

# Frequently Asked Questions

## Benchmarking Tool

### 1. Why should I use the Benchmarking Tool?

The tool is an efficient and secure way for building owners and property managers to retrieve data on their energy consumption and upload it into the ENERGY STAR® Portfolio Manager® to generate a benchmark score.

### 2. How do I use the Benchmarking Tool?

The [Benchmarking Tool User Guide](#) outlines how to create an account, register your building(s) and receive your energy usage report.

### 3. When can I expect to see my most recent month's usage data reflected in the tool?

Based on when final meters are read for a given month, you can expect to see a month's data reflected in the tool about 45 days after the end of the month.

### 4. What units are the usage data measured in?

Units for the usage data are measured in kilowatts (kW) for electric usage and thermal units (therms) for natural gas.

### 5. How many years of data does the Benchmarking Tool provide? If I need more years than that, how can I request it?

The tool provides 24 months of usage data. If you need additional months of data, please contact [Business@BGESmartEnergy.com](mailto:Business@BGESmartEnergy.com).

### 6. Why do I need to get consent forms signed for creating a profile with fewer than five accounts?

To protect customer data, BGE requires that customers be notified and provide their consent if their data is to be aggregated with fewer than four other accounts. This requirement helps protect BGE customers' privacy.

### 7. Why is the Benchmarking Tool requesting consent forms when I am attempting to create a profile for five or more accounts?

The tool only counts active accounts, so if some of the accounts in your profile are inactive, they will not count toward the five required to not need a consent form. If you believe the findings are incorrect, and there are five or more active accounts you are searching for, please contact [Business@BGESmartEnergy.com](mailto:Business@BGESmartEnergy.com).

### 8. Can I edit a building profile I have already created?

Unfortunately, you cannot edit an already created building profile. You would need to create a new profile and add the additional addresses. Once the new profile is created, you can delete the incomplete building profile from your list to avoid confusion.

### 9. Do I have to recreate a profile for each new month I want to collect my usage data?

No, the usage reports available on your profile page will update with new usage data each month for the most current month.

## 10. When searching by address, I keep receiving an error message that the tool cannot find an account associated with that address, but I know it is the correct address. What can I do differently?

There are a few things you can try to get better results:

- If you have the meter number or the account number for the account, try searching by those instead, as those are the easiest ways for the tool to find the correct account.
- When searching by address, in the first box, only enter the building number. Then, in the second box, just enter the street name, but do not include the street suffix.
- The tool will only return results for active accounts, so double-check that the accounts you're searching for are active.
- If you still can't locate the account, please reach out to [Business@BGESmartEnergy.com](mailto:Business@BGESmartEnergy.com) for assistance.

## 11. How do I add an additional address or meter to the building profile?

To add an account, address or meter to the building profile, select "add meter" on the "Account Confirmation" page and search by the source type to add that to your building profile. However, you can only add additional addresses or meters before you create the building profile. Once it is created, you cannot edit it.

## 12. Can I automatically load my usage report to the ENERGY STAR Portfolio Manager?

No, you will need to download a copy of your report to manually upload to ENERGY STAR Portfolio Manager. For more information on how to do that, please visit [An Overview of Portfolio Manager on the ENERGY STAR website](#).

# ENERGY STAR Portfolio Manager

## 1. Where can I get more help with using the ENERGY STAR Portfolio Manager?

You'll find additional information on using the program at [Portfolio Manager Help](#).

## 2. How do I get an ENERGY STAR score in Portfolio Manager?

To receive an ENERGY STAR score in Portfolio Manager, you'll need to enter 12 full calendar months of data for all energy types, in addition to complete data on property use details, such as hours of operation and number of employees. To determine the score, Portfolio Manager will compute both the actual source energy use intensity (EUI) and the predicted source EUI based on these inputs. Read more about an [ENERGY STAR score](#).

## 3. What is the Portfolio Manager EUI value?

EUI expresses a building's energy use as a function of its size or other characteristics. For most property types, EUI is expressed as energy use per square foot per year. Learn more about [EUI](#).

## 4. Why is my score low? What can I do to improve it?

A low score simply means that your building has significant opportunities to use and benefit from BGE's Smart Energy Savers Program for Business. This program offers you a variety of options to reduce energy use, save money and protect the environment, as well as financial incentives to reduce the cost of installing energy-saving measures. For more information, contact us at **410-290-1202** or email [Business@BGESmartEnergy.com](mailto:Business@BGESmartEnergy.com). For additional ways to save, visit [BGE.com](http://BGE.com).

Remember to resubmit your building into the ENERGY STAR Portfolio Manager after you've completed any energy efficiency improvement projects to receive your new and improved score!

EmPOWER Maryland programs are funded by a charge on your energy bill. EmPOWER programs can help you reduce your energy consumption and save you money. To learn more about EmPOWER and how you can participate, go to [BGESmartEnergy.com](http://BGESmartEnergy.com).

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