PG&E’s service which transfers energy usage data to ENERGY STAR Portfolio Manager suffered from a software glitch that replaced electricity and natural gas use for some billing cycles in 2017 and 2018 with an erroneous value of zero (“0”). San Francisco Department of Environment delayed collection of 2017 benchmarks to provide Pacific Gas & Electric Company time to diagnose and correct the issue.

Building owners are required by law to submit accurate and complete energy benchmark data. Therefore SF Environment is continuing to require building owners to check for and correct any incorrect data — though the building owner is always responsible for accuracy of benchmark reports, the process is slightly more detailed this year in order to help you carefully screen for incorrect energy use data before submitting a 2018 Annual Energy Benchmark Summary.

This guide is for building owners or representatives with an existing ENERGY STAR Portfolio Manager account. If you do not have an ENERGY STAR Portfolio Manager account please [setup your account](#) before proceeding.

The process required in 2018 is:

**Step 1:** Check for Incorrect Data

**Step 2:** Report & Update Incorrect Data

**Step 3:** Confirm Data & Add Parcel Number

**Step 4:** Submit the 2018 Benchmark

Benchmark reports that have not followed all of the steps in this guide will be rejected and required to resubmit.

For more information visit [SFEnvironment.org/ebo](http://SFEnvironment.org/ebo) or email [existingbuildings@sfgov.org](mailto:existingbuildings@sfgov.org)

SF Environment is a Department of the City & County of San Francisco.
Step 1: Check for Incorrect Data

Incorrect energy usage data can be identified by reviewing each month’s energy usage. In Portfolio Manager, look under the "Energy" tab of the building profile, and inspect each entry for every meter. If the energy cost for a given month is similar to other months, but energy use is reported as "0", a correction is needed.

1. Login into Portfolio Manager:
   - Click on the Property.
   - Click on the Energy Tab.

2. Review Data for Each Meter in 2018:
   - Click on the first meter. (Be sure to add 2018 and 2019 to the “Display years”.)
   - Check each entry for each month in 2018. If the total cost of energy used in a given month is similar to other months, but energy use is reported as "0", a correction is needed. For example:

   ![Energy Usage Chart]

   It is possible for both gas and electric usage to correctly be “0”. In these cases, the Total Cost is trivial—usually below $20. In the example above, there is a high cost associated with “0” gas utilization.

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Step 2: Report & Update Incorrect Data

If there is an incorrect “0” value for any given meter, there are three options to correct the problem. If all meter entries have been verified and there are no incorrect zero “0” values proceed to step 3.

Option 1 - Email PG&E to Update Meter Entry (RECOMMENDED):
This method will ensure that the usage values are updated with the correct information.

Email the PG&E Helpdesk (benchmarking@pge.com) and cc the ECB Helpdesk (existingbuildings@sfgov.org) with the following information:

Subject: ENERGY STAR Portfolio Manager Data Correction

Information to include: Property Name/Address
Portfolio Manager Property ID
Portfolio Manager Meter ID for the affected meter (found below the meter name)
If possible, the PG&E Meter #

PG&E will manually correct the data for the affected account information. This may take a few days. You must verify that the data has been corrected before submitting the benchmark.

Option 2 - Unshare & Reshare Meters with PG&E:
This method is suitable for experts, such as benchmark consultants. It requires a few days for data to transfer.

1) Open the meter(s) with the incorrect “0” value(s) and select “2019”, “2018” as the “Display Year[s]”.
2) Click the “Download to Excel” link and select “All Meter Entries” then Download Excel. This will download an excel file of all meter entries as a back-up so no data will be lost.
3) Select all meter entries from the most recent (Feb/March 2019) to the first zero value in 2018. (Make sure to include all zero values in the selection)
4) Click “Delete Selected Entries” and then “Save Bills”
5) Use the following guide to perform the unshare/reshare: tinyurl.com/unshare-reshare

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**Option 3 - Manually Update the Missing Energy Use Value:**
This method is only possible if you have a copy of each monthly PG&E bill for every meter for every month. It is not recommended.

Be sure that each PG&E bill corresponds to the correct billing cycle and the cost for meter matches the “total cost” reported in Portfolio Manager. Manually correct each inaccurate zero “0” value.

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**Step 3: Confirm Data & Add Parcel Number**

For the 2018 benchmark to be accepted, benchmarks must contain a confirmation that the data has been verified. Additionally, we will also be requiring the San Francisco Assessors Parcel Number (APN) to be included with each building submission.

1) Click on the “Details” tab. Scroll down Property Notes and write: “2018 Energy Data Verified” *

2) Click “Save Notes”

3) Under the “Unique Identifiers (IDs)” box on the left side of the page, click “Edit”

*Benchmarks without “2018 Energy Data Verified” in their property notes will be rejected

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4) In the Standard IDs Box on the bottom of the page, select “San Francisco Building ID”

5) Input the building’s APN number (ex: 1234/001 or 1234A/001B). To look up Assessor Parcel Number(s), use the City’s Property Information Map [SF Planning]

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Step 4: Submit the 2018 Benchmark

Once the missing data for each meter has been corrected and verified, submit a 2018 benchmark report at bit.ly/sfbenchmark2018withmultifamily.

Step 1:

• Open the link: bit.ly/sfbenchmark2018withmultifamily.
• Login to ENERGY STAR Portfolio Manager. Confirm the response is for the 2018 Data Request
• Scroll down to “Your Response” and select the property(ies)
• Click “Generate Response Preview”

![Generate Response Preview](image)

Step 2:

• Scroll to the green highlighted row under Templates and Reports
• Click the "I want to..." on the row labeled with the 2018 Annual Energy Benchmark Summary
• Click "Send Response"
Step 3:
- Scroll to “3. E-Sign the Data Response”.
- Check the box that says "I hereby certify..."
- Sign with your username and password
- Click the box that says "E-Sign Response"
- Click "Send Data"

(A popup will ask to confirm the data request, click continue)

You will receive a confirmation email from the ECB Helpdesk once the benchmark has been approved, it may take up to two weeks for the 2018 benchmark to be processed.