

con Edison

Share My Data

FAQ for Third Party Vendors

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General Questions

- 1. What is Share My Data?**
 - A feature in My Account that enables customers to approve and automate the secure transfer of their energy usage data to authorized third parties. Customers no longer need to log in to their online account to download and send their data repeatedly. Instead, they can authorize your company to access their [con Edison or Orange & Rockland] energy data automatically and continuously through Share My Data.
- 2. What are the benefits of Share My Data?**
 - Share My Data encourages innovative approaches for customers to manage and ultimately decrease their energy usage. This solution represents advancement in providing standardized access to customer energy data, paving the way for the next generation of conservation solutions.
- 3. What responsibilities does con Edison have to protect customer data?**
 - Safeguarding customer information is a top priority for con Edison. The company treats all customer information, including personal details, as confidential, in accordance with all legal and regulatory requirements, including those set by the New York Public Utilities Commission and others.
 - Once a customer authorizes the release of their data, it becomes the responsibility of both the customer and the third party to protect that information.
 - Customers can choose to discontinue sharing their data with a third party at any time by logging into their [Con Edison or Orange & Rockland] online account and revoking their authorization.
- 4. As a Third-Party, what responsibilities do I have to protect customer data?**
 - Under the Share My Data program, third parties must adhere to the Customer Data Privacy and Protection Rules outlined in the Share My Data platform's terms and conditions, as well as the requirements set forth in the Customer Data Access Tariff.
- 5. Why does con Edison want customers to use less energy?**
 - Energy conservation helps makes the energy grid more reliable.
 - Conserving also helps our customers since using less energy can save them money.
 - [LEARN MORE ABOUT CON EDISON'S ELECTRICITY RATES](#)
- 6. How much will it cost to use the share my data tool?**
 - There is no cost to use Share My Data.
- 7. Are other utilities doing this?**

- Yes, implementing a data sharing program enables utilities to deliver electricity and natural gas usage data in a consistent digital format. This allows customers to authorize the direct and secure transfer of their usage data to third-party solutions that can help them view, analyze, and manage their energy consumption.
8. **Where can I find more information on the Energy Service Provider Interface (ESPI) Standard?**
 - For more information on the ESPI standard, visit [Atom & ESPI - Green Button Alliance](#)
 9. **Where can I purchase the standard?**
 - [Purchase the Standard - Green Button Alliance](#)

Registration

1. **How do I register?**
 - The registration process consists of two parts. The first part involves completing a registration form and signing the Data Security Agreement. The second part pertains to the technical registration process; please refer to the high-level steps outlined below.
 - Step 1: Register online [Third-Party Company Registration Form | Con Edison](#) or [Third-Party Company Registration Form | Orange & Rockland \(oru.com\)](#)
 - Step 2: Complete the Data Security Agreement and accept terms and conditions (Can this be uploaded to public website and linked?)
 - Step 3: Submit your technical onboarding registration form
 - Step 4: Work with our Share My Data team to complete your customer authorization workflow and API testing
 - Step 5: You have completed onboarding!
 - If no communication or responses are received within 90 days of your receipt of the business welcome email or in response to a submitted DSA, the submission will be considered withdrawn, and a new registration will be necessary.
2. **How do I test my integration with con Edison?**
 - Testing is a structured process, and we provide third parties with an onboarding package that includes:
 1. The registration form
 2. API checklist for testing and
 3. Onboarding guide. Click here to learn more [GET MORE INFORMATION ABOUT TESTING DETAILS](#)
3. **Where do I get my <CLIENT_ID> , <CLIENT_SECRET> and <Registration_Access-Token>?**
 - As part of the technical onboarding process, third parties must submit a technical registration form. Once the con Edison team completes the registration, an email will be sent to the third party containing the client ID, client secret, and Registration Access Token.
4. **What happens if I cannot complete registration testing on time?**

- After receiving an email confirming that your registration has been accepted, you have 90 days to complete the registration testing. If you are unable to finish the testing within this timeframe, your registration will be put on hold. To resume the registration process, please contact the con Edison's technical team at ShareMyDataTech@coned.com.
5. **Does my registration expire?**
 - If you successfully complete the testing requirements and become an approved third party on the Share My Data platform, your registration will remain valid indefinitely.
 6. **My company recently changes names and/or was acquired. Can I change the company name?**
 - Please contact us at ShareMyData@coned.com and ShareMyDataTech@coned.com for more information regarding company name changes.
 7. **How do I terminate my registration?**
 - If you no longer wish to access customer-authorized data on the Share My Data platform, please email us at ShareMyData@coned.com and ShareMyDataTech@coned.com to have your registration terminated.
 - If third parties wish to discontinue, they must contact con Edison. Should a third party decide to resume onboarding, they will need to restart the onboarding process.

Authorization

1. **How do Customers authorize a Third Party vendor to access their data?**
 - Customers can authorize third parties to access their data either through the con Edison or Orange & Rockland's website or via the website of the third party.
2. **Why can't the customer find my third-party company?**
 - Your company isn't authorized to access customer data yet. Please contact your third-party company and ask them to register in the Share My Data program. Learn how ([Register to Receive Customer Data via Share My Data | Con Edison or Third-Party Company Registration Form | Orange & Rockland \(oru.com\)](#)).
3. **How many customers can authorize the release of their data?**
 - Currently, there is no limit. Customer authorizations must be linked to the online profile that initiated the consent for data sharing. If the account is removed from the online profile, the consent for data sharing will be revoked.
4. **How long will I have authorized access to a customer's data?**
 - Customers can select one of three timeframes for accessing their data:
 1. Until authorization is revoked
 2. Specific period of time
 3. One time (24 hour access)

- Third parties must access the customer's account at least once every 365 days to maintain the authorization.
 - You can obtain a list of all your authorizations by calling the Authorization API:
 1. `{{base_url}}/resource/Authorization`
 2. `{{base_url}}/resource/Authorization/{{authorizationId}}`
5. **Which customers can use this tool to authorize access to their data?**
- Any con Edison customer with an active electric or gas service account can authorize you to access their data through the Share My Data too.
6. **How do I update my OAuth 2.0 URI?**
- If any changes are needed in the registration form, please highlight the modifications and email them to sharemydatatech@coned.com. Additionally, do not alter or rename your callback URLs without informing our team, as any changes will disrupt existing integrations.
7. **What are the responsibilities towards supporting customer authorization from my website?**
- You must implement Share My Data's Green Button standards to enable authorization from your website. For more information, please refer to the Third-Party Technical Onboarding document for the Share My Data platform.

Data Access

1. **How much historical data can I receive?**
 - Under a customer's authorization for you to access their data, the historical period for authorization is limited to two years from the current date.
2. **Why can't I access a customer's data who previously provided authorization?**
 - The Data Access authorization is based on the Timeframe selected:
 1. If the "**Share it until I revoke it**" option is selected, the authorization will be revoked once the "Stop Sharing My Data" option is chosen.
 2. If the "**Share until a specific date**" option is selected, the authorization will be revoked after the specified "To Date."
 3. If the "**Share this one time (24 Hours)**" option is selected, the authorization will be revoked 24 hours after it was initiated.
 - If the account-to-profile relationship for an authorization is no longer valid, data access will be blocked, leading to an error.
 - Data authorization will be automatically revoked if it remains unused for 365 days
3. **How do I update my notification URI?**

- Third parties must update the notification URI field in the registration form and resend the form to the team via email ShareMyDataTech@coned.com
4. **How does Con Edison ensure that data transferred as part of the Share My Data tool is secure?**
 - For Share My Data, all data exchanges are secured using HTTPS and OAuth 2.0.
 5. **As a Third Party, what responsibilities do I have for protecting customer data?**
 - You can find our customer data security agreement here: [DATA SECURITY AGREEMENT](#)
 6. **How will data corrections be handled?**
 - There is both a manual and an automatic process for managing data corrections. If you have any questions, please contact our team at: ShareMyDataTech@coned.com.
 7. **How do notifications work and what do I do when I receive one?**
 - After the batch request is successfully completed, a notification is sent to the third_party_notify_uri with a link to the requested data.
 8. **What data is contained in the file format?**
 - The scopes returned will depend on the permissions granted as part of the authorization, which include billing, interval consumption, and retail customer data.
 9. **What is the granularity/fidelity of the interval usage data provided?**
 - The interval granularity depends on how the smart meter is programmed; typically, electric meters are set to either 5 or 15-minute intervals, while gas meters use a 1-hour interval.
 10. **What is the latency for interval usage data?**
 - For commissioned and communicating meters, the availability of interval data is as follows:
 1. 80-90% within 24 hours
 2. 99% within 3 days
 3. 99.8% within 7 days
 11. **What are the acceptable use conditions?**
 - The token endpoint permits up to 50 requests per minute.
 12. **I don't have technical means to set up an API. Who Can help me with the setup?**
 - con Edison is unable to support API development for third parties. They must have their own technical team for the full setup. For more information, visit greenbuttonalliance.org.