



Common Questions

Registration Process

- **How do I find the Benchmarking Portal and Register as a new user to both the Portal and to Con Edison?**
 - Navigate to <https://BuildingEnergyUsage.conEd.com> and select **Register**. You will be taken through the registration process. After creating a Username / Password, you will be asked to select a User Role Type and will then be able to log into the Building Energy Usage Portal to begin adding properties.
- **What if I have never used the Con Edison Building Energy Usage Portal, but I have registered with coned.com?**
 - Navigate to the Building Energy Usage Portal (<https://BuildingEnergyUsage.conEd.com>) and login from this page with your Con Edison credentials. You will then be asked to complete the Portal user setup (selection of User Role Type).
- **What if I have previously registered within the Building Energy Usage Portal?**
 - Navigate to the Building Energy Usage Portal (<https://BuildingEnergyUsage.conEd.com>) and login from this page. You will be taken to your Dashboard, and can find all previously added properties, add additional properties, remove previously authorized properties, view aggregated consumption on the Property / Meter Report, etc.

General

- **How do I set up my properties in Energy Star Portfolio Manager (ESPM)?**
 - Utilize the Portfolio Manager Quick Start guide to setup your account: <https://www.energystar.gov/buildings/tools-and-resources/portfolio-manager-quick-start-guide>
 - Utilize Portfolio Manager's Guide on how to setup your property: https://www.energystar.gov/buildings/tools-and-resources/how_set_your_property_portfolio_manager
 - Video Guides can also be located here: [Basics of Benchmarking | Complying with Ordinances | ENERGY STAR](#)

- ***How do I ensure that my properties are properly set up for sharing with Con Edison?***
 - Within Energy Star Portfolio Manager, Con Edison will need to be added as a Contact and the property(ies) shared for data exchange. Utilize the following User Guide to see how to add us as a contact and share a property: [How to Connect and Share with a Web Services Provider | ENERGY STAR](#). Also refer to the BEUP User Guide available on the BEUP Support page (section “Portfolio Manager Connection”).

- ***How do I add my properties into the Building Energy Usage Portal to allow aggregate consumption data to go to Energy Star Portfolio Manager?***
 - Once successfully registered and logged into BEUP, a property can be added from the Dashboard (via **Add New Property** button); from the Manage Properties screen (via **Add New Property** button); or from the navigation bar (**Properties > Add A Property**). Refer to the BEUP User Guide available on the BEUP Support page (section “Adding / Approving Properties”) for details.

- ***What is a Property’s Service Classification (SVC Class)?***
 - A Service Classification is assigned to each account that rolls into a property. Service Classifications will vary based on whether the consumption type is Gas or Meter, whether the account is considered Residential, Industrial or Business and based on description.

- ***When does the Benchmarking season end?***
 - The benchmarking law requires building owners to utilize the Environmental Protection Agency’s online benchmarking tool, [Energy Star Portfolio Manager](#), to enter and submit the usage data to the City by May 1st of every year. The Con Edison Building Energy Usage Portal will be automatically sending consumption data for properties that are covered under the Local Law 84 and/or Local Law 97’s Covered Buildings Lists (CBLs) on a monthly basis. All consumption data for the year should be within ESPM by mid-late February for the previous year.
 - May 1st is the date that the previous year’s consumption is due. Aggregated consumption may be filed after this date, but can be subject to fines if filed after May 1st. Please utilize the following link for Benchmarking Compliance Instructions: [Compliance Instructions - Buildings \(nyc.gov\)](#).
 - Please note that there are steps within Portfolio Manager that must be executed after Con Edison sends aggregated consumption to Energy Star Portfolio Manager in order to consider benchmarking complete. Please utilize the following link for instructions on how to submit usage data to the city: [Compliance Instructions - Buildings \(nyc.gov\)](#).

- ***What information do I need to provide when requesting help or support?***
 - Please contact us at citybenchmarking@conEd.com for support requests.
 - Please provide the following within your correspondence:
 - Portfolio Manager property ID, Meter Name and ID (if asking about a specific meter)
 - The Borough, Block and Lot information and/or BBL

- Requestor Name or ID in the portal, if related to your account, sharing questions, or other non-property-specific questions
 - Nature of the issue or question (e.g. my consumption looks different than I expect for 123 Main Street/G/2 meter on property 12345)
- **What if I see *400 Bad request error* after login into the portal ?**
 - Please try to clear the cache and close the current tab of the browser. Now open the Building Energy Usage portal link <https://buildingenergyusage.coned.com/> in a new tab .In case this does not help , please contact citybenchmarking@conEd.com .

Authorizations

- **How do I submit an authorization to allow for the sharing of consumption data?**
 - **Users with the Role Type of Self-Requestor** will not require Letter of Authorization (LOA) approvals to allow for viewing/sharing of consumption data. When properties are added into BEUP, the system will automatically move these properties into “Approved” status, without any additional action needed by any other user or party.
 - **Users with the Role Type of Authorized Requestor** require authorization from the owners when properties are added to BEUP. Owners are referred to as “Customers” within the portal. When a property is added into the system via this user role type, the portal will require the input of the following:
 - Property ID
 - Borough, Block, Lot (BBL)
 - Account Number
 - Customer Contact (email)

Once the property is submitted, verification is performed to ensure that the BBL correctly corresponds to the account number. Once this verification is successful, an email will be sent to the Customer, via the email address that was input. The Customer will be able to interact within the email received to allow for the LOA to be approved or denied. There is also an option for a customer to select “This isn’t me” in case he/she is not the intended audience.

Consumption Data

- **What are the key updates done in the data to improve accuracy, and what changes might I see in consumption?**

Improving data accuracy is a continuous process. Following are the key updates associated to our enhanced data source to improve accuracy in this release:

- **Validation of Service Addresses/meters to the latest BBL data:** As part of our migration, we have done an extensive update of mapping service addresses to BBL (Borough Block and

Lot). This may result in new addresses/meters (and associated consumption) that were not seen before, and some meters that are not correctly part of the BBL no longer receiving consumption.

- **AMI interval data is more granular, more accurate, and closer to the source:** Incorporating the interval data more accurately reflects the delivered energy in the time it was used (whereas billing data is a straight proration)
 - Because bills are smoothed over calendar months, and AMI more accurately reflects energy consumption when it's used, you may see some variance when comparing these months to historical data. As December-January bills cross calendar years, you may notice this change particularly in January and December data.
 - Any Customer Operations overrides or changes to billing data after the fact may not be reflected in the consumption in our new portal.
 - **Visibility to the most current available data:** Data in our portal will reflect the most recent consumption available. This could include any later meter-reading updates and/or re-bills that happened since data was requested in the previous portal, resulting in an apparent difference in consumption across the two systems.
 - Example: On April 10, 2023, 2022 consumption for property 123 had values of [X] uploaded, using the bill data available on April 10; The 2022 consumption data pulled today in the new portal for the property may be higher or lower because it has since been updated after April 10
 - **Estimates refinement:** You may see more values showing as estimates (at least initially) since we are working with more granular data and have expanded the estimation logic accordingly. We believe these estimates overall will be more accurate and fine-tuned versus last year's estimates.
- ***Can I get the physical meter number and/or location(s) for my property?***
 - We currently cannot give out specific meter or account level information. Please work with Customer Service at www.coned.com/en/contact-us for any specific account details.

Additional assistance is available at:



Help Center for Con Edison Building Energy Usage Portal
Mon – Fri 7am – 3:30pm
Phone: 646-899-1923
Email: citybenchmarking@coned.com



NYC Sustainability Center
Mon – Fri 9am – 5pm
Phone: 212-566-5584
Email: Help@NYCsustainability.org