

## PG&E's Automated Benchmarking Service:

### **How to Check that a Meter is Authorized and Has the Correct Service ID**

If you have signed up for ABS in Portfolio Manager and you are still not receiving any data for all or one of your meters, first check the following:

- The city associated with the facility is correct and the name of the city is spelled correctly and not abbreviated (this can be found and edited under “General Facility Information” in the “Facility Summary” page).
- The names of all your meters contain no special characters (for example: #, \$, %, &, etc.)
- The meters are associated with a specific facility and not a campus.

If any of these problems are found, correct them before continuing. Other reasons for not getting data include:

- The meter is not a PG&E meter (for example, it belongs to SMUD or Palo Alto Power). If this is the case, please contact the appropriate utility to see if they offer ABS and how to sign up for it. If you buy electricity or natural gas from anyone other than PG&E (for example, a Community Choice Aggregate) this will also be invalid, even if it is metered by PG&E.
- The meter is a residential meter. Currently the PG&E system will not upload residential meter data automatically. Portfolio Manager is designed for commercial buildings, but if you have a facility that is either a multi-family residential building or a mixed-use facility that includes residential units, please contact PG&E's benchmarking customer support for assistance.
- You have manual entries for the meter that are up-to-date. PG&E will only add data from your last meter entry going forward, so if your last entry is current, it will take another month before we populate the next entry with your billing information. This update occurs on the 15<sup>th</sup> of every month, so there may be some lag time between receipt of your bill and seeing the data in Portfolio Manager. If you do want us to populate data going further back, make sure to delete your manual entries before continuing.

Once you have checked for all of the above potential problems, From the “My Portfolio” page in ENERGY STAR Portfolio Manager, go to the Automated Benchmarking Services Console by clicking on the link below the heading “Automated Benchmarking”:

The screenshot shows the ENERGY STAR Portfolio Manager interface. At the top, there is a navigation bar with the ENERGY STAR logo and the text 'PORTFOLIO MANAGER'. To the right of the logo, there are several icons and links: ACCOUNT INFORMATION, CONTACTS, FAQ, FREQUENTLY ASKED QUESTIONS, CONTACT US, HELP, and LOGOUT. Below the navigation bar, there is a breadcrumb trail: Home > My Portfolio. The main content area is divided into two columns. The left column contains a 'Group Averages' table with the following data:

Group Averages	
Baseline Rating: N/A Facilities Included: 0	Current Rating: 56 Facilities Included: 1
Change from Baseline: Group Adjusted Percent Energy Use (%) N/A Facilities Included: 0	
Averages are weighted by Total Floor Space. <a href="#">More about Baselines</a> <a href="#">More about Change from Baseline, Adjusted Energy Use</a>	

The right column contains a list of links: [Add a Property](#), [Import Facility Data Using Templates](#), **Work with Facilities**, [Update Multiple Meters](#), [Share Facilities](#), [Request Energy Performance Report](#), **Apply for Recognition**, [Apply for the ENERGY STAR ENERGY STAR Leaders](#), **Automated Benchmarking**, and [Automated Benchmarking Services Console](#). The 'Automated Benchmarking' link and its sub-link are circled in red.

Scroll down and click on “Change Authorizations”:

### Automated Benchmarking Service Console

Automated benchmarking allows an energy service provider to transfer data to your account *automatically*. To start this service you can either select an organization that already provides you with energy related services (**Option 1**) or contact an automated benchmarking provider in order to inquire about their services (**Option 2**). You can have multiple providers and can assign providers to individual buildings and meters, as appropriate for your portfolio.

**Option 1: Select Your Current Provider \***

Select a Provider supporting our 2.0 services  **ADD >>**

- Or -

Select a Provider supporting our 1.0 services  **ADD >>**

\* EPA recently upgraded its automated benchmarking services from 1.0 to 2.0; if your provider supports both 1.0 and 2.0 services, please check with them to determine which one you should select. All providers will use version 2.0 services by January 2009.

**Option 2: Inquire About New Services**

[Contact an automated benchmarking provider](#)

**Learn More About Automated Benchmarking**

[About Automated Benchmarking](#)  
[Service Providers that Offer Automated Benchmarking](#)

**Existing Providers**

[Show Activity Log](#)

Provider	Energy Service Provider Status	Buildings Authorized for Automated Benchmarking
<b>Pacific Gas &amp; Electric</b> PGE Benchmarking Customer Support 805-234-0613 <a href="#">Email</a>   <a href="#">Web Site</a>	<a href="#">Log</a> Connection to ESP Requested - Awaiting ESP Response	<a href="#">View</a> 1 Buildings <a href="#">Change Authorization</a>

Make sure that all the box(es) next to the building(s) and meter(s) are checked and continue.

### PORTFOLIO MANAGER

ENERGY STAR

Home > My Portfolio > ABS Select Buildings and Meters

ACCOUNT INFORMATION CONTACTS FAQ FREQUENTLY ASKED QUESTIONS CONTACT US HELP LOGOUT

### Select Buildings and Meters to Authorize

Select buildings and/or meters you authorize Pacific Gas & Electric to access. You may return to this screen at any time to change these selections. Please note that de-selecting a building or meter after your service provider has successfully connected to it will remove their ability to provide data for it altogether.

Select the Buildings and/or Meters You Authorize Your ESP to Provide Data

<input type="checkbox"/> Select All	Authorized Energy Service Provider	Date Authorized (Authorized By)
<input checked="" type="checkbox"/> test1		
<input checked="" type="checkbox"/> meter1 (Electricity)		

Enter the Service ID(s) for the meter(s) and make sure that they are correct before you continue. (Note: the Service ID is a ten-digit number found on your bill and labeled “Service ID” – it is not your account number nor the Meter ID – see the last page of this document for where to find the Service ID number on your bill):

### Information Required by Your ESP

Pacific Gas & Electric has requested that you provide additional information to complete this request. If you have any questions regarding how to provide this information, please contact:

**Pacific Gas & Electric**  
PGE Benchmarking Customer Support  
805-234-0613  
[Email](#) | [Web Site](#)

**Answer Your ESP's Questions About Your Account**

**Building Representative Email Address \***   
Building Representative Email Address  
Between 7 and 50 characters

**test1**

For the Electricity meter named meter1

**Service Agreement ID \***   
Service Agreement ID  
Numeric; 10 characters

This will now take you back to the main ABS Console page. Your meter information will be uploaded within one or two business days. If not, you can come back here to check on pending authorizations:

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## Where Is The Service ID Number On My Bill?

**Pacific Gas and Electric Company** WE DELIVER ENERGY.™

JANE SAMPLE

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**ELECTRIC ACCOUNT DETAIL**

Service ID#: 2468024680

Rate Schedule: A1 Small General Service

Billing Days: 30 days

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
X	50	2424A1	72,138	72,931	793	1	793 Kwh

**Charges**

01/01/2008 – 01/30/2008

Electric Charges	\$111.49	
Net Charges		\$111.49

If you continue to have problems and are not receiving data, contact PG&E at [benchmarking@exchange.pge.com](mailto:benchmarking@exchange.pge.com). For problems related to Portfolio Manager (and not ABS), reference their FAQ and Help sections on the website or email [buildings@energystar.gov](mailto:buildings@energystar.gov).