

# National Grid Benchmarking Portal

## Frequently Asked Questions

### 1 What type of data does National Grid upload into EPM?

National Grid provides annual aggregated usage information. Currently, going back to June 2019, we upload the following files to the EPM portfolio site:

#### Gas

- Heating and water heating aggregate usage
- Cooking account aggregate usage

#### Electric

- Aggregate electric usage data

### 2 How long does it take National Grid to accept the U.S. EPA'S ENERGY STAR® PORTFOLIO MANAGER® share requests?

**First-Time Share Request:** National Grid can take up to 24 hours to validate and accept an initial share request.

### 3 Will the EPA'S ENERGY STAR Portfolio Manager send an email to confirm that the share request was accepted?

The EPA'S ENERGY STAR Portfolio Manager does not have an email notification process to notify you that your share request is accepted. Customers should check the connection request in EPA'S ENERGY STAR Portfolio Manager site.

### 4 How long do I need to wait after submitting a share request to submit a National Grid benchmarking webform?

**First-Time Share Request:** Please wait 24 hours before submitting a webform.

**Resharing Data Request:** The resharing process can take up to 48 hours to reconnect after you have contacted the National Grid Benchmarking Call Center. See Question 14 on the resharing process.

**National Grid Benchmarking Portal Call Center:**  
NYC, LI and Upstate NY Customers —  
[energyefficiency@nationalgrid.com](mailto:energyefficiency@nationalgrid.com)

MA and RI Customers —

[NE.energyefficiency@nationalgrid.com](mailto:NE.energyefficiency@nationalgrid.com)

Or call **855-563-7448**, 8:00 am to 5:00 pm EST Monday through Friday

### 5 Does National Grid use tax lot — Block and Lot number (BBL)?

No, our customer systems do not currently have the option to add BBL.

### 6 How many months of data will National Grid provide?

National Grid will provide 12 calendar months of aggregate usage information per service address.

**Please note:** We do not provide block and lot property usage information.

### 7 How long does it take for me to get my aggregate usage information uploaded?

Usage data uploads will be processed and uploaded within 2 – 5 business days.

### 8 Does National Grid provide an option for customers to receive additional usage information through the benchmarking web portal?

National Grid has implemented a new service that allows building owners that have already received their prior aggregated usage data to request for additional two (2) years of usage information.

### 9 Does National Grid provide quarterly or monthly usage data updates?

As part of our system enhancements we will be providing you with quarterly data updates, if the Portfolio Manager connection request is active.

### 10 How long will the quarterly uploads last?

Quarterly updates will continue for up to 4 years as long as building owners maintain their EPA Portfolio Manager web share link as active. Deactivating the EPA Portfolio Manager property share link will disable the upload process.

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**11 Is there a cost associated with using the new National Grid Data Upload process?**

No, this is a free service offered to National Grid customers.

**12 Is the usage information provided based on a per meter basis or per building?**

National Grid provides aggregate whole building usage information.

**13 Who is required to submit Energy Usage Release Forms?**

**In MA, RI and UNY regions:**

A. Properties that have THREE (3) active accounts or fewer per commodity (electric and/or gas) are required to complete, sign and submit an Energy Usage Release Form for each tenant, in PDF format.

Email the Energy Usage Release Form to:

Upstate NY Customers —

**energyefficiency@nationalgrid.com**

MA and RI Customers —

**NE.energyefficiency@nationalgrid.com**

B. Properties with FOUR (4) or more active accounts per commodity are not required to submit a separate Energy Usage Release Form per tenant; only online consent is required.

**In NYC and LI:**

C. Customers are not required to submit an Energy Usage Release Form; only online consent is required.

**14 What happens if I mistakenly unshare my EPM property share with National Grid?**

If you mistakenly remove National Grid's shared access to the property, it will break National Grid access to the gas meters that we have been populating with data. You will need to reshare not just the property at "Full Access" but also the meters named "Natural Gas Main Meter" and "Gas Cooking Meter" (if applicable) to restart the usage data upload process.

After you have reshared your property in EPA'S ENERGY STAR Portfolio Manager site you will need to contact the National Grid Benchmarking Portal

Call Center at the following email or phone number and provide them with the affected virtual meter ID number(s). You will also need to submit a new National Grid webform at **ngrid.com/epm** after the reshare connection has been accepted to restart the usage data upload process.

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**15 Will I need to submit a new National Grid webform to restart usage data uploads after I reshare my EPM property share access?**

Yes, after you reshare your EPM property share access, you will need to fill out a new National Grid webform before the data upload process can resume.

**16 What aggregate usage information will I receive if I submit a my request on January 1st ?**

National Grid systems is designed to provide prior year aggregate usage data.

**Customers that submitted their data requests on or after January 1, 2021.**

- Will receive 2020 aggregate usage data.

**Customers that submitted their data request on or before December 31, 2020.**

- Will receive 2019 aggregate usage data.

See Question 14 for additional information on the resharing process.

**17 Can National Grid upload individual tenant usage information?**

National Grid provides whole building usage information only. If a property owner wants individual tenant usage information they would need to obtain a consent form from the customer and manual report would be provided, once we receive the signed tenant consent form.