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 since 2017 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 in order to help you carefully screen for incorrect energy use data before submitting an 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 is:

**Step (A):** Check for Incorrect Data

**Step (B):** Report & Update Incorrect Data

**Step (C):** Confirm Data & Add Parcel Number

**Step (D):** Submit the 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 or email existingbuildings@sfgov.org

SF Environment is a Department of the City & County of San Francisco.
Step (A): 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:
   - Log into www.energystar.gov/portfoliomanager.
   - Click on the Property.
   - Click on the Energy Tab.

2. Review Data for Each Meter for the Current Benchmark Year:
   - Click on the first meter and select the "Display years". (The example below shows the process for a 2017 Benchmark. The benchmark year [2017] and the year following [2018] are selected.)
   - Check each entry for each month in the year. 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:

   ![Basic Meter Information]

   ![Monthly Entries]

   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.
Step (B): 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 EBO 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 the benchmark year and the following year 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 (current month/year) to the first “0” value in the benchmark year. (Make sure to include all “0” 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

Information: SFEnvironment.org/ebo • existingbuildings@sfgov.org • (415) 355-3750
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 “0” value.

Step (C): Confirm Data & Add Parcel Number
For the 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: “20XX Energy Data Verified” (sub benchmark year for 20XX)*
2) Click “Save Notes”
3) Under the “Unique Identifiers (IDs)” box on the left side of the page, click “Edit”

*Benchmarks without “20XX Energy Data Verified” in their property notes will be rejected

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 (D): Submit the Benchmark

Once the missing data for each meter has been corrected and verified, submit a benchmark report to the correct submission year bit.ly/Benchmarksubmission.

Step 1:
- Open the link: bit.ly/Benchmarksubmission and then open the submission link for the correct year.
- Login to ENERGY STAR Portfolio Manager. Confirm the response is for the correct Data Request
- Scroll down to “Your Response” and select the property(ies)
- Click “Generate Response Preview”

![Image of response form]

Step 2:
- Scroll to the green highlighted row under Templates and Reports
- Click the "I want to..." on the row labeled with the correct benchmark year. (E.g.: For the 2017 benchmark, select “2017 Annual Energy Benchmark Summary”)
- Click "Send Response"

![Image of templates and reports]

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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 EBO Helpdesk once the benchmark has been approved, it may take up to two weeks for the benchmark to be processed.