



How to Benchmark - Ongoing

Last Updated 11/16/2023

INTRODUCTION

This guide is intended for **ongoing** compliance. To use this guide, you must have a Portfolio Manager account, property and meters already set up. This document has three sections: **Benchmarking using Web Services, Benchmarking Manually, and Troubleshooting Tips**. Please follow the instructions in the section most appropriate to you.

BEFORE YOU BEGIN NOTES

- ✓ A **Portfolio Manager account** is required to complete the steps below. Refer to Guide 3: HOW TO CREATE A PORTFOLIO MANAGER ACCOUNT if you don't have one yet.
- ✓ A **Portfolio Manager property** is required to complete the steps below. Refer to Guide 4: HOW TO CREATE A PROPERTY PROFILE if you don't have one yet.
- ✓ **Portfolio Manager Energy and Water meters** must have been set up to complete the steps below. Refer to Guide 5: HOW TO MANUALLY BENCHMARK or Guides 6-7: HOW TO ENROLL IN LADWP WEB SERVICES and HOW TO ENROLL IN SCG WEB SERVICES if you have not yet done so.
- ✓ Once you have entered/received the whole building usage data for Energy and Water meters for the prior calendar year, proceed to Guide 9: HOW TO SUBMIT YOUR BENCHMARK REPORT to submit the benchmark report to LADBS.

INSTRUCTIONS

SECTION A. Benchmarking using Web Services

This section is intended for customers who **completed the Web Services process** to check if their benchmark report is ready to be submitted.

To confirm if you can use this section, check if your property is shared with LADWP and SoCalGas (Steps A.1-A.2).

1. Go to portfoliomanager.energystar.gov/pm/login and log into your Portfolio Manager account. On your **My Portfolio Dashboard**, click on the **name of the property** you want to benchmark.

The screenshot shows the Energy Star Portfolio Manager interface. At the top, there's a navigation bar with 'Welcome LADBS' and links for Account, Notifications, Settings, ENERGY STAR Notifications, Contacts, Help, and Sign Out. Below this is a 'MyPortfolio' section with tabs for Sharing, Reporting, and Recognition. The main content area is divided into two columns. The left column shows 'Properties (449)' with an 'Add a Property' button and a 'Refresh to see Source EUI Trend' section with a 'Change Metric' link. The right column is the 'Dashboard' for metrics current as of 08/25/2021 10:32 AM EDT. It includes a search bar, a 'View All Properties (449)' dropdown, an 'Energy Highlights' dropdown, and a 'Refresh Metrics' button. Below these are links for 'Add/Edit/Delete Groups' and 'Add/Edit/Delete Views'. A table displays the following data:

Name	Energy Current Date	ENERGY STAR Score	Site EUI (kBtu/ft ²)	Source EUI (kBtu/ft ²)
1 Test Property 6784618	NA	NA	NA	NA



EBEWE Benchmarking Compliance Instructions



How to Benchmark - Ongoing

2. Scroll down the **Summary** tab and on the bottom-right hand side, you will find the **Sharing this Property** section. LADWP and SCG must be on this list as shown on the image below. Continue to Step A.3.

The screenshot shows the Energy Star Portfolio Manager interface. At the top, there is a navigation bar with 'MyPortfolio', 'Sharing', 'Reporting', and 'Recognition' tabs. Below this, the 'Summary' tab is selected and highlighted with a red box. The main content area displays '1 Test Property' with details: '201 N Figueroa St, Los Angeles, CA 90012', 'Portfolio Manager Property ID: 6784618', and 'Year Built: 2002'. To the right, there is a 'Change Metric' link and a box indicating 'ENERGY STAR Score (1-100)' with 'Current Score: 100' and 'Baseline Score: 100'. At the bottom, there is a row of tabs: 'Summary', 'Details', 'Energy', 'Water', 'Waste & Materials', 'Goals', and 'Design'. The 'Summary' tab is highlighted with a red box.

The screenshot shows the 'Sharing this Property' section. It indicates that '4 People Have Access to this Property'. Below this, there is a table with columns for 'Name', 'Permissions', and 'Action'. The table lists four users: 'Department Of Building And Safety City of Los Angeles (LADBS)', 'Los Angeles Department of Water and Power LADWP (LADWP)', 'Southern California Gas Company (SCG)', and a redacted user. The 'Los Angeles Department of Water and Power LADWP (LADWP)' and 'Southern California Gas Company (SCG)' rows are highlighted with a red box. The 'Permissions' column shows 'Full Access' for LADBS, 'Exchange Data' for LADWP and SCG, and 'Property Data Administrator' for the redacted user. The 'Action' column shows 'I want to...' dropdown menus for each user. A 'Share' button is located at the top right, and an 'Edit Multiple Permissions' button is at the bottom right.

Name	Permissions	Action
Department Of Building And Safety City of Los Angeles (LADBS)	Full Access Shared by [Redacted]	I want to... ▼
Los Angeles Department of Water and Power LADWP (LADWP)	Exchange Data Shared by [Redacted]	I want to... ▼
Southern California Gas Company (SCG)	Exchange Data Shared by [Redacted]	I want to... ▼
[Redacted]	Property Data Administrator	I want to... ▼

If you do not see LADWP and SCG on the list:

- But want to enroll in Web Services, Refer to Guide 6: HOW TO ENROLL IN LADWP WEB SERVICES and Guide 7: HOW TO ENROLL IN SCG WEB SERVICES.
- But want to continue benchmarking manually, proceed to Section B of this guide.



EBEWE Benchmarking Compliance Instructions



How to Benchmark - Ongoing

3. Click the **Energy** tab to check Electric or Gas usage data or the **Water** tab to check Water usage data.

The screenshot displays the Energy Star Portfolio Manager interface. At the top, there is a navigation bar with 'MyPortfolio', 'Sharing', 'Reporting', and 'Recognition' tabs. Below this, a property profile is shown for '1 Test Property' at '201 N Figueroa St, Los Angeles, CA 90012'. The profile includes the Portfolio Manager Property ID (6784618) and Year Built (2002). A 'Weather Normalized Source EUI (kBtu/ft²)' widget is visible, showing 'Current: N/A' and 'Baseline: N/A'. A 'Not currently eligible for ENERGY STAR Certification' message is also present. At the bottom, a navigation bar contains tabs for 'Summary', 'Details', 'Energy', 'Water', 'Waste & Materials', 'Goals', and 'Design'. The 'Energy' and 'Water' tabs are highlighted with red boxes.

4. Once you select a tab, you will need to check three things (see image on the next page):
 - a. Only the virtual meters are listed under **Meters – Used to Compute Metrics**. *If the virtual meters are not listed under Meters – Used to Compute Metrics, see Section C, Troubleshooting Tip 1.*
 - b. The **Most Recent Bill Date** column of the virtual meters must show a date that is **December 31 of the benchmark year or later**. For example, if the Benchmark Year is 2020, the Most Recent Bill Date must be 12/31/2020 or a later date before you proceed with submitting the benchmark report. *If the virtual meters stopped updating, see Section C, Troubleshooting Tip 2.*
 - c. Review the usage data provided by utility companies by clicking on the **virtual meter name** and ensuring it aligns with your expected values. *If the data uploaded by the utility company does not align with your expected values, see Section C, Troubleshooting Tip 3.*



EBEWE Benchmarking Compliance Instructions



How to Benchmark - Ongoing

Summary | Details | **Energy** | Water | Waste & Materials | Goals | Design

Meter Summary

3 Energy Meters Total

- 2 - Used to Compute Metrics
- 1 - Not Used in Metrics

[Add A Meter](#)

Current Energy Date
Jul 31, 2021

Enter Your Bills

Five Ways to Enter Bill Data

1. Manual ([Instructions here](#))
2. Use our [simple spreadsheet](#) (on the bottom of each meter's Manage Bills page) to upload or Copy/Paste
3. Use our [complex spreadsheet](#) (multiple meters + multiple properties)
4. Hire an organization to electronically enter your data
5. See if your utility offers [this service](#)

Energy Use by Calendar Month (Not Weather Normalized)

Site Energy (kBtu)

Jul '16 Jan '17 Jul '17 Jan '18 Jul '18 Jan '19 Jul '19 Jan '20 Jul '20 Jan '21 Jul '21

Electric - Grid Natural Gas

[Export Data by Calendar Month](#)

Meters - Used to Compute Metrics (2) **Add A Meter**

[Change Meter Selections](#)

[View as a Diagram](#)

Name	Meter ID	Energy Type	Most Recent Bill Date	In Use? (Inactive Date)
Electric Aggregate - Whole Building	56651349	Electric - Grid	08/31/2021	Yes
VM1244640638	59978290	Natural Gas	07/31/2021	Yes

NOTE: If the Most Recent Bill Date is not yet past December 31 of the benchmark year, wait for the utility companies to upload the data. Normally, the December 31 data are usually uploaded by mid February.

5. Once the utility companies upload your building's usage data for the benchmark year, proceed to Guide 9: HOW TO SUBMIT YOUR BENCHMARK REPORT.



EBEWE Benchmarking Compliance Instructions



How to Benchmark - Ongoing

SECTION B. Benchmarking Manually

This section is intended for customers who want to continue benchmarking manually. You can start with this process once you have gathered your building’s electric, water and gas bills for the benchmark year.

If you are connected to LADWP and SoCalGas’ Web Services, go to Section A instead.

1. Go to portfoliomanager.energystar.gov/pm/login and log into your Portfolio Manager account. On your **My Portfolio** Dashboard click on the **name of the property** you want to benchmark.

The screenshot shows the Energy Star Portfolio Manager dashboard. At the top, it says 'Welcome LADBS: Account Settings | Notifications | ENERGY STAR Notifications | Contacts | Help | Sign Out'. Below the navigation tabs (MyPortfolio, Sharing, Reporting, Recognition), there is a 'Properties (449)' section with an 'Add a Property' button. A 'Dashboard' section shows 'Metrics current as of 08/25/2021 10:32 AM EDT' and a search bar. A table lists properties with columns for Name, Energy Current Date, ENERGY STAR Score, Site EUI (kBtu/ft²), and Source EUI (kBtu/ft²). One property is highlighted with a red box: '1 Test Property 6784618'.

Name	Energy Current Date	ENERGY STAR Score	Site EUI (kBtu/ft²)	Source EUI (kBtu/ft²)
1 Test Property 6784618	NA	NA	NA	NA

2. Click the **Energy** tab to enter Electric or Gas usage data or the **Water** tab to enter Water usage data.

The screenshot shows the property details page for '1 Test Property' at '201 N Figueroa St, Los Angeles, CA 90012'. It includes the address, 'Portfolio Manager Property ID: 6784618', and 'Year Built: 2002'. A notification states 'Not currently eligible for ENERGY STAR Certification'. A 'Weather Normalized Source EUI (kBtu/ft²)' section shows 'Current: N/A' and 'Baseline: N/A'. At the bottom, a navigation bar has 'Energy' and 'Water' tabs highlighted with red boxes.



EBEWE Benchmarking Compliance Instructions



How to Benchmark - Ongoing

3. Click the (electric/water/gas) **Meter Name** you will be entering usage data for.

Summary
! Details
Energy
Water
Waste & Materials
Goals
Design

Meter Summary

3 Energy Meters Total

2 - Used to Compute Metrics

1 - Not Used in Metrics

[Add A Meter](#)

Current Energy Date
Not Available

Enter Your Bills

i Four Ways to Enter Bill Data

1. Manual
2. Use our simple spreadsheet (on the bottom of each meter's Manage Bills page) to upload or [Copy/Paste](#)
3. Use our [complex spreadsheet](#) (multiple meters + multiple properties)
4. [Find an organization](#) to electronically enter your data

Energy Use by Calendar Month (Not Weather Normalized)

● Natural Gas ● Electric - Grid

[Export Data by Calendar Month](#)

Meters - Used to Compute Metrics (2) Add A Meter

[Change Meter Selections](#)

[View as a Diagram](#)

Name Meter ID	Energy Type	Most Recent Bill Date	In Use? (Inactive Date)
Electric Aggregate - Whole Building 60928425	Electric - Grid	05/01/2019	Yes
Natural Gas 69488125	Natural Gas	03/01/2018	Yes

NOTE: If a new meter is added to the building, then a new Portfolio Manager meter must be created, refer to Guide 5: HOW TO MANUALLY BENCHMARK.



EBEWE Benchmarking Compliance Instructions



How to Benchmark - Ongoing

- Under the **Monthly Entries** section, click **Add Another Entry** to add a new row to enter usage data on. Enter the **Start Date, End Date and Usage** from your bills, the rest of the fields are optional. Keep adding rows until you have entered the usage data for the whole benchmark year. Click **Save Bills** to save your changes.

ENERGY STAR® PortfolioManager®

Welcome LADBS: Account | Notifications | ENERGY STAR | Notifications | Contacts | Help | Sign Out

Manage Bills (Meter Entries) for [Test Office K](#)

Meter Selection: Natural Gas - 69488125

Basic Meter Information (**click on the arrow to the left to expand this section)

Monthly Entries

Display Year(s): 2018 x

	Start Date	End Date	Usage therms	Total Cost (\$)	Estimation	Last Updated
<input type="checkbox"/>	1/1/2018	2/1/2018	10		<input type="checkbox"/>	12/27/2019 LADBS
<input type="checkbox"/>	2/1/2018	3/1/2018	20		<input type="checkbox"/>	12/27/2019 LADBS
<input type="checkbox"/>	03/01/2018	04/01/2018			<input type="checkbox"/>	

Delete Selected Entries
 Add Another Entry
 Learn how to copy/paste
 Delete All Entries

Download to Excel

Upload data in bulk for this meter:

You can use the single-meter spreadsheet to either: "Upload" the file below, or copy and paste the data from the spreadsheet into the table above ([instructions in this FAQ](#)). Use this single-meter [spreadsheet template](#).

Choose File No file chosen Upload

Save Bills Cancel

NOTE: Entering the Start and End Date exactly as shown in your bills may cause an error message to appear when you run the data quality checker.

- Once you entered all of your bills for the benchmark year, proceed to Guide 9: HOW TO SUBMIT YOUR BENCHMARK REPORT.



How to Benchmark - Ongoing

SECTION C. Troubleshooting Tips

This section identifies and provides possible solutions for some of the most common customer issues.

TIP # 1

Issue:

- Virtual Meter is not listed under Meters – Used to Compute Metrics
- Other non-virtual meters are listed under Meters – Used to Compute Metrics

Solution:

1. Under the Property's **Energy/Water** tab, click on **Change Meter Selections**.

The screenshot shows the 'Energy' tab in the EBEWE interface. On the left, there is a 'Meter Summary' box with '2 Energy Meters Total', '1 - Used to Compute Metrics', and '1 - Not Used in Metrics'. Below this is an 'Add A Meter' link and a 'Current Energy Date Not Available' message. A 'Enter Your Bills' button is also present. On the right, there are two tables. The top table is titled 'Meters - Used to Compute Metrics (1)' and contains one entry: 'Electric Aggregate - Whole Building' with Meter ID '70022808', Energy Type 'Electric - Grid', and 'In Use?' status 'Yes'. Below this table is a 'Download Annual Totals by Meter' link. The bottom table is titled 'Additional Meters - Not Used in Metrics (1)' and contains one entry: 'VM1223518774' with Meter ID '74178754', Energy Type 'Natural Gas', 'Most Recent Bill Date' '12/31/2019', and 'In Use?' status 'Yes'. A red box highlights the 'Change Meter Selections' link in the top table, and another red box highlights the 'Change Meter Selections' link in the bottom table. A red arrow points from the top box to the bottom box. A red box with the text '1. Click Change Meter Selections' is positioned between the two tables, with an arrow pointing to the bottom 'Change Meter Selections' link.

2. Check the box(es) of the Virtual Meter(s) you want to include and uncheck the box(es) of the non-Virtual Meter(s) you want to exclude from the metrics.
3. Make sure the first radio button option: **These meter(s) account for the total energy/water consumption for ...** is selected.
4. Click **Apply Selections** to save changes.



How to Benchmark - Ongoing

Select Meters to Include in Metrics

Tell us which meters to include when calculating the metrics for [redacted] so that we can provide you with the most accurate metrics possible.

Summary

2

Meters representing the [redacted] single building.

About Sub-meters

If you have sub-meters to measure energy or water consumption for a specific purpose, and you also have a master meter (which measures total consumption), counting both of those meters would double count your consumption and skew your metrics (e.g., artificially increase your Site Energy Use Intensity). [Learn More about configuring meters for performance metrics.](#)

Energy Meters

Select all meters to be included in your metrics. (Hint: Most meters should be included unless they are [sub-meters](#).)

<input checked="" type="checkbox"/>	Name Meter ID	Type
<input checked="" type="checkbox"/>	[redacted] - Whole Building	Electric - Grid
<input checked="" type="checkbox"/>	VM1223518774 74178754	Natural Gas

Total of 2 meter(s). Tell us what this represents:

These meter(s) account for the total energy consumption for [redacted] a single building).

These meter(s) do not account for the total energy consumption for [redacted] a single building).

4. Click **Apply Selections** → **Apply Selections** [Cancel](#)

- When you return to the Energy/Water tab, the Virtual Meter will now appear under **Meters - Used to Compute Metrics**.

TIP # 2

Issue: Virtual meter stopped updating.

Solution:

- For Virtual Electric and Water meter, email usagedata@ladwp.com. Include the LADBS building ID, LADWP Property Admin ID and a description of your issue in the email. You will be requested to prove you are the current authorized benchmarking representative by providing the original requestor's contact information (i.e., name, email address, and phone number).
- For Virtual Gas meter, email SCGBenchmarking@semprautilities.com.



How to Benchmark - Ongoing

TIP # 3

Issue: Data uploaded by the utility company does not align with your expected values:

- Gaps in data uploaded to Virtual Meter.
- Unusually High or Low data uploaded to Virtual Meter.

Solution:

- Contact LADWP's Customer Contact Center (800-342-5397).
- Contact SoCalGas at SCGBenchmarking@semprautilities.com or 800-508-2348.