ENERGY BENCHMARKING

FREQUENTLY ASKED QUESTIONS



Q: How do I check to see if Xcel Energy has uploaded my energy data?

- A: Follow these steps:
 - Step 1: Go to the Portfolio Manager Login Page at: portfoliomanager.energystar.gov/pm/login.html
 - Step 2: Login to your ENERGY STAR® Portfolio Manager Account
- ENERGY STAR® PortfolioManager® Welcome to Portfolio Manager Helping you track and improve energy efficiency across your entire portfolio of properties. Username: Password: I forgot my password. I forgot my username. Sign In ate a New Ac le fo ERGY STAR Map It Portfolio Manager Property ID: Year Built: / Edit Summary Details Waste & Materials Goals Design Energy Water Meters - Used to Compute Metrics (1) Add A Meter Change Meter Selections Niew as a Diagram Name Meter ID Most Recent Bill Date In Use? (Inactive Date) Energy Type ٠ ٠ ٠ Electric Grid Meter Electric - Grid 12/31/2019 Yes Download Annual Totals by Meter

	Start Date	End Date	Usage kWh (thousand Watt-hours)	Total Cost (\$)	Estimation	Green Power	Demand (kW)	Demand Cost (\$)	Last Updated
	A The date that the me entered between the dat calculated until this miss	ter became active which e that the meter became ing information is entered	you have entered for i active which you seled d.	Electric Grid Mel sted and the first	er (04/01/2016 bill you have e) creates a intered. If	a gap of mis you continu	sing bills for ti e, your metric	nis meter. There are no bills s may not be able to be
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Step 3: From your home page, select the "Energy" tab:

Step 4: Scroll down to your meters and click on the meter you'd like to view data for:

On the next screen, you will see your aggregated energy data for the selected meter:

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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*:	Xcel Energy*
	*Your username is the email address you provided when creating the account.	Username Password
		Log In Remember me Forgot Your Password? Sign Up
Step 2:	From the homepage, select the Property number you want to view:	Xcel Energy* Xcel Energy Prop Accounts Properties Consumption Post Dates Consumption Post Dates A B C D E F G H II Account A B C D E F G H II L M N O P Q R S T U V W X Y Z Other Action Account SF Property # Edit P-0011210
Step 3:	Scroll down to the "Meters" section and click on the meter:	Meters ESPM Meter ID Meter Connection Status Fuel Type Meter Name Unit of Measure Number of Tenants Da M-0023843 Connected Electric Electric KWh (thousand Wait-hours) 1
Step 4:	Scroll down to the "Tenant Meters" section to see which premises are included in the selected meter's automatic upload:	Tornant Meters Action Tenant Meters Action Tenant Meter Tenant Meter Tenants ID Account Account Number Active Account Type Customer Ges Status Customer Decitivity Status Consent Regard Consent Provided Thba16422

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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.

Find Contact in	n Portfolio Manager	
Search using any of th	e criteria below.	
Name:		
Organization:		
Username:	XCELENERGYWEBSERVICES	

Welcome dq82285: Account Settings | Contacts | Help | Sign Out

- 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. **Send Connection Request**

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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

Login to	your Energy Star* Portfolio Manager Account	Image: Constraint of the second s
Step 1:	Click on the Sharing tab.	MyPortfolio Sharing
Step 2:	Click on Share (or Edit Access to) a Property.	My Shared Properties (0) Share (or Edit Access to) a Property Download Sharing Report
Step 3:	Select the properties that you would like to share.	Select Properties We'll get into the details of the level of access later. For now, which properties do you want to share and/or edit access to?
Step 4:	Select people: Indicate Xcel Energy.	Select People (Accounts) Which people (accounts) do you want to share these properties with (or modify their current access to)? The access for each can be different and you'll be able to specify that on the next page. Select contacts from my contacts book: Xcel Energy (XCELENERGYWEBSERVICES)
Step 5:	Choose permissions – Select the button Personalized Sharing and Exchange Data.	Choose Permissions If you only need to choose one permission (because you are doing a single share or you want to give the same permissions for all of your shares), select "Bulk Sharing." If you need to assign different permissions or share with Data Exchange providers, select the 2nd option. O Bulk Sharing ("One-Size-Fits-All") - I only need to choose one permission (either because I am doing a single share OR I want to choose the same permission for all of my share requests). O Personalized Sharing & Exchange Data ("Custom Orders") - I need to give different permissions for different share requests, and/or I need to give Exchange Data permission.
Step 6:	Click on Continue.	Continue

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Step 7:	Select Exchange Data.							
		Name (ID)		No Access Read	Only Full /	Access	Custom Access	Exchange Data
		Test (6188684)						
		Xcel Energy		0				0
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 wo None	uld like to grant Xcel	Energy for each	category.	1	
		Property Information	0	0	۲			
		All Meter Information						
		Electric Grid Meter	0	0	۲			
		Natural Gas	0	0	۲			

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.

Recognition

- Step 10: Click on Apply Selections and Authorize Exchange.
- Step 11: Scroll down, and click on 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.

Apply Selections and Authorize Exchange

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Share Property(ies)

Goals, Improvements, & Checklists

Sha	ring Notifications (3) View All		
<+	Ren Box Test - Sharing request sent to Xcel Energy	Clear	^
~	Natural Cos. Sharing required cost to Yaol Energy	Cancel	E
~	Natural Gas - Sharing request sent to Acer Energy	Clear	
		Cancol	-

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.

