# Building Energy Usage Portal (BEUP)

## Common Questions

### Registration Process

- ***How do I find the Benchmarking Portal and Register as a new user to both the Portal and to Con Edison?***
  - Navigate to https://BuildingEnergyUsage.conEd.com and select **Register**. You will be taken through the registration process. After creating a Username / Password, you will be asked to select a User Role Type and will then be able to log into the Building Energy Usage Portal to begin adding properties.

- ***What if I have never used the Con Edison Building Energy Usage Portal, but I have registered with coned.com?***
  - Navigate to the Building Energy Usage Portal (https://BuildingEnergyUsage.conEd.com) and login from this page with your Con Edison credentials. You will then be asked to complete the Portal user setup (selection of User Role Type).

- ***What if I have previously registered within the Building Energy Usage Portal?***
  - Navigate to the Building Energy Usage Portal (https://BuildingEnergyUsage.conEd.com) and login from this page. You will be taken to your Dashboard, and can find all previously added properties, add additional properties, remove previously authorized properties, view aggregated consumption on the Property / Meter Report, etc.

### General

- ***What properties does the Building Usage Energy Portal (BEUP) support?***
  - BEUP currently supports properties within New York City that fall under Local Law 84 and/or Local Law 97, as well as non-NYC buildings that will be benchmarked.

- *How do I set up my properties in Energy Star Portfolio Manager (ESPM)?*
  - Utilize the Portfolio Manager Quick Start guide to setup your account: https://www.energystar.gov/buildings/tools-and-resources/portfolio-manager-quick-start-guide
  - Utilize Portfolio Manager's Guide on how to setup your property: https://www.energystar.gov/buildings/tools-and-resources/how_set_your_property_portfolio_manager
  - Video Guides can also be located here: Basics of Benchmarking | Complying with Ordinances | ENERGY STAR

- *How do I ensure that my properties are properly set up for sharing with Con Edison?*
  - Within Energy Star Portfolio Manager, Con Edison will need to be added as a Contact and the property/properties shared for data exchange. Utilize the following User Guide to see how to add us as a contact and share a property: How to Connect and Share with a Web Services Provider | ENERGY STAR. Also refer to the BEUP User Guide available on the BEUP Support page (section "Portfolio Manager Connection").

- *How do I add my properties into the Building Energy Usage Portal to allow aggregate consumption data to go to Energy Star Portfolio Manager?*
  - Once successfully registered and logged into BEUP, a property can be added from the Dashboard (via **Add New Property** button); from the Manage Properties screen (via **Add New Property** button); or from the navigation bar (**Properties** > **Add A Property**). Refer to the BEUP User Guide available on the BEUP Support page (section "Adding / Approving Properties") for details.

- *What is a Property's Service Classification (SVC Class)?*
  - A Service Classification is assigned to each account that rolls into a property. Service Classifications will vary based on whether the consumption type is Gas or Meter, whether the account is considered Residential, Industrial or Business and based on description.

- *When does the NYC Benchmarking season end?*
  - The NYC benchmarking law requires building owners to utilize the Environmental Protection Agency's online benchmarking tool, Energy Star Portfolio Manager, to enter and submit the usage data to the City by May 1st of every year. The Con Edison Building Energy Usage Portal will be automatically sending consumption data for properties that are covered under the Local Law 84 and/or Local Law 97's Covered Buildings Lists (CBLs) on a monthly basis. All consumption data for the year should be within ESPM by mid-late February for the previous year.

- For NYC properties, May 1$^{st}$ is the date that the previous year's consumption is due. Aggregated consumption may be filed after this date but can be subject to fines if filed after May 1$^{st}$. Please utilize the following link for Benchmarking Compliance Instructions: Compliance Instructions - Buildings (nyc.gov).
- Please note that there are steps within Portfolio Manager that must be executed after Con Edison sends aggregated consumption to Energy Star Portfolio Manager in order to consider benchmarking complete. Please utilize the following link for instructions on how to submit usage data to the city: Compliance Instructions - Buildings (nyc.gov).

- ***What information do I need to provide when requesting help or support?***
  - Please contact us at citybenchmarking@conEd.com for support requests.
  - Please provide the following within your correspondence:
    - Portfolio Manager property ID, Meter Name and ID (if asking about a specific meter)
    - The Borough, Block, and Lot information and/or BBL (for NYC properties)
    - Requestor Name or ID in the portal, if related to your account, sharing questions, or other non-property-specific questions
    - Nature of the issue or question (e.g. my consumption looks different than I expect for 123 Main Street/G/2 meter on property 12345)

- ***What is the "4/50 Rule" and how does this affect my benchmarking?***
  - In order to preserve customer data privacy, the Public Service Commission (PSC) requires Con Edison to take precautionary steps before the BEUP system can provide a customer with their property's aggregated whole-building consumption data. This rule only applies to properties that:
    - are not found on the CBL; and
    - have multiple accounts
  - The 4/50 Rule ensures that:
    - there are at least **4 accounts** within the reporting property; and
    - no account is consuming **more than 50%** of the total annual property energy consumption
  - For properties that do not meet the 4/50 criteria, the Requestor may obtain written permission from all account holders to bypass the 4/50 Rule restriction by completing and submitting the Authorization Form
  - Non-CBL properties that do not meet the criteria will appear on the Managed Properties screen with a status of On Hold
  - Consumption data will not flow from BEUP to ESPM until the property is compliant with the 4/50 Rule or permission is granted by all tenants to waive the restriction

- *Can I transfer properties in my portfolio to another BEUP user?*
    - Your entire portfolio or a selection of your portfolio of properties in BEUP can be transferred to another user.  To request a transfer, please contact us at [citybenchmarking@coned.com](mailto:citybenchmarking@coned.com) using the original User's email address and include the new Requestor ID to transfer the property to.

# Authorizations

- *How do I submit an authorization to allow for the sharing of consumption data?*
    - **Users with the role Type of Self-Requestor** will not require customer authorization to allow for viewing/sharing of consumption data. When properties are added into BEUP, the system will automatically move these properties into "Approved" status, without any additional action needed by any other user or party.
    - **Users with the role Type of Authorized Requestor** require authorization from the property owners) when properties are added to BEUP.  Owners are referred to as "Customers" within the portal.  When a property is added into the system via this user role type, the portal will require the input of the following:
        - Property ID
        - *For NYC properties* – Borough, Block, Lot (BBL)
        - *For non-NYC properties* – Service Address
        - Account Number
        - Authorizer's email address

      Once the property is submitted, verification is performed to ensure that the BBL and/or service address correctly correspond to the account number. Once this verification is successful, an email will be sent to the Customer, via the email address that was inputted. The Customer will be able to interact within the email received to allow for the authorization to be approved or denied. There is also an option for a customer to select "This isn't me" in case he/she is not the intended audience.

# Consumption

- *Can I get the physical meter number and/or location(s) for my property?*
    - We currently cannot give out specific meter or account level information. Please work with Customer Service at [www.coned.com/en/contact-us](http://www.coned.com/en/contact-us) for any specific account details.

Additional assistance is available at:

Help Center for Con Edison Building Energy Usage Portal
Mon – Fri    7am – 3:30pm
Phone: 646-899-1923
Email: citybenchmarking@coned.com



NYC Sustainability Center
Mon – Fri    9am – 5pm
Phone: 212-566-5584
Email: Help@NYCsustainability.org