

## Instructions for Buildings with Possible Data Errors

The City of Chicago received your energy benchmarking report, but your submission contains one or more irregularities that suggest possible data errors. Please review the email you received from [Info@ChicagoEnergyBenchmarking.org](mailto:Info@ChicagoEnergyBenchmarking.org) to find out which issue(s) apply to your report, then read the corresponding section(s) below for instructions on how to fix the error.

**Please use these instructions to review and correct any errors in your building's Portfolio Manager data and RESUBMIT your report to the City no later than June 1<sup>st</sup>.** If you review the property's Portfolio Manager profile and do not find any errors, please [click here](#) to confirm your previous submission.

The instructions in this document refer to the Chicago Energy Benchmarking Guide, which includes step-by-step instructions for completing the benchmarking requirements. We suggest that you download and refer to the Chicago Energy Benchmarking Guide, which is available online at: [www.CityofChicago.org/EnergyBenchmarking](http://www.CityofChicago.org/EnergyBenchmarking)

### Questions? The Chicago Energy Benchmarking Help Center can help!

Email: [Info@ChicagoEnergyBenchmarking.org](mailto:Info@ChicagoEnergyBenchmarking.org)

Phone: 855-858-6878

Online: [www.CityofChicago.org/EnergyBenchmarking](http://www.CityofChicago.org/EnergyBenchmarking)

### Your Feedback Requested!

Did you use these instructions and find them helpful? Do you have suggestions for improving these instructions? We want to know! Provide your feedback by sending an email to:

[ChicagoEnergyBenchmarking@CityofChicago.org](mailto:ChicagoEnergyBenchmarking@CityofChicago.org)

## Table of Contents - Instructions for Buildings with Possible Data Errors

|   |    |
|---|----|
| 1. Unusually High Energy Use per Square Foot .....                          | 3  |
| 2. Unusually Low Energy Use per Square Foot .....                           | 4  |
| 3. ENERGY STAR Score Not Available.....                                     | 7  |
| 4. No Weather Normalized Source Energy Use Intensity (EUI) .....            | 8  |
| 5. Fuel Use Less Than Zero.....   | 10 |
| 6. Estimated Values - Energy.....   | 11 |
| 7. Default Values.....  | 12 |
| 8. Temporary Values .....   | 13 |
| 9. Alert – Gross Floor Area is 0 ft2 .....                                  | 13 |
| 10. Alert - Individual monthly meter entry is more than 65 days long.....   | 14 |
| 11. Alert – Energy meter has gaps .....                                     | 14 |
| 12. Alert – Energy meter has less than 12 full calendar months of data..... | 15 |
| 13. Alert - No meters are associated with this property .....               | 16 |
| 14. Alert - Meter has overlaps .....  | 16 |
| 15. Alert - Property has no uses.....                                       | 17 |
| 16. How to Resubmit Your Report to the City .....                           | 17 |

Last updated: 1/22/2020

## 1. Unusually High Energy Use per Square Foot

Your building's report shows an unusually high energy use per square foot. This may be accurate if your building has energy-intensive operations and/or equipment, or it may be due to data entry errors. Please review the three possible problems listed below. If you find any issues, please update the ENERGY STAR Portfolio Manager profile for this property, then resubmit your building's report to the City following the instructions in section 16 (page 17) below. If you find that the information is correct as is, please [click here](#) to confirm that your previous submission is accurate.

### 1.A. Duplicated Energy Use

You may have duplicated energy usage in your benchmarking report:

1. Log in to your Portfolio Manager account.
2. Select the building from the MYPORTFOLIO tab.
3. Go to the ENERGY tab to determine if any meter is tracking energy use that is already included in another meter. For example, if you are tracking any sub-metered usage, it may be duplicated if you are also tracking the main meter. Another example is if you set up a meter to track any central account (e.g. common-area electricity) in addition to a meter that tracks aggregated usage data obtained from the utility. In this case, usage on the central account may be double-counted.
4. To find any duplicated energy that is being tracked by multiple meters, go to the ENERGY tab and find the METERS – USED TO COMPUTE METRICS section. Click on CHANGE METER SELECTIONS. Uncheck the meters that are tracking duplicated usage to exclude them from your property's benchmarking report. Click on APPLY SELECTIONS.
5. If you make any changes, resubmit your building's report using the instructions in section 16 (page 17) below. If this issue does not apply to your property, please review the next issue.

### 1.B. Energy Units

You may have selected the wrong energy units for your meter(s):

1. Log in to your Portfolio Manager account.
2. Select the building from the MYPORTFOLIO tab.
3. Go to the ENERGY tab and select the first meter in the list.
4. Once the meter information is open on a new page, click on the blue arrow next to BASIC METER INFORMATION at the top of the webpage. Then check that the units you selected match the units of your energy data. Once you have checked the first meter, go to the next meter (if applicable) by using the METER SELECTION option at the top of the webpage. Note that aggregated electricity data provided by ComEd's EUDS are in kWh (thousand Watt-hours), as are most individual electric bills. Aggregated gas data provided by Peoples Gas are in CCF (hundred cubic feet), while individual gas bills are usually in therms. Check your bill or ask your energy provider for the units used for other types of energy. Make changes if necessary and click SAVE CHANGES.

5. If you make any changes, resubmit your building's report using the instructions in section 16 (page 17) below. If this issue does not apply to your property, please review the next issue.

## 1.C. Gross Floor Area

You may have entered an incorrect number for the property's Gross Floor Area:

1. Log in to your Portfolio Manager account.
2. Select the building from the MYPORTFOLIO tab.
3. Go to the DETAILS tab and review your property's total Gross Floor Area (GFA), shown as PROPERTY GFA (BUILDINGS) under PROPERTY USES AND USE DETAILS. This is the total square footage of the building, measured from the principal exterior surfaces and not including exterior spaces such as balconies, exterior loading docks, or driveways. It includes occupied and unoccupied areas on all floors of the building. Note that any square footage associated with parking should be listed under PROPERTY GFA (PARKING).
4. If you need to make any changes to the property's total Gross Floor Area, click on EDIT on the BASIC INFORMATION section. Update the Gross Floor Area and click UPDATE PROPERTY.
5. You may also need to update each use type's Gross Floor Area to make sure it adds up to the total Gross Floor Area. Review the PROPERTY USES AND USE DETAILS section on the DETAILS tab. If you need to make any changes, select CORRECT MISTAKES from the "I Want To..." ACTION drop-down menu next to each Property Use Type. Click SAVE CORRECTIONS when done.
6. If you have any parking space included in your Gross Floor Area, it must be tracked as a separate use type. Go to the DETAILS tab and review the PROPERTY USES AND USE DETAILS section.
  - a. If you don't have a parking use type listed, click on the ADD ANOTHER TYPE OF USE drop-down menu and select PARKING, then click ADD. Enter the required use details and click on SAVE USE.
  - b. Make sure the area of the parking space is not included in the Gross Floor Area of any other use type. If you need to make any changes, select CORRECT MISTAKES from the "I Want To..." ACTION drop-down menu next to each use type. Click SAVE CORRECTIONS when done.
7. If you make any changes, resubmit your building's report using the instructions in section 16 (page 17) below. If neither this nor any of the previous issues relating to Unusually High Energy Use per Square Foot apply to your property, please [click here](#) to confirm that your previous submission is accurate.

## 2. Unusually Low Energy Use per Square Foot

Your building's report shows an unusually low energy use per square foot. This may be accurate if your building is partially unoccupied or has low energy-intensity operations, or it may be due to data entry errors. Please review the three possible problems listed below. If you find any issues, please update the ENERGY STAR Portfolio Manager profile for this property, then resubmit your building's report to the

# Chicago Energy Benchmarking

City following the instructions in section 16 (page 17) below. If you find that the information is correct as is, please [click here](#) to confirm that your previous submission is accurate.

## 2.A. Partial Energy Use

You may have entered only a portion of the energy used at your property. You need to provide whole-building energy use, which includes energy used for heating, cooling, operating equipment, lighting, cooking, and all processes and operations carried out in the building, including by tenants. All sources of energy must be reported, including electricity, natural gas, district energy and any other fuel type, as well as energy generated on-site that is used within the building such as wind, solar or geothermal energy. Follow the steps below to add whole-building energy data to your building's report.

1. Obtain whole-building energy use.
  - a. ComEd and Peoples Gas offer free services that provide aggregate energy use data to building owners. Refer to section 2.d (pages 13-16) of the Chicago Energy Benchmarking Guide for detailed instructions on how to sign up for the utility programs and obtain whole-building energy use data. If your building has already set up a ComEd Energy Usage Data System (EUDS) account in the past, you do not need to re-enroll, but you will need the username and password from the original EUDS account to login and request data from ComEd. If your electricity or natural gas is provided by another energy company, ComEd and Peoples Gas will still be able to provide the information to you.
    - i. **ComEd:** Energy Usage Data System  
<https://www.comed.com/WaysToSave/ForYourBusiness/Pages/EnergyUsageData.aspx>
    - ii. **Peoples Gas:** Large Building Energy Use  
<http://www.peoplesgasdelivery.com/Business/Aggregation.aspx>
  - b. For other energy sources, such as chilled water or diesel fuel, you need to obtain the energy bills, either through your energy company or through the tenants.
  - c. If, after a good-faith effort, you are not able to obtain whole-building energy use, refer to Appendix B (pages 36-37) of the Chicago Energy Benchmarking Guide to estimate energy use based on typical values.
2. Log in to your Portfolio Manager account.
3. Select the building from the MYPORTFOLIO tab.
4. Go to the ENERGY tab and update the energy use data for the meter(s) to reflect whole-building energy usage. You may need to create new meters, or modify your existing meters.
  - a. To add a new meter, click on ADD A METER. Follow Portfolio Manager's prompts to set up the meter and enter energy bills. Refer to section 2.e (pages 16-20) of the Chicago Energy Benchmarking Guide for detailed instructions.
  - b. To modify the data in your existing meters, select the meter. Update the data as necessary and then click SAVE BILLS. Refer to section 2.e (pages 16-20) of the Chicago Energy Benchmarking Guide for detailed instructions.

5. Find the METERS – USED TO COMPUTE METRICS section on the ENERGY tab and click on CHANGE METER SELECTIONS.
6. Select all the meters that make up the total energy consumption at your property. Typically this would include all the meters that you entered; only exclude meters tracking consumption that is already accounted for under another meter (e.g. common-area usage that is also included in the aggregate whole-building usage data).
7. Select “These meter(s) account for the total energy consumption for [property name]”.
8. Click APPLY SELECTIONS.
9. If you make any changes, resubmit your building’s report using the instructions in section 16 (page 17) below. If this issue does not apply to your property, please review the next issue.

## 2.B. Energy Units

You may have selected the wrong energy units for your meter(s):

1. Log in to your Portfolio Manager account.
2. Select the building from the MYPORTFOLIO tab.
3. Go to the ENERGY tab and select the first meter in the list.
4. Once the meter information is open on a new page, click on BASIC METER INFORMATION at the top of the webpage. Then check that the units you selected match the units of your energy data. Once you have checked the first meter, go to the next meter (if applicable) by using the METER SELECTION option at the top of the webpage. Note that aggregated electricity data provided by ComEd’s EUDS are in kWh (thousand Watt-hours), as are most individual electric bills. Aggregated gas data provided by Peoples Gas are in CCF (hundred cubic feet), while individual gas bills are usually in therms. Check your bill or ask your energy provider for the units used for other types of energy. Make changes if necessary and click SAVE CHANGES.
5. If you make any changes, resubmit your building’s report using the instructions in section 16 (page 17) below. If this issue does not apply to your property, please review the next issue.

## 2.C. Gross Floor Area

You may have entered an incorrect number for the property’s Gross Floor Area:

1. Log in to your Portfolio Manager account.
2. Select the building from the MYPORTFOLIO tab.
3. Go to the DETAILS tab and review your property’s total Gross Floor Area (GFA), shown as PROPERTY GFA (BUILDINGS) under PROPERTY USES AND USE DETAILS. This is the total square footage of the building, measured from the principal exterior surfaces and not including exterior spaces such as balconies, exterior loading docks, or driveways. It should include occupied and unoccupied areas on all floors of the building. Note that any square footage associated with parking should be listed under PROPERTY GFA (PARKING).

4. If you need to make any changes to the property's total Gross Floor Area, click on EDIT on the BASIC INFORMATION section. Update the Gross Floor Area and click UPDATE PROPERTY.
5. You may also need to update each use type's Gross Floor Area to make sure it adds up to the total Gross Floor Area. Review the PROPERTY USES AND USE DETAILS section on the DETAILS tab. If you need to make any changes, select CORRECT MISTAKES from the "I Want To..." ACTION drop-down menu next to each Property Use Type. Click SAVE CORRECTIONS when done.
6. If you have any parking space included in your Gross Floor Area, it must be tracked as a separate use type. Go to the DETAILS tab and review the PROPERTY USES AND USE DETAILS section.
  - a. If you don't have a parking use type listed, click on the ADD ANOTHER TYPE OF USE drop-down menu and select PARKING, then click ADD. Enter the required use details and click on SAVE USE.
  - b. Make sure the area of the parking space is not included in the Gross Floor Area of any other use type. If you need to make any changes, select CORRECT MISTAKES from the "I Want To..." ACTION drop-down menu next to each use type. Click SAVE CORRECTIONS when done.
7. If you make any changes, resubmit your building's report using the instructions in section 16 (page 17) below. If neither this nor any of the previous issues relating to Unusually Low Energy Use per Square Foot apply to your property, please [click here](#) to confirm that your previous submission is accurate.

### 3. ENERGY STAR Score Not Available

Your building's report does not include an ENERGY STAR score, a key metric that is automatically calculated by ENERGY STAR Portfolio Manager for eligible building types. This may be because your property does not meet some of the eligibility criteria, even though it is an eligible building type, or it may be due to incomplete information or data entry errors. Please review ENERGY STAR Portfolio Manager profile for this property to confirm that the results are accurate using the instructions provided below. If you find any issues, please update the Portfolio Manager profile for this property, then resubmit your building's report to the City following the instructions in section 16 (page 17) below. If you find that the information is correct as is, please [click here](#) to confirm that your previous submission is accurate.

1. Log in to your Portfolio Manager account.
2. Select the building from the MYPORTFOLIO tab.
3. To see why your property does not have an ENERGY STAR score, go to the SUMMARY tab and find the METRICS SUMMARY table.
4. Click on CHANGE TIME PERIOD and pick OTHER YEAR for "Period 2", then select the Year Ending December 31, 2019 and click SAVE.
5. The third column of the table will now have the heading "Dec 2019". Under that column, click on NOT AVAILABLE in the ENERGY STAR Score line to see the reason provided by Portfolio Manager. Please also review the full list of requirements by use type, which is available here:

# Chicago Energy Benchmarking

<http://www.energystar.gov/buildings/facility-owners-and-managers/existing-buildings/use-portfolio-manager/understand-metrics/eligibility>.

- a. If the reason why your property does not have an ENERGY STAR score is related to energy data issues, you must correct your energy data. You need to have whole-building energy information covering the full period from 1/1/2019 to 12/31/2019, without any gaps or overlaps. You can run the CHECK FOR POSSIBLE DATA ERRORS Checker, available on the SUMMARY tab, for the Year Ending December 31, 2019 to see if any meters have gaps or overlaps in data. To enter whole-building energy use data, please see section 2.e (pages 16-20) of the Chicago Energy Benchmarking Guide for detailed instructions. Once the energy data has been corrected, please resubmit your building's report to the City following the instructions in section 16 (page 17) below.
- b. If the reason why your property does not have an ENERGY STAR score is related to property use details requirements (and the property use details you entered are accurate), you do not need to make any changes. Please [click here](#) to confirm that you cannot receive an ENERGY STAR score, and your previous submission is accurate.

## 4. No Weather Normalized Source Energy Use Intensity (EUI)

Your building's report does not include a Weather-Normalized Source Energy Use Intensity (EUI), which is a key metric that is automatically calculated by ENERGY STAR Portfolio Manager based on your building's energy data. Please review the three possible problems listed below. If you find any issues, please update the Portfolio Manager profile for this property, then resubmit your building's report to the City following the instructions in section 16 (page 17) below. If you find that the information is correct as is, please [click here](#) to confirm that your previous submission is accurate.

### 4.A. One or more energy meters have bills covering more than 65 days

The weather normalized EUI metrics cannot be computed when bills span more than about two months:

1. Log in to your Portfolio Manager account.
2. Select the building from the MYPORTFOLIO tab.
3. Go to the SUMMARY tab and find the CHECK FOR POSSIBLE DATA ERRORS Section. Click on CHECK FOR POSSIBLE ERRORS. Under SELECT TIMEFRAME & RUN CHECKER, select Year Ending Dec 31, 2019 and click RUN CHECKER. If you see the "One or more bills cover more than 65 days" alert, you are affected by this issue. Portfolio Manager will also show which specific meter(s) are affected.
4. Go to the ENERGY tab and click the ENTER YOUR BILLS blue button in the METER SUMMARY section. Identify which bill(s) in calendar year 2019 cover more than 65 days. Be sure to review all meters; there is a METER SELECTION option at the top of the page that allows you to switch between different meters.
5. If you have monthly energy use available, please enter one entry per month. Click SAVE BILLS.



6. If you have one or two bills that cover more than 65 days due to irregular billing cycles, split them into monthly usage based on your best estimate. Click SAVE BILLS.
7. Go to the SUMMARY tab and go to CHECK FOR POSSIBLE DATA ERRORS. Click on CHECK FOR POSSIBLE ERRORS; under SELECT TIMEFRAME & RUN CHECKER select Year Ending December 31, 2019 and click RUN CHECKER. If the issue is resolved, the alert for “One or more bills cover more than 65 days” will not be present. If this alert appears, you have not fully resolved the issue; start at step 4 again.
6. If you make any changes, please resubmit your building’s report to the City following the instructions in section 16 (page 17) below. If this issue does not apply to your property, please review the next issue.

## 4.B. One or more bulk fuel meters have fewer than 5 entries in 2018-19, and/or no entries in 2019

For meters set up as Bulk Delivery (typically diesel, propane, and fuel oil), you must enter at least five entries within the two years prior to December 31, 2019, and at least one entry within the period from January 1 – December 31, 2019:

1. Log in to your Portfolio Manager account.
2. Select the building from the MYPORTFOLIO tab.
3. Go to the ENERGY tab and check if a meter is set up as Bulk Delivery by clicking on the meter name. At the top of the next page, click on the blue arrow next to BASIC METER INFORMATION. You will see an option for ENTER BILLS AS: BULK DELIVERY at the bottom of the BASIC METER INFORMATION box if the meter is set up for bulk delivery.
4. Review the energy use for this meter. In the DISPLAY YEAR(S) on the upper right, click SHOW ALL YEARS. If you have fewer than 5 deliveries across calendar years 2018 and 2019, add enough deliveries to reach a total of 5 entries. The dates don’t matter, but you need at least 5 entries across 2018 and 2019, and also at least one entry in 2019. If you have 5 or more entries for 2018 but none for 2019, add at least one entry in 2019. You can enter one or more entries with a quantity of zero if there were not any deliveries during these time periods. Click SAVE BILLS.
5. If you make any changes, please resubmit your building’s report to the City following the instructions in section 16 (page 17) below. If this issue does not apply to your property, please review the next issue.

## 4.C. One or more energy meters have unusually high or low energy use

This could be an indication that you’ve entered some of your bills in the wrong units or have a typo such as an extra zero:

1. Log in to your Portfolio Manager account.
2. Select the building from the MYPORTFOLIO tab.
3. Go to the ENERGY tab and select the first meter. At the top of the next page, click on the blue arrow next to BASIC METER INFORMATION. Check that the UNITS match the units of your bills. If you

make any changes click SAVE CHANGES, otherwise review the data for this meter. Double-check your 2019 usage data to make sure it is accurate.

- a. If you don't find any mistakes, it means that your building's energy usage may have an unusual, non-seasonal pattern. Please [click here](#) to confirm that your previous benchmarking report is accurate; you may also want to investigate the cause of this anomaly.
  - b. If you do find a mistake, correct it and click SAVE BILLS.
4. If you make any changes, please resubmit your building's report to the City following the instructions in section 16 (page 17) below. If neither this nor any of the previous issues related to No Weather-Normalized Source Energy Use Intensity apply to your property, please [click here](#) to confirm that your previous submission is accurate.

## 5. Fuel Use Less Than Zero

Your property's report shows a negative value for one or more fuels, which is unusual.

### 5.A. If the negative values were entered by mistake

Please correct your entries:

1. Log in to your Portfolio Manager account.
2. Select the building from the MYPORFOLIO tab.
3. Go to the ENERGY tab and select the meter with negative values. If you do not know which meter has negative values, click on the name of the first meter. Once the meter data is shown, change the DISPLAY YEAR(S) to 2019 and review the data for any negative values. Review all meters, and use the METER SELECTION option at the top of the webpage to switch between meters.
4. Correct your energy use data and click on SAVE BILLS.
5. Resubmit your building's report to the City following the instructions in section 16 (page 17) below.

### 5.B. If the negative values were purposefully entered

1. Review the ENERGY STAR Portfolio Manager's technical reference on Negative Energy Consumption, available here: <https://portfoliomanager.energystar.gov/pdf/reference/Negative%20Energy%20Consumption%20Reference.pdf>.
2. Identify the scenario that applies to your situation and follow Portfolio Manager's guidelines.
3. If you make any changes, please resubmit your building's report to the City following the instructions in section 16 (page 17) below. If your data is already in line with Portfolio Manager's guidelines and you don't need to make any changes, please [click here](#) to confirm that your previous submission is accurate.

## 6. Estimated Values - Energy

Your property's report indicates that estimated energy consumption values for one or more fuel types were entered for this property's use details and/or energy usage. Your email from [info@ChicagoEnergyBenchmarking.org](mailto:info@ChicagoEnergyBenchmarking.org) should list which fuel types used estimated value.

Please note that you are required to make a good-faith effort to obtain actual information. Please review the ENERGY STAR Portfolio Manager profile for this property to make sure you entered as much accurate, actual information as possible.

If you have not done so already, you will need to request whole-building energy use from the utilities, and add it to your ENERGY STAR Portfolio Manager profile.

1. Obtain whole-building energy use.
  - a. ComEd and Peoples Gas offer free services that provide aggregate energy use data to building owners. Refer to section 2.d (pages 13-16) of the Chicago Energy Benchmarking Guide for detailed instructions on how to sign up for the utility programs and obtain whole-building energy use data. If your building has already set up a ComEd Energy Usage Data System (EUDS) account in the past, you do not need to re-enroll, but you will need the username and password from the original EUDS account to login and request data from ComEd. If your electricity or natural gas is provided by another energy company, ComEd and Peoples Gas will still be able to provide the information to you.
    - i. **ComEd:** Energy Usage Data System  
<https://www.comed.com/WaysToSave/ForYourBusiness/Pages/EnergyUsageData.aspx>
    - ii. **Peoples Gas:** Large Building Energy Use  
<http://www.peoplesgasdelivery.com/Business/Aggregation.aspx>
  - b. For other energy sources, such as chilled water or diesel fuel, you need to obtain the energy bills, either through your energy company or through the tenants.
  - c. If, after a good-faith effort, you are not able to obtain whole-building energy use, refer to Appendix B (pages 36-37) of the Chicago Energy Benchmarking Guide to estimate energy use based on typical values.
2. Log in to your Portfolio Manager account.
3. Select the building from the MYPORTFOLIO tab.
4. Go to the ENERGY tab and update the energy use data for the meter(s) to reflect whole-building energy usage. You may need to create new meters, or modify your existing meters.
  - a. To add a new meter, click on ADD A METER. Follow Portfolio Manager's prompts to set up the meter and enter energy bills. Refer to section 2.e (pages 16-20) of the Chicago Energy Benchmarking Guide for detailed instructions.
  - b. To modify the data in your existing meters, select the meter. Update the data as necessary and then click SAVE BILLS. Refer to section 2.e (pages 16-20) of the Chicago Energy Benchmarking Guide for detailed instructions.

5. Find the METERS – USED TO COMPUTE METRICS section on the ENERGY tab and click on CHANGE METER SELECTIONS.
6. Select all the meters that make up the total energy consumption at your property. Typically this would include all the meters that you entered; only exclude meters tracking consumption that is already accounted for under another meter (e.g. common-area usage that is also included in the aggregate whole-building usage data).
7. Select “These meter(s) account for the total energy consumption for [property name]”.
8. Click APPLY SELECTIONS.

Alternatively, if you have energy usage data for all energy meters in the building for January 1 through December 31 of the year to be benchmarked, you will be able to enter this data directly into Portfolio Manager. You will need to know dates and usage for each billing period, which can be found on each utility bill. If your billing dates do not align with calendar months, you may need to also provide the last bill of 2018 and the first bill of 2020, to ensure that the profile has data for all of calendar year 2019.

In rare cases when other sources of whole-building energy data are unavailable, covered building owners or managers may have to request tenant energy data. When choosing this option, it may be useful to establish a timeline to request energy data in advance of the benchmarking reporting deadline. Building owners and managers should keep a record of the request as proof of a good-faith effort.

If you make any changes, please resubmit your building’s report to the City following the instructions in section 16 (page 17) below.

If the information you entered is already as accurate as possible, please [click here](#) to confirm that the information is as accurate as possible, and that you made a good-faith effort to obtain actual information.

## 7. Default Values

Your property’s report indicates that default values were entered for this property’s use details, such as operating hours, number of workers on the main shift, number of computers, number of residential living units, number of bedrooms, etc. Please note that you are required to make a good-faith effort to obtain actual information. Please review the ENERGY STAR Portfolio Manager profile for this property to make sure you entered as much accurate, actual information as possible:

1. Log in to your Portfolio Manager account.
2. Select the building from the MYPORTFOLIO tab.
3. Go to the DETAILS tab.
4. Under PROPERTY USES AND USE DETAILS, click on the grey arrow next to each property use type.
5. Review each of the items listed under each use type for accuracy. To find the default values, look for the blue “default value” text in the column for “Value” for each item in the table.

6. If you make any changes, please resubmit your building's report to the City following the instructions in section 16 (page 17) below.

If the information you entered is already as accurate as possible, please [click here](#) to confirm that the information is as accurate as possible, and that you made a good-faith effort to obtain actual information.

## 8. Temporary Values

Your property's report indicates that temporary values were entered for this property's use details. Please note that you are required to make a good-faith effort to obtain actual information. Please review the ENERGY STAR Portfolio Manager profile for this property to make sure you entered as much accurate, actual information as possible.

1. Log in to your Portfolio Manager account.
2. Select the building from the MYPORTFOLIO tab.
3. Go to the DETAILS tab.
4. Under PROPERTY USE AND USE DETAILS, click on the grey arrow next to each property use type.
5. Review each of the items listed under each use type for accuracy. To find the temporary values, look for the column for "Temporary Values" at the right side the table, and look for the items with a "Yes" in this column.
6. If you make any changes, please resubmit your building's report to the City following the instructions in section 16 (page 17) below.

If the information you entered is already as accurate as possible, please [click here](#) to confirm that the information is as accurate as possible, and that you made a good-faith effort to obtain actual information.

## 9. Alert – Gross Floor Area is 0 ft<sup>2</sup>

Your property does not have a valid Gross Floor Area for at least one space use type for the full 12 months of 2019.

1. Log in to your Portfolio Manager account.
2. Select the building from the MYPORTFOLIO tab.
3. Go to your property's DETAILS tab and find the PROPERTY USES AND USE DETAILS section. Click on the grey arrow icon ( ▶ ) next to the name of each type of space use to expand the details.
4. Check if any use type(s) has a Gross Floor Area with a CURRENT AS OF date later than 1/1/2019.
5. If you entered a CURRENT AS OF date later than 1/1/2019 by mistake, go to the "I Want To..." ACTION drop-down menu, select CORRECT MISTAKES from the drop-down menu and adjust the date, then scroll down and click SAVE CORRECTIONS.

6. If the Gross Floor Area value changed during the course of 2019, go to the “I Want To...” ACTION drop-down menu, click UPDATE WITH NEW INFORMATION and enter the updated gross floor area in the UPDATED VALUE box. Enter the date it became current in the CURRENT AS OF box, then click SAVE UPDATE. This will preserve both the previous and the current Gross Floor Area values.
7. Go to the SUMMARY tab and go to CHECK FOR POSSIBLE DATA ERRORS. Click on the CHECK FOR POSSIBLE ERRORS blue button; under SELECT TIMEFRAME & RUN CHECKER select Year Ending December 31, 2019 and click RUN CHECKER. If the issue is resolved, an alert relating to gross floor area should NOT be present. Such an alert may say “One or more uses has less than 12 full calendar months of gross floor area” or “Gross Floor Area Mismatch” or “Total Gross Floor Area is zero for the year selected.” If one of these alerts is still present, go back and double-check the floor area entered for each property use on the DETAILS tab.
8. Resubmit your building’s report using the instructions in section 16 (page 17) below.

## 10. Alert – Energy meter has single more than 65 days long



At least one of your meters has one or more bills covering more than 65 days.

1. Log in to your Portfolio Manager account.
2. Select the building from the MYPORTFOLIO tab.
3. Go to the ENERGY tab and click the ENTER YOUR BILLS blue button in the METER SUMMARY section. Identify which bill(s) in calendar year 2019 cover more than 65 days. Be sure to review all meters; there is a METER SELECTION option at the top of the page that allows you to switch between different meters. (If needed, update the DISPLAY YEARS option to SHOW ALL YEARS at the upper right to show 2019 data.)
4. If you have monthly energy use available, please enter one entry per month. Click SAVE BILLS.
5. If you have one or two bills that cover more than 65 days due to irregular billing cycles, split them into monthly usage based on your best estimate. Click SAVE BILLS.
6. Go to the SUMMARY tab and go to CHECK FOR POSSIBLE DATA ERRORS. Click on CHECK FOR POSSIBLE ERRORS; under SELECT TIMEFRAME & RUN CHECKER select Year Ending December 31, 2019 and click RUN CHECKER. If the issue is resolved, the alert for “One or more bills cover more than 65 days” will not be present. If this alert appears, you have not fully resolved the issue; start at step 1 again.
7. Resubmit your building’s report using the instructions in section 16 (page 17) below.

## 11. Alert – Energy meter has gaps

At least one of your meters has a gap of more than one day during the period from 1/1/2019 to 12/31/2019.

1. Log in to your Portfolio Manager account.
2. Select the building from the MYPORTFOLIO tab.

3. Go to your property's ENERGY tab; you may see an alert (red exclamation point) next to any meter with this data issue:  [Electric Grid Meter](#)
4. Click on each meter. You should see an alert (  ) that "Data has gaps or overlaps" at the top of the page for the affected meter(s).
5. Once you have selected the meter and identified the meter(s) with gaps, select ADD ANOTHER ENTRY to enter data for additional bills or months.
6. If you have a gap of just a few days between bills, change the dates of your bills, or enter zero usage for the missing days, then click SAVE BILLS.
7. If you obtained aggregate whole-building energy data from ComEd or Peoples Gas and some calendar months are missing, create entries with zero usage for the missing months, then click SAVE BILLS. (This can happen due to how the utilities assign usage from different billing cycles to calendar months).
8. If the gap between energy bills is for a significant period of time (for example if there was a period when the meter was inactive), then close out the old meter and create a new meter for when your meter data begins again. To do this, go to the ENERGY tab, and click the name of the meter to be updated. Once the meter data opens in a new page, click the blue arrow next to BASIC METER INFORMATION at the top of the page. Uncheck the STILL IN USE box, and enter the updated date for DATA METER BECAME INACTIVE and click SAVE CHANGES. Then click on ADD A METER from the ENERGY tab and follow the prompts to create the new meter and enter energy use data. See section 2.e (pages 16-20) of the Chicago Energy Benchmarking Guide for detailed instructions.
9. Go to the SUMMARY tab and go to CHECK POSSIBLE DATA ERRORS. Click on CHECK FOR POSSIBLE ERRORS; under SELECT TIMEFRAME & RUN CHECKER select Year Ending December 31, 2019 and click RUN CHECKER. If the issue is resolved, the alert for "Meters with gaps in meter entries" will not be present. If this alert appears, you have not fully resolved the issue; start at step 1 again.
10. Resubmit your building's report using the instructions in section 16 (page 17) below.

## 12. Alert – Energy meter has less than 12 full calendar months of data

At least one of your meters does not have bills covering the full period from 1/1/2019 to 12/31/2019.

1. Log in to your Portfolio Manager account.
2. Select the building from the MYPORTFOLIO tab.
3. Go to the ENERGY tab and click on the name of each meter to open the data for that meter.
4. Check that the Start Date of your first bill is no later than 1/1/2019 and the End Date of your last bill is no earlier than 12/31/2019. For example, if the first 2019 bill starts mid-January of 2019, the property won't have a site EUI value for calendar year 2019 because the first couple of weeks of January 2019 are missing. Similarly, if the last 2019 bill ends mid-December of 2019, the property won't have a site EUI value for calendar year 2019 because the last couple of

weeks of December 2019 are missing. If this is the case, please enter either the last bill from 2018 and/or the first bill from 2020 to cover the gap(s).

5. Click on SAVE BILLS; repeat for all meters.
6. Go to the SUMMARY tab and go to CHECK FOR POSSIBLE DATA ERRORS. Click on CHECK FOR POSSIBLE ERRORS; under SELECT TIMEFRAME & RUN CHECKER select Year Ending December 31, 2019 and click RUN CHECKER. If the issue is resolved, the alert for “There is not 12 full months of meter data” will not be present. If this alert appears, you have not fully resolved the issue; start at step 1 again.
7. Resubmit your building’s report using the instructions in section 16 (page 17) below.


## 13. Alert – Energy - No meters selected for metrics

You have not selected any meters to be included in your property's report.

1. Log in to your Portfolio Manager account.
2. Select the building from the MYPORTFOLIO tab.
3. Go to the ENERGY tab.
4. If you don’t have any energy meter listed, you need to create a meter for each fuel type that is used at your property, and enter usage data for the full 2019 calendar year. See section 2.e (pages 16-20) of the Chicago Energy Benchmarking Guide for detailed instructions.
5. If you already set up meters for all the fuel types used at your property and added energy use data to each meter, you need to include them in your benchmarking report. In the METERS – USED TO COMPUTE METRICS section on the ENERGY tab, click on CHANGE METER SELECTIONS. Make sure that all your appropriate energy meters are checked, and select the option “These meter(s) account for the total energy consumption for [property name]”. Click on APPLY SELECTIONS to save.
6. Go to the SUMMARY tab and go to CHECK FOR POSSIBLE DATA ERRORS. Click on CHECK FOR POSSIBLE ERRORS; under SELECT TIMEFRAME & RUN CHECKER select Year Ending December 31, 2019 and click RUN CHECKER. If the issue is resolved, the alert for “No meters selected for performance metrics” or “Property does not have electric meter data” will no longer be present. If one or both of these alerts appears, you have not fully resolved the issue; start at step 1 again.
7. Resubmit your building’s report using the instructions in section 16 (page 17) below.

## 14. Alert – Energy meter has overlaps

At least one of your meters has an overlap of more than one day during the period from 1/1/2019 to 12/31/2019.

1. Log in to your Portfolio Manager account.
2. Select the building from the MYPORTFOLIO tab.
3. Go to the ENERGY tab; you may see an alert (red exclamation point) next to any meter with this data issue:  [Electric Grid Meter](#)



4. Click on the meter name next to the red exclamation point. You should see an alert that “[Meter name] has an overlap” at the top of the next webpage.
5. Adjust the dates of your bills to remove any overlap, then click on SAVE BILLS.
6. Go to the SUMMARY tab and go to CHECK FOR POSSIBLE DATA ERRORS. Click on CHECK FOR POSSIBLE ERRORS; under SELECT TIMEFRAME & RUN CHECKER select Year Ending December 31, 2019 and click RUN CHECKER. If the issue is resolved, the “Meters with overlap(s) in meter entries” alert will no longer be present. If this alert appears, you have not fully resolved the issue; start at step 1 again.
7. Resubmit your building’s report using the instructions in section 16 (page 17) below.

## 15. Alert - Property has no uses

Your property does not have any property uses associated with it.

1. Log in to your Portfolio Manager account.
2. Select the building from the MYPORTFOLIO tab.
3. Go to the DETAILS tab.
4. Click on the ADD ANOTHER TYPE OF USE drop-down menu and select your property’s primary function, then click on ADD.
5. Enter the use details for your building, then click SAVE USE. See section 2.c (pages 10-12) of the Chicago Energy Benchmarking Guide for detailed instructions.
6. If your property has more than one use type, repeat the process for each use type.
7. Make sure that the Gross Floor Area values of each use type add up to the property’s total Gross Floor Area. You can double check this by reviewing the total Property GFA (Buildings) number (Used to calculate EUI) on the DETAILS tab. Adjust the values if necessary.
8. Go to the SUMMARY tab and go to CHECK FOR POSSIBLE DATA ERRORS. Click on CHECK FOR POSSIBLE ERRORS; under SELECT TIMEFRAME & RUN CHECKER select Year Ending December 31, 2019 and click RUN CHECKER. If the issue is resolved, the “Property does not have any use information” alert will no longer be present. If this alert appears, you have not fully resolved the issue; start at step 1 again.
9. Resubmit your building’s report using the instructions in section 16 (page 17) below.

## 16. How to Resubmit Your Report to the City

Once you have made all applicable changes to the building’s profile, you will need to resubmit your report to the City. Detailed instructions are provided in Appendix D (pages 39-41) of the Chicago Energy Benchmarking Guide, or follow the steps below to resubmit the report to the City of Chicago.

1. Log in to your Portfolio Manager account.
2. Go to the REPORTING tab.

# Chicago Energy Benchmarking

3. In the TEMPLATES & REPORTS table, find the 2020 CHICAGO ENERGY BENCHMARKING REPORTING (2019 DATA) template.
4. From the “I Want To...” ACTION drop-down menu, select GENERATE AN UPDATED RESPONSE.
5. You will see a green message saying “Your new report has been generated” (you may need to wait a few minutes and refresh the page). From the “I Want To...” ACTION drop-down menu next to the 2020 CHICAGO ENERGY BENCHMARKING REPORTING (2019 DATA) template, select DOWNLOAD PREVIEW IN EXCEL (recommended) or PREVIEW RESPONSE to review the data that you are submitting.
6. Review the data for accuracy. If additional changes are needed, update the Portfolio Manager profile, and then start again at step #1 of How to Resubmit Your Report to the City.
7. If the updated response is accurate, go back to the REPORTING tab and find the 2020 CHICAGO ENERGY BENCHMARKING REPORTING (2019 DATA) template in the TEMPLATES & REPORTS table.
8. Select SEND RESPONSE from the “I Want To...” ACTION drop-down menu and follow the rest of the process.

## Your Feedback Requested!

Did you use these instructions and find them helpful? Do you have suggestions for improving these instructions? We want to know! Provide your feedback by sending an email to:

[ChicagoEnergyBenchmarking@CityofChicago.org](mailto:ChicagoEnergyBenchmarking@CityofChicago.org)