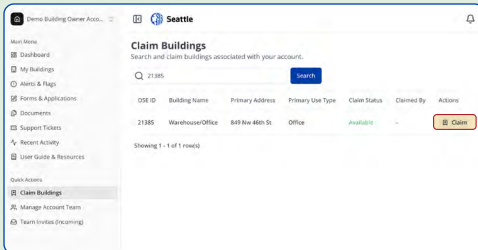
Email help desk staff at buildingenergy@seattle.gov



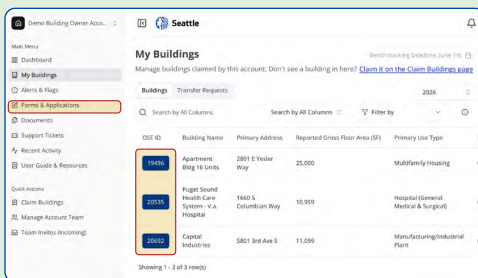
Call (206) 727-8484 to leave voicemail and request a callback



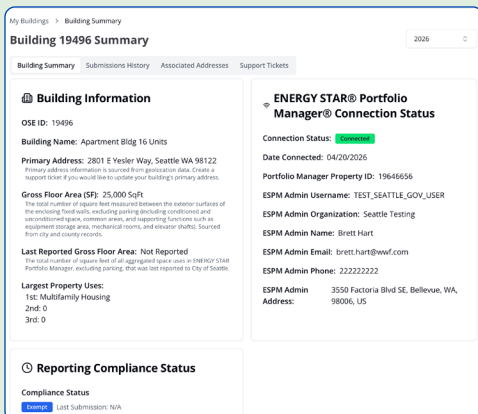
Select **Claim Buildings** and search using OSE ID, building name, or address.



Before selecting **Claim**, confirm the building details as shown.



Select **My Buildings** in left column, then select the **OSE ID number** for the building claimed (as shown above) to confirm detailed information about the property and to verify the correct **ENERGY STAR Portfolio Manager** account is connected (below).



City staff will review the claim code request and supporting documentation. If approved, you will receive a confirmation email and the building should show in your **My Buildings** section. All claim code requests submitted by entities that are not building ownership or delegated owners' agents will be denied.

How to claim a building

Log into the [Seattle Building & Energy Portal](#) and select **Claim Buildings** in the left column.

Search for your building using the **OSE Building ID**, building name, or address.

Confirm the building details shown:

- OSE ID
- Building Name
- Primary Address
- Primary Use Type
- Claim Status
- Claimed By

If the building details are correct, and the building is available to claim, enter the claim code on your letter or email, then select **Claim**.

You should see a pop up notification that you successfully claimed the building. You can find all claimed buildings in the **My Buildings** section of the portal.

Verify building information and connected accounts

Verify the correct **ENERGY STAR® Portfolio Manager®** account is connected by selecting the OSE ID number for the building claimed in the **My Buildings** section. Also confirm building information is accurate.



If you do not know your **OSE Building ID**, find it on the [Look Up Tool](#).

Troubleshooting



*Buildings available to claim allow you to select **Claim**. If the building is already claimed and you are the responsible entity that should be the primary account for the building, **DO NOT** select transfer.*

If your building is unavailable to claim, contact the help desk by selecting **Support Ticket** in left column, then clicking **Create Support Ticket** to request assistance.

- In the form that appears, enter the information requested and Select **Request To Claim A Building** in the Select Category field.
- If the connected Portfolio Manager account is incorrect, in the My Buildings section scroll to the right and click on the Action icon (...) for the building claimed. In the menu that appears, select **Disconnect**. Re-share the correct Portfolio Manager account (See *Step 6: Share Your Energy and Emissions Annual Report* of the [Energy Benchmarking How To Guide](#)).

If the Energy Star Portfolio Manager Connection Status shows **Not Connected**, the claimed building has not been shared with the City of Seattle in Portfolio Manager. Add the City of Seattle as a contact and share the building's account (See *Step 5: Add the City of Seattle as a Contact* and *Step 6: Share Your Energy and Emissions Annual Report* of the [Energy Benchmarking How To Guide](#)).