



**ENERGY BENCHMARKING FREQUENTLY ASKED QUESTIONS**

**Q: How do I contact Xcel Energy?**

A:

- Reach out to our Energy Benchmarking team with any questions by emailing: **benchmarking@xcelenergy.com**
- Call our Business Solutions Center: **800-481-4700** (Monday through Friday, 8 a.m. to 5 p.m.)

**Q: Xcel Energy needs to rerun my data, or only partial data was uploaded. What are my next steps?**

A: You will need to send an email to **benchmarking@xcelenergy.com** asking to rerun/upload missing pieces of your meter data. In your email, **provide the name of the property, the date range for the missing data, building address and Portfolio Manager Property ID** that can be found on your Energy Star Portfolio Manager homepage.

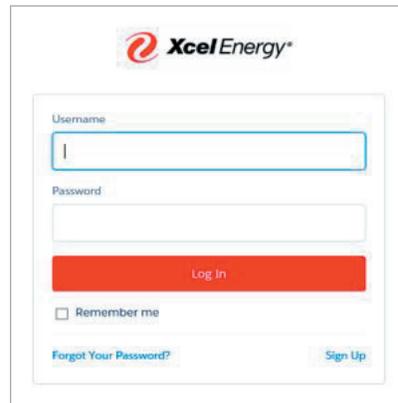


**Q: What Accounts/Premises/Physical Meters are being included in Xcel Energy’s whole building energy data upload?**

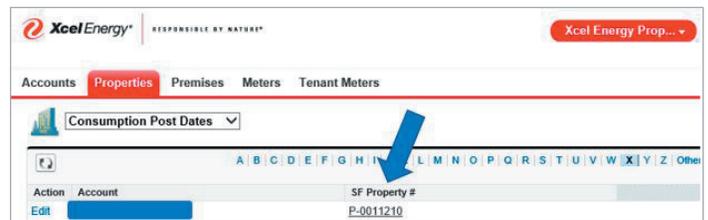
A: Login through the Xcel Energy Benchmarking Portal:

Step 1: Go to **https://xcelenergy.force.com/benchmarking/login** and login to your account\*:

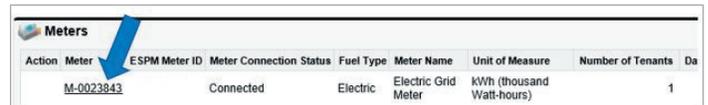
\*Your username is the email address you provided when creating the account.



Step 2: From the homepage, select the **Property number** you want to view:



Step 3: Scroll down to the “Meters” section and click on the meter:



Step 4: Scroll down to the “Tenant Meters” section to see which premises are included in the selected meter’s automatic upload:



**ENERGY BENCHMARKING FREQUENTLY ASKED QUESTIONS**

**Q: Xcel Energy notified me that my connection request was denied. What do I do?**

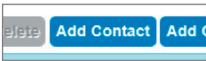
A: Ensure that you followed the correct steps to set up the connection request properly.

NOTE: 'Xcel Energy portal username' you type in on the connection is the email address you signed up with in the Xcel Energy Portal

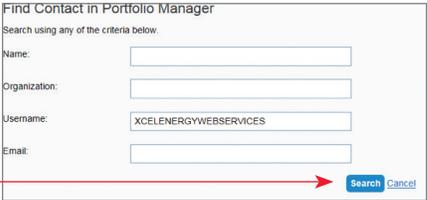
Step 1: In Portfolio Manager, click on Contacts.



Step 2: Click on **Add Contact**.



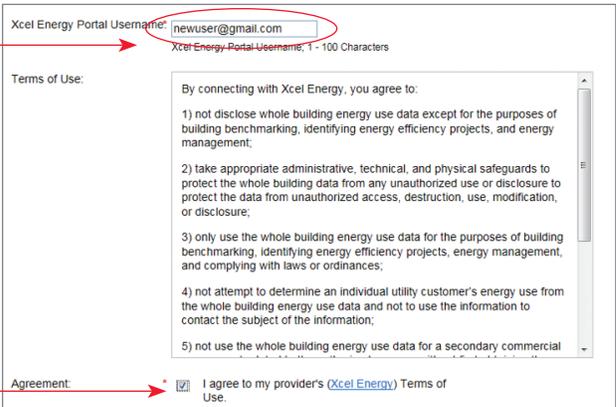
Step 3: Under contact username, type: **XCELENERGYWEBSERVICES** and click on **Search**.



Step 4: When the contact shows up, click on **Connect**.



Step 5: Type in your **log-in email** you set up for the Xcel Energy Benchmarking portal. (You must use the **same email address used to create your account** in Step 4, on page 6 of the Energy Benchmarking User Guide.) Then agree to Terms of Use by checking the box.



Step 6: Click on **Send Connection Request**.



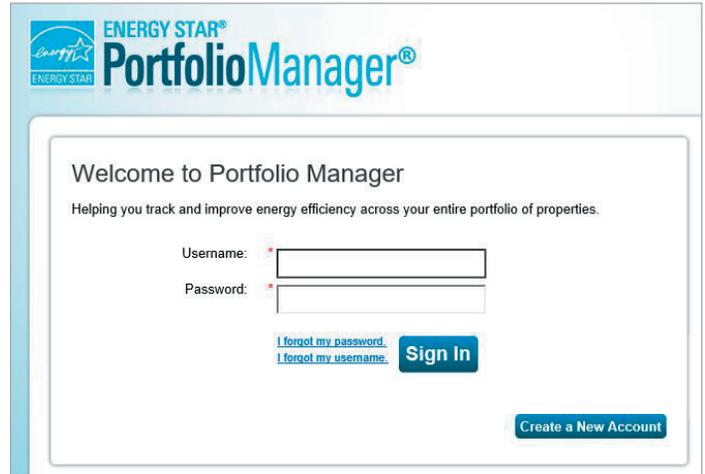
If your request is denied a second time following the steps in the user guide, please contact **benchmarking@xcelenergy.com** for assistance.

## ENERGY BENCHMARKING FREQUENTLY ASKED QUESTIONS

### Q: Xcel Energy notified me that my share request in Portfolio Manager was denied. What do I do?

A: Ensure that you followed the sharing request steps properly and gave full access to your energy meters.

Login to your Energy Star\* Portfolio Manager Account



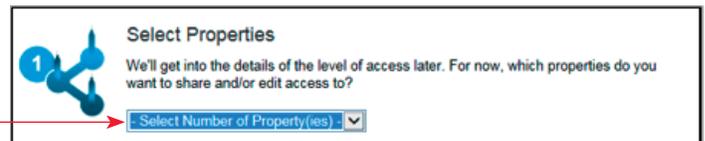
Step 1: Click on the **Sharing** tab.



Step 2: Click on **Share (or Edit Access to) a Property**.



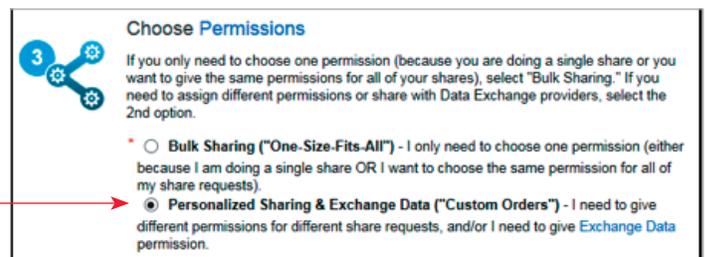
Step 3: Select the properties that you would like to share.



Step 4: Select people: Indicate **Xcel Energy**.



Step 5: Choose permissions – Select the button **Personalized Sharing and Exchange Data**.



Step 6: Click on **Continue**.



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Step 7: Select **Exchange Data**.

| Name (ID)      | No Access             | Read Only Access      | Full Access           | Custom Access         | Exchange Data         |
|----------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Test (6188684) | <input type="radio"/> |
| Xcel Energy    | <input type="radio"/> |

Step 8: Give full access to property information as well as all Xcel Energy delivered fuel meters\*\*  
 If you do not share with full access, Xcel Energy will not be able to update your property.

Select the permission level below that you would like to grant [Xcel Energy](#) for each category.

| Item                              | None                  | Read Only Access      | Full Access                      |
|-----------------------------------|-----------------------|-----------------------|----------------------------------|
| Property Information              | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| All Meter Information             |                       |                       |                                  |
| Electric Grid Meter               | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Natural Gas                       | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Goals, Improvements, & Checklists | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Recognition                       | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |

Step 9: Make a selection regarding “Share forward.”

(This gives Xcel Energy permission to share the property with others). If you’re participating in an Xcel Energy program or plan to at some point in the future, this may be beneficial, but is not required.

Step 10: Click on **Apply Selections and Authorize Exchange**.

**Apply Selections and Authorize Exchange**

Step 11: Scroll down, and click on **Share Property(ies)**.

**Share Property(ies)**

Step 12: Verify **Sharing Requests** have been sent. Your sharing notifications will automatically appear in the Sharing Notifications section of the Sharing Tab under your Portfolio Manager account.

Sharing Notifications (3) [View All](#)

|  |                 |
|--|-----------------|
| Ren Box Test - Sharing request sent to <a href="#">Xcel Energy</a> | Cancel<br>Clear |
| Natural Gas - Sharing request sent to <a href="#">Xcel Energy</a>  | Cancel<br>Clear |

Step 13: Xcel Energy retrieves connection requests.

When Xcel Energy has retrieved the share requests, they will be automatically accepted and an email will be sent to you. **Allow 30 minutes**. If your requests were declined for any reason, go back to Step 6 and ensure that the appropriate permission levels have been set for both the Property and Meters.

