

# BEUP: Building Energy Usage Portal

## User Guide

Owners of large buildings can annually measure their aggregated energy and water consumption in a process called **benchmarking**. It is anticipated that in the future, State and local laws will standardize this process by requiring building owners to enter their annual energy and water use in the U.S. Environmental Protection Agency's (EPA) online tool, ENERGY STAR® Portfolio Manager® (ESPM) and use the tool to submit data to the appropriate agency. This data informs building owners about a building's energy and water consumption compared to similar buildings, and tracks progress year over year to help in energy efficiency planning.

O&R/Rockland Electric Company's **Building Energy Usage Portal** (BEUP) is a state-of-the-art benchmarking solution that handles the request and approval of an owner's authorized agent, and self-authorization of building owners. After creating a Portfolio Manager account, connecting with O&R/Rockland Electric Co., and properly sharing your property/properties, the BEUP system will automatically upload the property's aggregated consumption data to your ESPM account via Portfolio Manager Data Exchange on a monthly basis, which allows you to benchmark your building's energy performance with ease.

This [User Guide](#) will step you through the process of setting up accounts on the Building Energy Usage Portal and ENERGY STAR® Portfolio Manager. This User Guide will also detail the interdependency between BEUP and ESPM. Please follow the below instructions carefully. Once you are familiar with the process, you can reference the [Quick Start User Guide](#).

Note: In this guide some screenshots are from external sites; all screenshots are subject to change.

Additional assistance is available at [oru.com/contactus](http://oru.com/contactus), by emailing the BEUP Help Center at [benchmarking@oru.com](mailto:benchmarking@oru.com), or by completing the Customer Assistance Form available at: <https://www.oru.com/en/accounts-billing/contact-customer-assistance-form>.

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# 1. Building Energy Usage Portal Setup

You may access the Portal directly by visiting: <https://buildingenergyusage.oru.com/>

The Portal utilizes Multi-Factor Authentication to ensure the confidentiality of your login credentials and data requests. The authentication process consists of registration, verification of email address and device as well as profile creation and is outlined below.

## 1.1 Registration

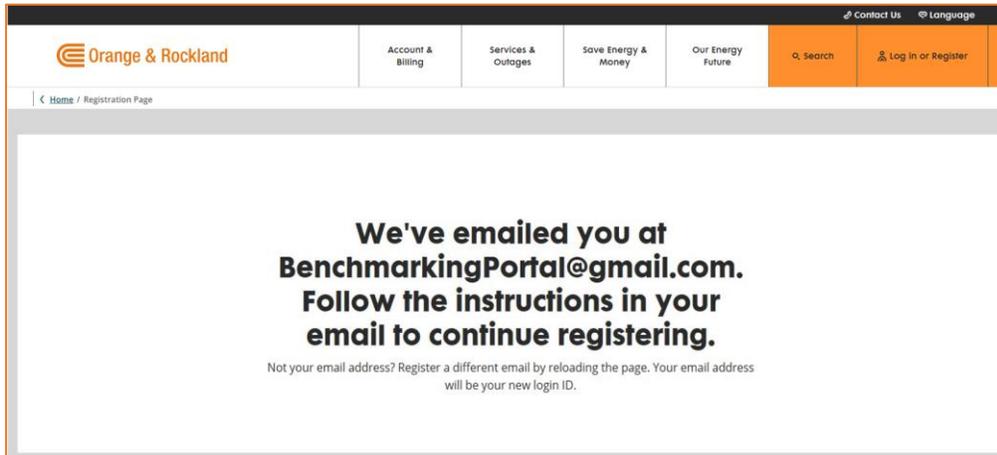
For new users to O&R/Rockland Electric Co., you will be required to Register. From the BEUP **Log In** page click on the **Register** link.

Orange and Rockland's account services and customer-specific information are solely intended for use by the customer who is the account holder or the customer's authorized agent. Any unauthorized entry or use of Orange and Rockland's My Account system is prohibited. Violators will be prosecuted.

Enter your name, email address and then click on **Submit**.

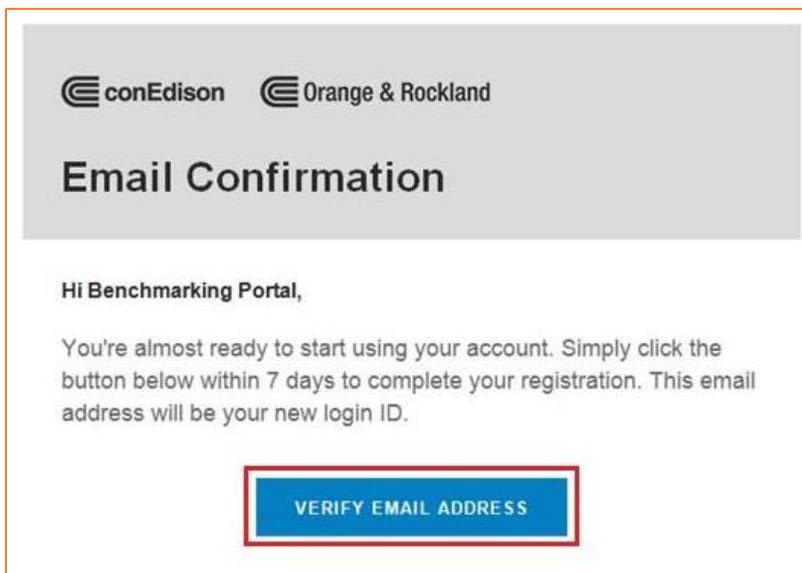
Your email address will be your new login ID.

The system will respond with this message:



## 1.2 Verification of email address

Now check your email to **verify** your email address. Click on the **Verify Email Address** link. This verification link is active for 7 days only.



## 1.3 Create Your Profile

You will be requested to create and confirm a **password**. The password requirements are:

- 8 – 30 characters
- At least 1 uppercase letter
- Does not contain part of the username as the password
- At least 1 number (0-9)

Orange & Rockland Account & Billing Services & Outages Save Energy & Money Our Energy Future Search Log in or Register

Home / Register

## Create Your Profile

ALL FIELDS REQUIRED, UNLESS OTHERWISE NOTED

### Set a Password

Password [SHOW](#)

- ✗ 8-30 characters
- ✗ At least 1 uppercase and 1 lowercase letter
- ✗ At least 1 number (0-9)
- ✗ Does not contain part of username

Confirm new password [SHOW](#)

Submit

You will be required to perform a **second verification**. There are multiple authentication options. The method you choose will be used indefinitely to provide a verification code. Note that this method cannot be changed.

**Text Verification option:**

Orange & Rockland Account & Billing Services & Outages Save Energy & Money Our Energy Future Search Log in or Register

Home / Set Multi Factor Authentication

## Create Your Profile

ALL FIELDS REQUIRED, UNLESS OTHERWISE NOTED

### Choose a Second Verification

For your protection, add a second verification method to your account. This will help prevent your account from being accessed without your knowledge.

Mobile Phone Number   I don't have a mobile number

Your mobile phone will be used to authenticate your account. Data charges may apply.

2-step verification **Text Verification** [▼](#)

- 2-step verification
- Text Verification**
- Phone Call Verification
- Google Authenticator
- Okta Verify

## Security Question option:

Orange & Rockland

Account & Billing Services & Outages Save Energy & Money Our Energy Future

Contact Us Language

Home / Set Multi Factor Authentication

### Create Your Profile

ALL FIELDS REQUIRED, UNLESS OTHERWISE NOTED

#### Choose a Second Verification

For your protection, add a second verification method to your account. This will help prevent your account from being accessed without your knowledge.

Mobile Phone Number   I don't have a mobile number

Please choose a security question.  
What is the food you least liked as a child?

Security Answer

Submit

Follow the prompts and click **Submit**.

SUCCESS! Your registration is complete, now login with your credentials to verify your device/computer and to setup your profile type.

Orange & Rockland

Account & Billing Services & Outages Save Energy & Money Our Energy Future

Contact Us Language

Home / Registration Complete

## You have successfully registered, but have you requested to turn on your power yet?

I have an online account now but have not submitted a separate request to have my power service turned on.

**SUBMIT REQUEST**

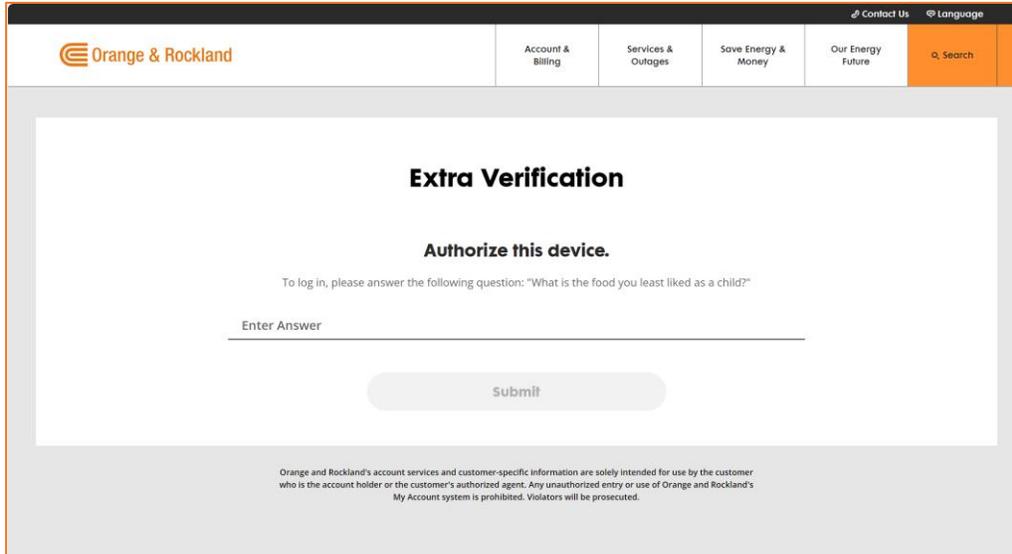
I already have power, but it's on another account. I need to combine my accounts. Please have your account number ready.

**+ ADD AN ACCOUNT**

After you register for the first time you will be redirected to this page, you can follow the instructions provided to turn on your power. However, to continue setting up your O&R/ROCKLAND ELECTRIC BEUP account, you will need to navigate back to the portal using this hyperlink: <https://buildingenergyusage.oru.com/>

## 1.4 Verify Device/Computer

After logging into your account, an **Extra Verification** is required to authorize your computer or device with the system. Follow the prompts and click **Submit**.

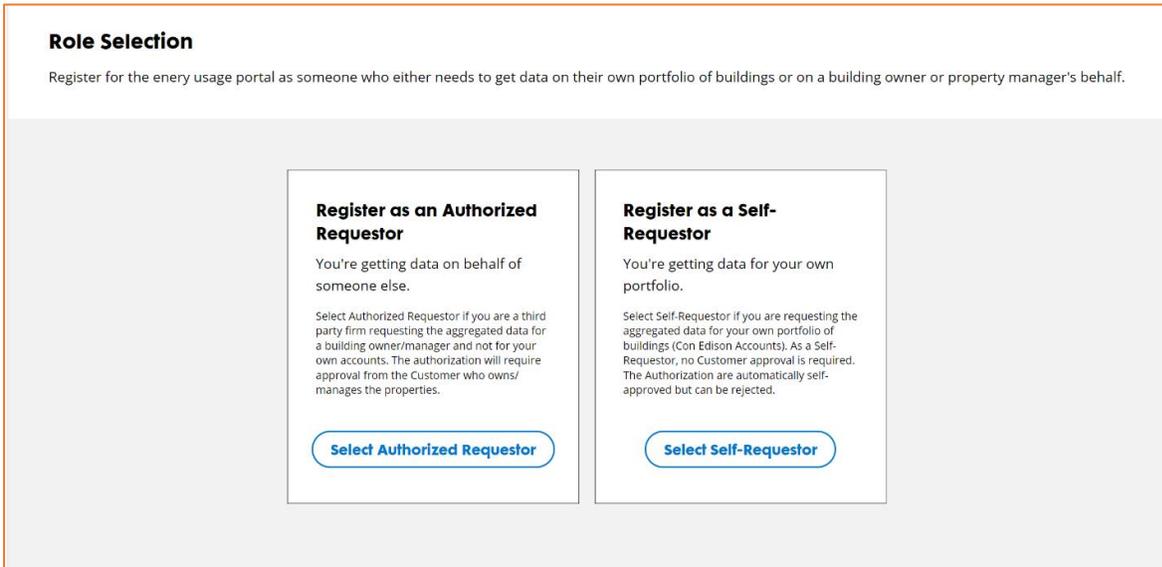


The multi-factor security and Extra Verification process is complete.

## 1.5 Role Selection

Once logged in, you will need to conduct a **Role Selection**. It is important that you choose the correct Role since it will determine the functionality available to you. Once selected, the Role can only be changed by the O&R/ROCKLAND ELECTRIC Support Team. Please review the following Role types:

- **Authorized Requestor:** Select Authorized Requestor if you are a third-party firm requesting the aggregated data for a building owner/manager and not for your own accounts. The Authorization will require approval from the Customer who owns/manages the properties.
- **Self-Requestor:** Select Self Requestor if you are requesting the aggregated data for your own portfolio of buildings (O&R/Rockland Electric Co. accounts). As a Self-Requestor, no Customer approval is required. The Authorizations are automatically self-approved but can be rejected.



### 1.6 Requestor ID

After registering (as an Authorized Requestor or Self Requestor), you will be assigned a **Requestor ID**. This ID is required when connecting to the O&R/Rockland Electric Web Services Account within ENERGY STAR® Portfolio Manager. The Requestor ID can be found in the upper right corner of every screen under the Navigation bar.



The Requestor ID will also be used when requesting a connection to the O&R/Rockland Electric Co. Web Services Account from ENERGY STAR® Portfolio Manager (ESPM).

The below screenshot from ESPM is external to O&R/Rockland Electric Co. and is included for reference only.

## Send a Connection Request to [O&R/Rockland Electric](#) to Begin Exchanging Data

[O&R/Rockland Electric](#) requires the following information in order to exchange data with your property(ies). If you have any questions about how to complete this information, please contact [O&R/Rockland Electric](#). Once your connection request has been accepted, you can share individual properties and/or meters with them to get started exchanging data.

Requestor ID:

 Example: 123456

Please enter your Requestor ID Number. In order to obtain your Requestor ID number, please register with Con Ed's NYC Benchmarking portal prior to sending a Connection request. ; 1 - 15 Characters [More Information](#)

Terms of Use:

### Whole Building Aggregated Energy Use Data Terms and Conditions

Consolidated Edison Company of New York, Inc. (Con Edison) is charged with providing access to any and all aggregated energy use/consumption data. This data will be made available by Con Edison for the purpose of the customer or the customer's authorized representative complying with NYC's Local Laws, energy efficiency projects, energy management or other energy related efforts. By accepting the Terms and Conditions listed herein, Con Edison is authorized to release aggregated consumption data for all buildings required to comply with NYC's Local Laws or other energy related efforts.

Agreement:

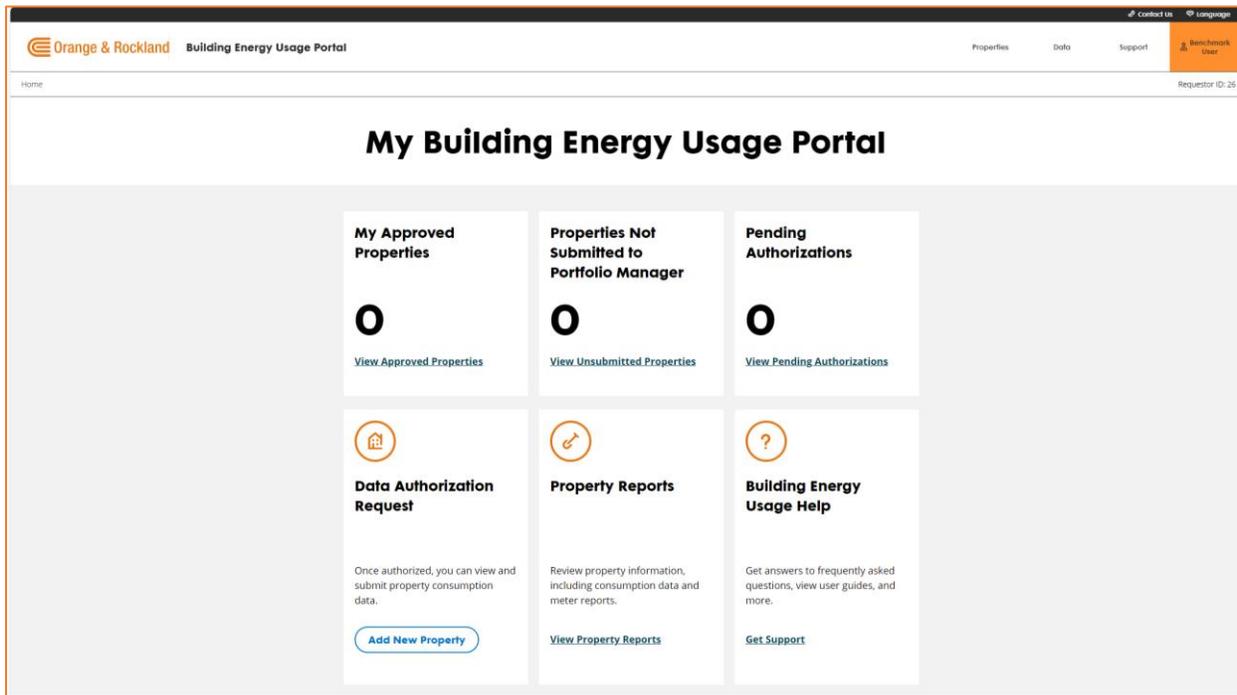
I agree to my provider's [\(O&R/Rockland Electric\)](#) Terms of Use.

[Send Connection Request](#) [Cancel](#)

## 2. Dashboard

**New users** – After registering and selecting a Role Type, BEUP will display the **Dashboard**.

**Returning users** – after logging into BEUP, the system will display the **Dashboard**.



Within the Dashboard, you can easily see:

- How many Properties you have successfully added into the portal
- The number of Approved Properties that are not currently shared with ENERGY STAR® Portfolio Manager
- Properties Pending Approval (for Authorized Requestors)

You are also able to easily perform the following actions from the Dashboard:

- Add a Property
- Navigate to the Property and Meter Report
- Navigate to FAQs, User Guides and Support Documentation

### 3. Adding / Approving Properties

#### 3.1 Adding Properties

**Adding a property** to the portal can be done as a Self-Requestor or as an Authorized Requestor.

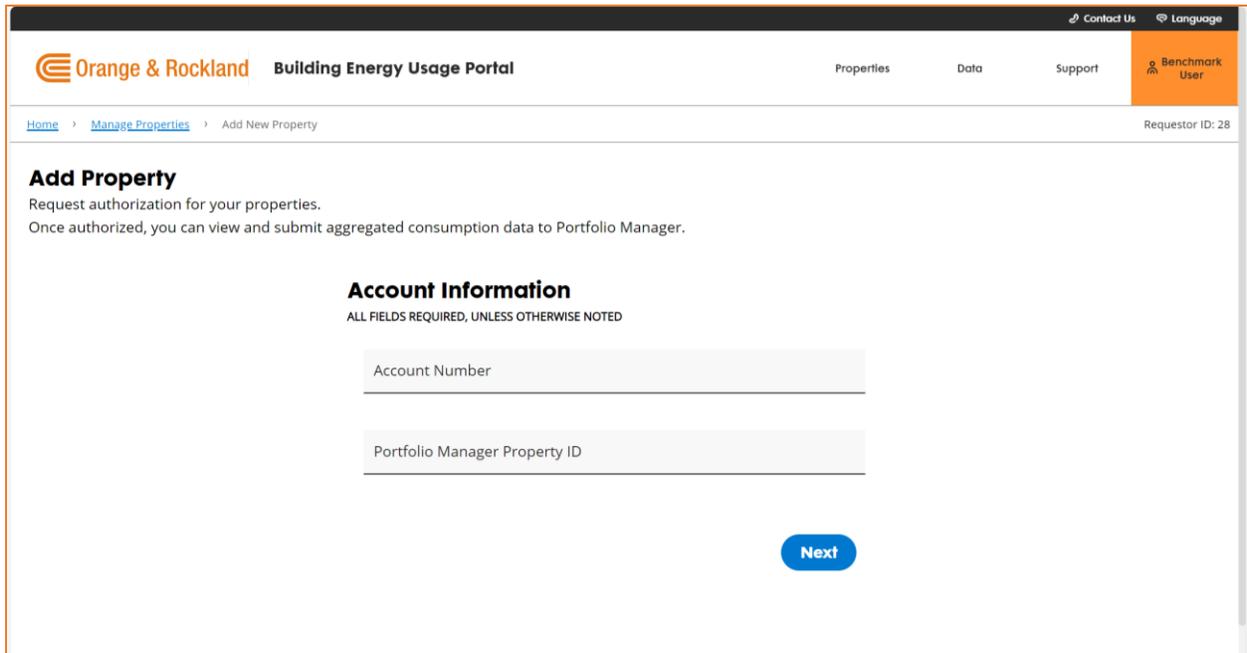
- **As a Self-Requestor**, you can add and automatically authorize access to consumption data on properties that you are adding into the Building Energy Usage Portal.
- **As an Authorized Requestor**, it is your responsibility to ensure that for every property that is added into the portal an authorization is submitted for approval by the customer. The Building Energy Usage Portal has automated the authorization process.

The screen to add properties (below) can be accessed 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**).

The following fields are required when adding a property (see screens below):

- Account Number (11-digit account number from O&R/Rockland Electric Co. bill, no dashes)
- Portfolio Manager Property ID (obtained from ESPM, see below)
- Meter Numbers associated with the Property ID
- Authorizer Email Address (for Authorized Requestor only)

For a **Self-Requestor**:



The screenshot shows the 'Add Property' form in the Orange & Rockland Building Energy Usage Portal. The page title is 'Add Property' and the subtitle is 'Request authorization for your properties. Once authorized, you can view and submit aggregated consumption data to Portfolio Manager.' The form is titled 'Account Information' and includes the instruction 'ALL FIELDS REQUIRED, UNLESS OTHERWISE NOTED'. There are two input fields: 'Account Number' and 'Portfolio Manager Property ID'. A blue 'Next' button is located at the bottom right of the form. The page header includes the Orange & Rockland logo, 'Building Energy Usage Portal', and navigation links for 'Properties', 'Data', 'Support', and 'Benchmark User'. The user is logged in as 'Benchmark User' and the requestor ID is 28.

For an **Authorized Requestor** (additional field for Authorizer email address):

Orange & Rockland Building Energy Usage Portal

Properties Data Support Benchmark User

Home > Manage Properties > Add New Property Requestor ID: 26

### Add Property

Request authorization for your properties.  
Once authorized, you can view and submit aggregated consumption data to Portfolio Manager.

#### Account Information

ALL FIELDS REQUIRED, UNLESS OTHERWISE NOTED

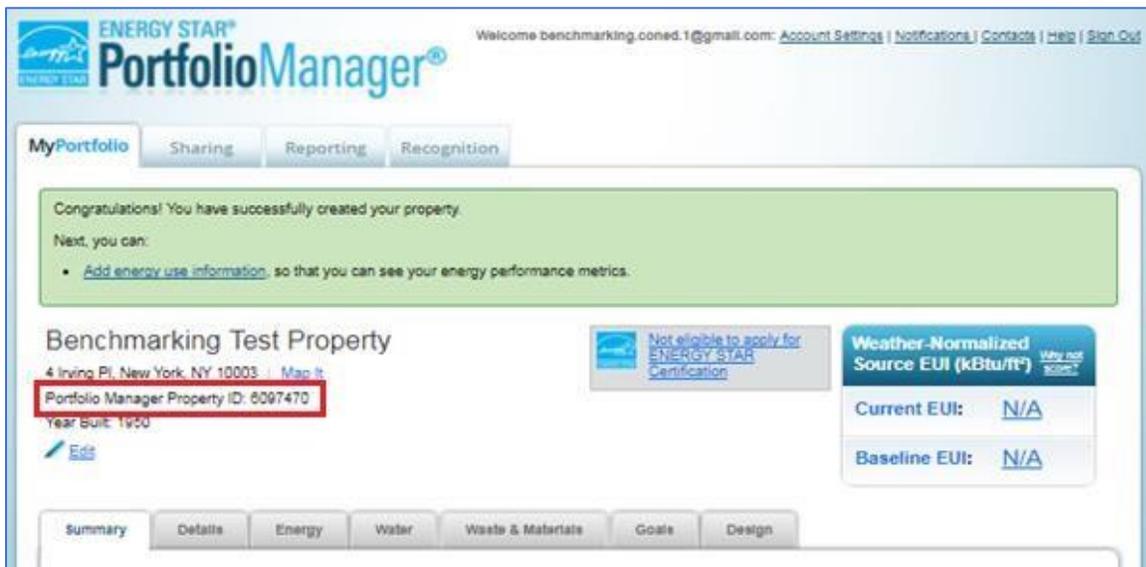
Account Number

Authorizer Email Address

Portfolio Manager Property ID

Next

To obtain the Portfolio Manager Property ID from ESPM:



Enter the required data and click **Next**. In the left panel, enter the property's associated meter numbers, up to ten at a time, then click **Add Meter To List**. The added meters will appear on the right panel. Continue adding all associated meters.

**1 Meter Info**

To add meters to this Property ID enter the meter numbers below and click Add Meters to List.

Meter Number: 11111101      Meter Number: 11111102

Meter Number: 11111103      Meter Number: 11111104

Meter Number: 11111105      Meter Number:

Meter Number:      Meter Number:

Meter Number:      Meter Number:

**2 Meters Added**

Review and confirm the property details before submitting your authorization request.

Meter Number	Service Address	Service Type
<b>No Meters Added</b>		
Add Meters to Review.		

Buttons: BACK, ADD METERS TO LIST, Submit

After entering all associated meters click **Submit**.

**1 Meter Info**

To add meters to this Property ID enter the meter numbers below and click Add Meters to List.

Meter Number:      Meter Number:

**2 Meters Added**

Review and confirm the property details before submitting your authorization request.

Meter Number	Service Address	Service Type
11111101	123 Mock Address	Electric
11111102	123 Mock Address	Electric
11111103	123 Mock Address	Electric
11111104	123 Mock Address	Electric
11111105	123 Mock Address	Electric

Buttons: BACK, ADD METERS TO LIST, Submit

The following will be checked to verify that the property/meters are capable of being added:

- Meter numbers are valid format
- Meter numbers are not duplicates within the property
- At least one meter is associated with the property

- Property ID is not currently being utilized for any other properties within the Portal

**Note: until you click Submit, the selected properties have NOT been added to the Portal.**

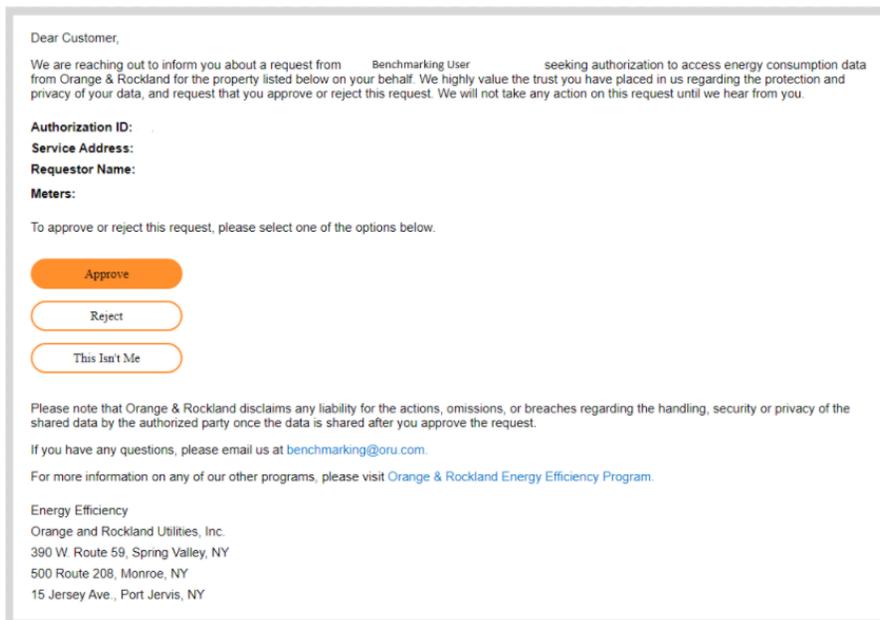
Once the properties have been Submitted, a green Success banner will briefly appear at the bottom of the page.



The system will then display the **Manage Properties** page, where the account’s properties will be displayed (see Manage Properties section).

### 3.2 Customer Approval (For Authorized Requestors)

For Authorized Requestors, properties that have been successfully added still require customer approval. These properties will appear on the Manage Properties screen, in the “Pending” Tab, and an email requesting authorization will be sent to the Customer for approval of each property (see below).



The customer may choose “Accept”, “Reject”, or “This Isn’t Me”. The customer will then be taken to a screen to confirm their choice:

- If the Customer selects **Accept**, the property will be displayed within Manage Properties > Approved
- If the Customer selects **Reject** or **This Isn’t Me**, the property will be displayed within Manage Properties > Rejected

## 4. Manage Properties

The **Manage Properties** screen displays all properties that have been successfully added to the Portal. The screen can be accessed from the Dashboard (via **View Approved Properties** or **View Pending Authorizations**), or from the navigation bar (**Properties > Add A Property**).

**Manage Properties** + Add New Property

**Approved:** Properties within this tab have been approved to begin sharing data consumption.  
**Pending:** Properties listed in this tab are pending Authorization Approval from the customer.  
**Rejected:** Properties that are listed within this tab have been rejected. Please see the comments column to understand the reason for rejection.

**All (2)** Pending (2) Rejected (0) Approved (0)

Search Filter

Property ID	Service Address	Customer Email	Account Number	Status	Auth ID	Created Date	Closed Date	Comments
987	134 Fake Street	BenchmarkingPortal@gmail.com	*****78901	Pending	50	03/28/2024	N/A	N/A
456	121 Fake Street	BenchmarkingTester@gmail.com	*****78901	Pending	52	03/29/2024	N/A	N/A

To view the meters associated with a property, click the caret next to a property.

**Manage Properties** + Add New Property

**Approved:** Properties within this tab have been approved to begin sharing data consumption.  
**Pending:** Properties listed in this tab are pending Authorization Approval from the customer.  
**Rejected:** Properties that are listed within this tab have been rejected. Please see the comments column to understand the reason for rejection.

**All (2)** Pending (0) Rejected (0) Approved (2)

Search Filter

Property ID	Service Address	Customer Email	Account Number	Status	Auth ID	Created Date	Closed Date	Comments	Meter Count
987	134 Fake Street	srebroy@coned.com	*****78901	Approved	50	03/28/2024	03/28/2024	N/A	5
<b>Meter Details</b>									
<b>Meter ID</b>									
111111101									
111111102									
111111103									
111111104									
111111105									
456	121 Fake Street	srebroy@coned.com	*****78901	Approved	52	03/29/2024	03/29/2024	N/A	2

Items per page: 10 1 - 2 of 2 < >

Note: The Manage Properties screen provides **Sort**, **Search**, and **Filter** functionalities.

[All \(1\)](#)
[Pending \(1\)](#)
[Rejected \(0\)](#)
[Approved \(0\)](#)

**Property**

Property ID

Service Address

**Customer**

Email

Account Number  Auth ID

✕

## 4.1 Rejecting Approved Properties

If an Approved Property needs to be removed from your account, it can be rejected.

Within **Manage Properties**, navigate to the **Approved Tab**, select the property/properties that you want to reject and click **Remove Selected Properties** in the upper right corner of the page.

**Orange & Rockland** Building Energy Usage Portal

[Contact Us](#)
[Language](#)

[Home](#) > [Manage Properties](#)

Requestor ID: 26

### Manage Properties

**Approved:** Properties within this tab have been approved to begin sharing data consumption.  
**Pending:** Properties listed in this tab are pending Authorization Approval from the customer.  
**Rejected:** Properties that are listed within this tab have been rejected. Please see the comments column to understand the reason for rejection.

[All \(2\)](#)
[Pending \(1\)](#)
[Rejected \(0\)](#)
[Approved \(1\)](#)

<input checked="" type="checkbox"/>	Property ID	Service Address	Customer Email	Account Number	Auth ID	Created Date	Closed Date	Comments
<input checked="" type="checkbox"/>	456	121 Fake Street	BenchmarkingTester@gmail.com	*****78901	52	03/29/2024	03/29/2024	N/A

The system will ask for confirmation to remove the property.

# Are you sure?

You are about to remove access to this property or properties. Once this action is taken it cannot be undone and you will need to recreate this property or properties.

Click submit below to confirm this action.

Cancel

Submit

Once the property is confirmed to be removed, it will move to the **Rejected** tab.

If you are rejecting this property due to information in the original request being incorrect, first reject it and then re-add the property with the correct information.

## 4.2 Rejecting Pending Properties (For Authorized Requestors)

If a Pending Property needs to be removed from your account, it can be rejected.

Within **Manage Properties**, navigate to the **Pending** tab, select the property/properties that you want to reject and then click **Remove Selected Properties** in the upper right corner of the page.

The screenshot shows the 'Manage Properties' page in the Building Energy Usage Portal. The page has a navigation bar with 'Orange & Rockland Building Energy Usage Portal' and 'Properties', 'Data', 'Support' tabs. The user is logged in as 'Benchmarking User'. The page title is 'Manage Properties' and the Requestor ID is 26. There is an 'Add New Property' button. Below the title, there are instructions for 'Approved', 'Pending', and 'Rejected' properties. The 'Pending (2)' tab is selected, showing a table with two properties. A 'Reject' button is located in the top right corner of the table area.

Property ID	Service Address	Customer Email	Account Number	Auth ID	Created Date	Closed Date	Comments
987	134 Fake Street	BenchmarkingPortal@gmail.com	*****78901	50	03/28/2024	N/A	N/A
456	121 Fake Street	BenchmarkingTester@gmail.com	*****78901	52	03/29/2024	N/A	N/A

The system will ask for confirmation to remove the property.

## Are you sure?

You are about to remove access to this property or properties. Once this action is taken it cannot be undone and you will need to recreate this property or properties.

Click submit below to confirm this action.

Cancel

Submit

Once the property is confirmed to be removed, it will move to the **Rejected** tab.

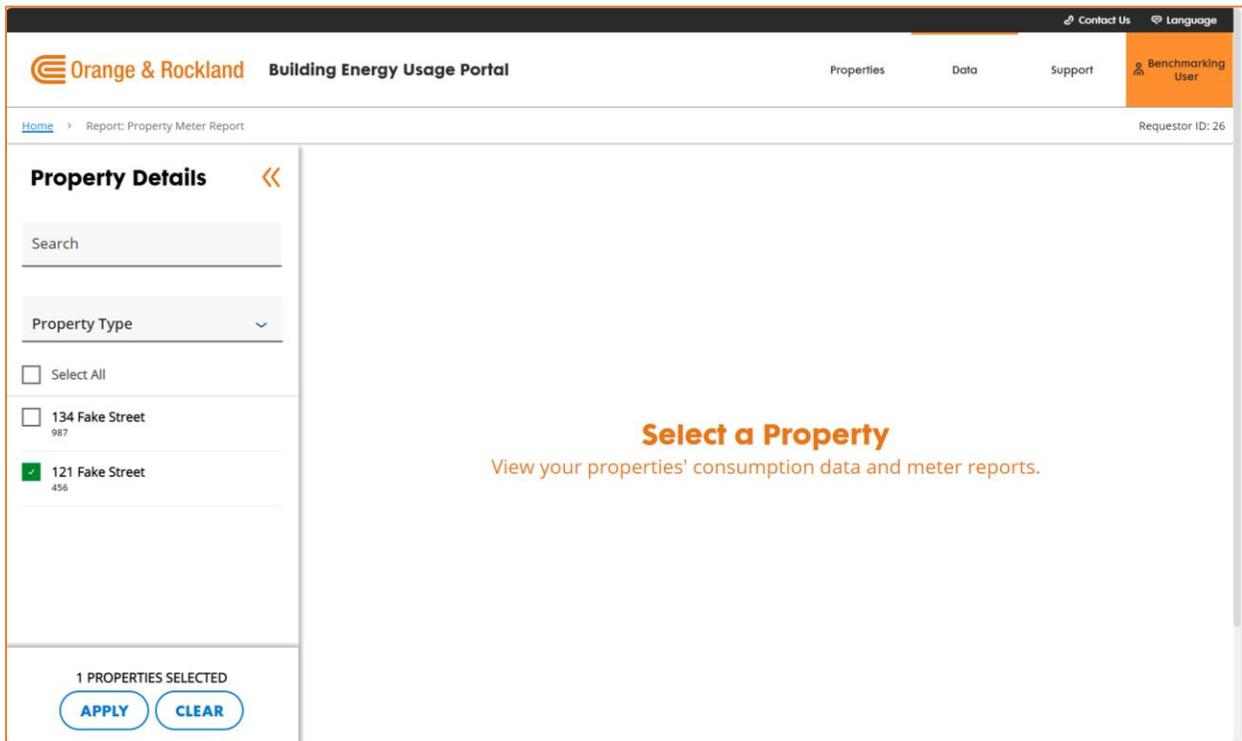
If you are rejecting this property due to information in the original request being incorrect, first reject it and then re-add the property with the correct information.

## 5. Property and Meter Reports (previously “Aggregation Details”)

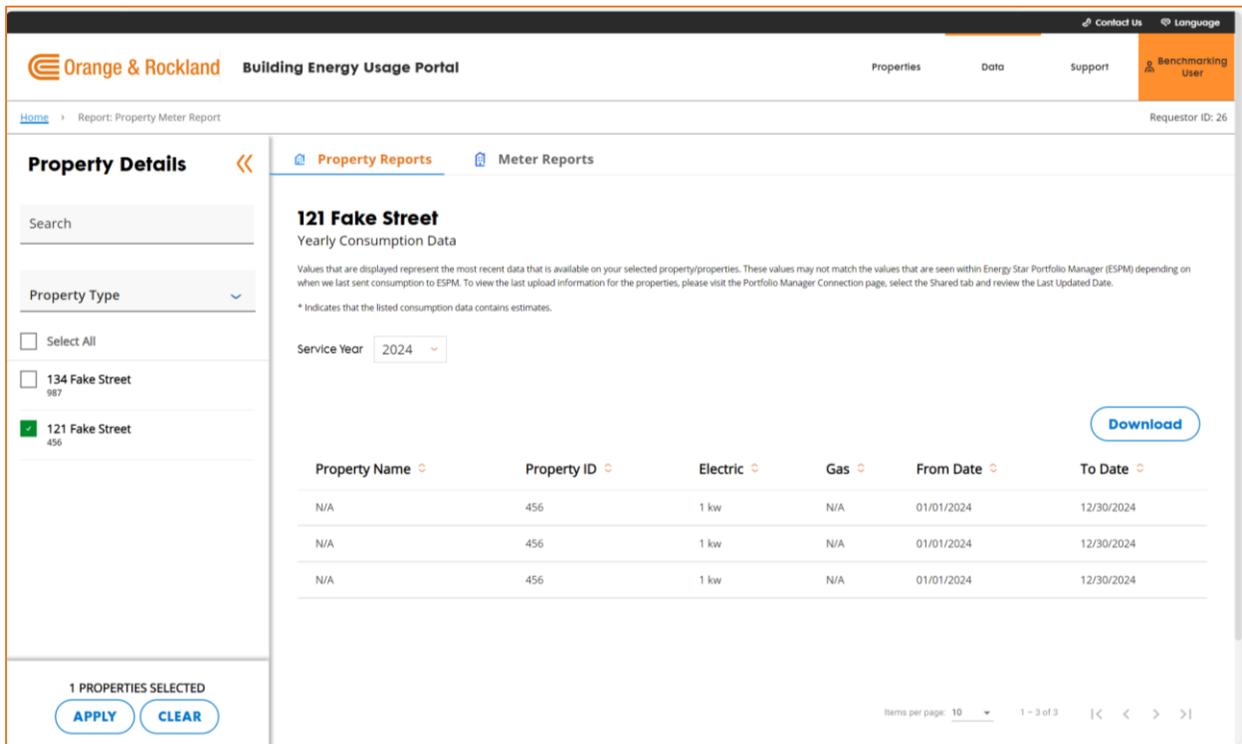
**Property and Meter Reports** (below) can be accessed from the Dashboard (via **View Property Reports** button) or from the navigation bar (**Data > Property/Meter Reports**).

The reports show the aggregated consumption data at both a property level and at a meter level and also indicates if there are estimates in the consumption or not. BEUP also provides download capability of the generated Property / Meter report.

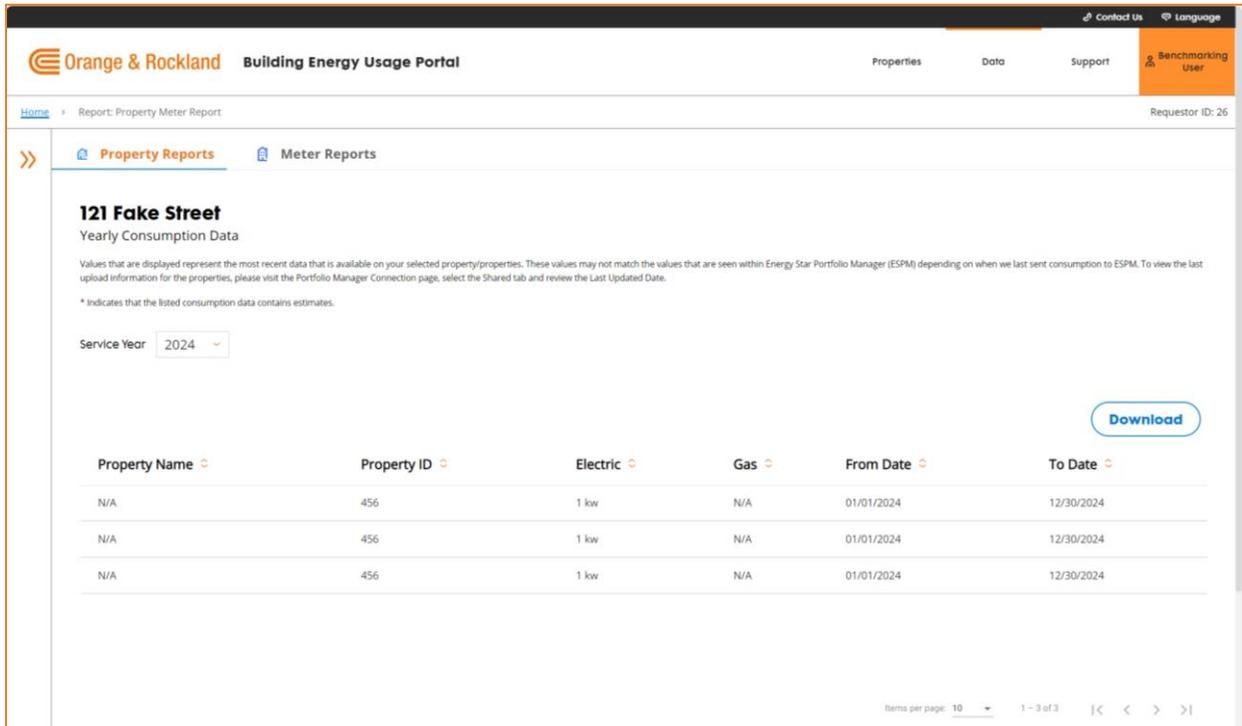
After navigating to **Property and Meters Report**, within the left-hand pane, select which property or properties that you would like to see Aggregated Consumption on, and click **Apply**. The Properties listed can be narrowed down by using the **Search** or **Property Type** filters. A user can select a maximum of 100 properties.



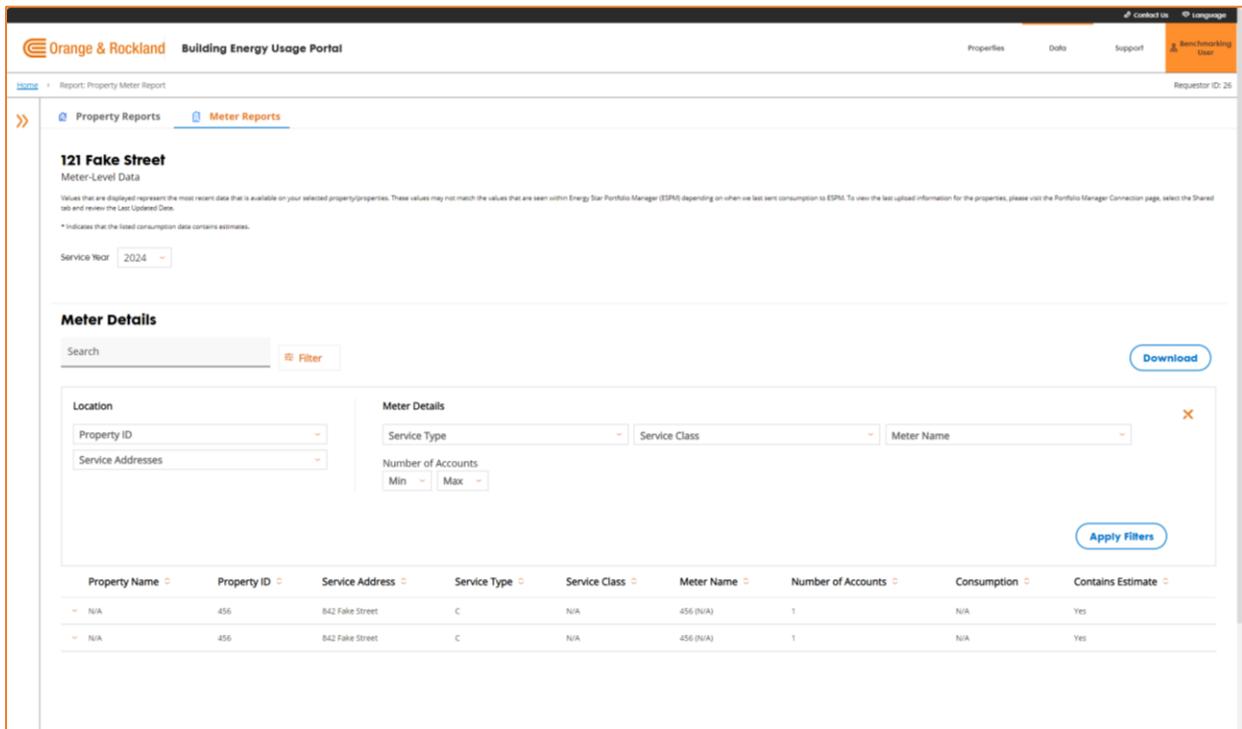
The selected properties will then display in the right panel. Choose **Property Reports** or **Meter Reports**. There is a **Service Year** filter at the top of the page, to filter the data on the selected properties for the current year, or previous years' data (assuming that the property was able to receive aggregated consumption data for the selected year).



The left-hand panel can be collapsed to better view the aggregated consumption data.



For Meter Reports, there is a **Search** bar and a **Filter** button to narrow down the results even further. After entering filter criteria, select **Apply Filters** to update the table.



## 6. Portfolio Manager Connection

### 6.1 Connect Account from Portfolio Manager to BEUP

The **Portfolio Manager Connection** screen can be accessed from the Dashboard (via **View Unsubmitted Properties**), or from the navigation bar (**Data > Portfolio Manager Connection**). This screen indicates the status of sharing properties with ESPM: Shared, Unshared, or On Hold.

Note: Properties may be On Hold for 15 minutes due to processing time.

The link to the ENERGY STAR® Portfolio Manager (ESPM) website is:

<https://portfoliomanager.energystar.gov/pm/login>.

You must connect the ESPM Account with O&R/Rockland Electric Co. by adding O&R/Rockland Electric Co. as a contact in Portfolio Manager. Refer to this ESPM link for step-by-step guide to establish a connection: [How to Use Web Services: Connection and Sharing Guidance for Providers \(energystar.gov\)](https://www.energystar.gov/energy_efficiency/energy_star_portfolio_manager/how_to_use_web_services_connection_and_sharing_guidance_for_providers).

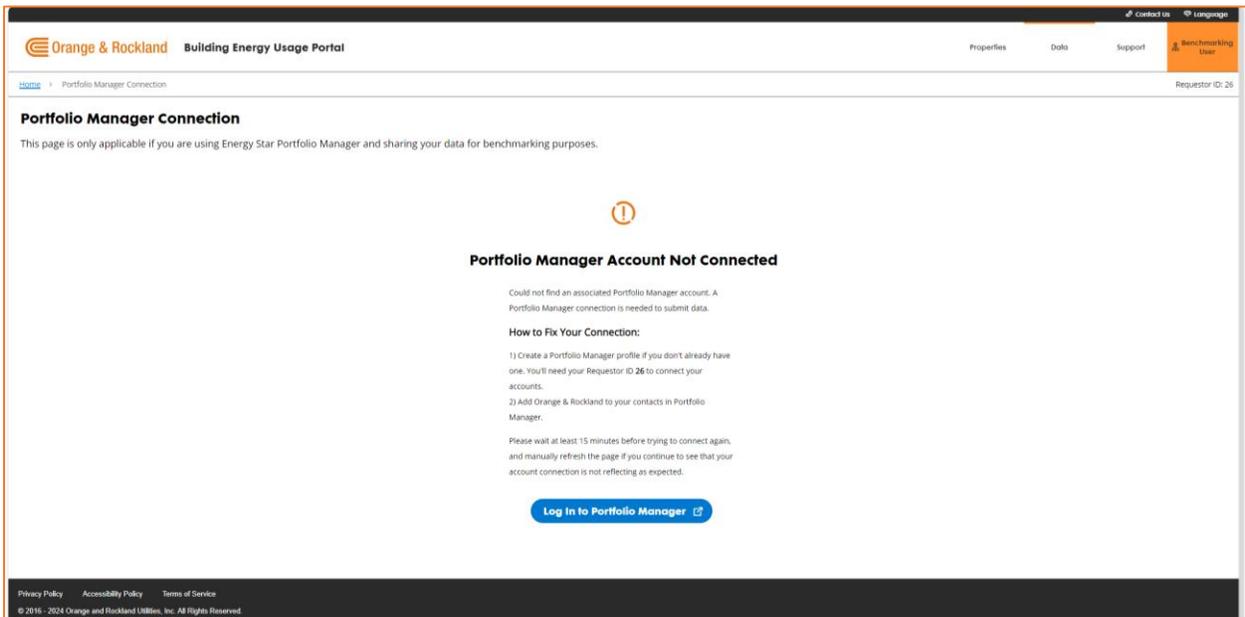
In ESPM, click **Add New Contacts/Connections**. Enter the username **“OrangeRocklandBenchmarking”**, click **Search**, and then click **Connect**.

The screenshot shows the ESPM search and connect interface. On the left, there is a search form titled "Your Search Criteria" with fields for Name, Organization, Username (containing "consolidatededison"), and Email Address, along with a "Search" button. On the right, there is a table with one entry for "Con Edison (consolidatededison) NYC Benchmarking with Consolidated Edison" and a "Connect" button. Below the table, there are navigation controls showing "Page 1 of 1" and a dropdown menu set to "50".

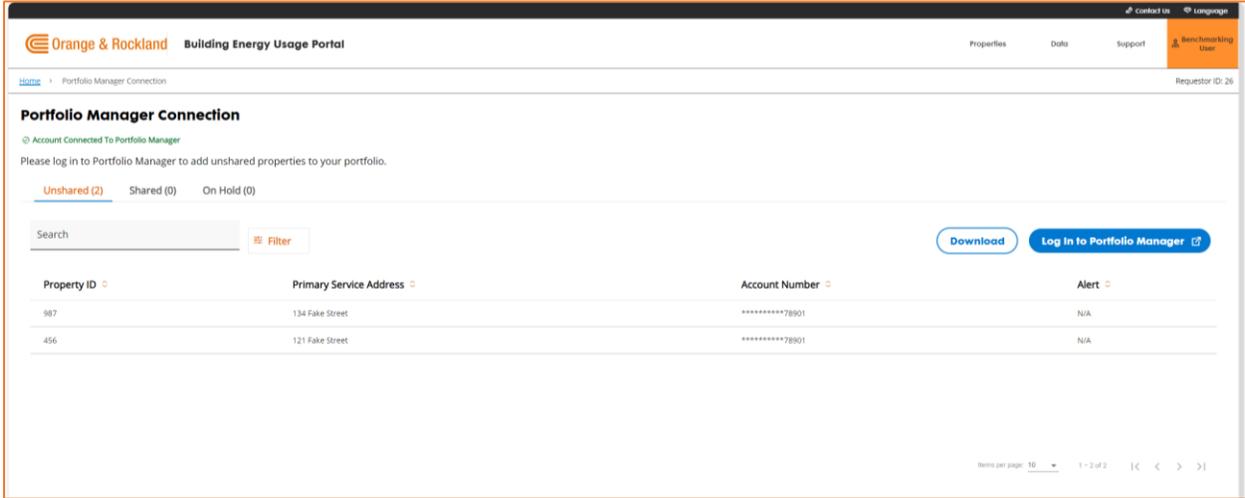
In ESPM, use the Requestor ID from the BEUP navigator bar to establish the connection.

The screenshot shows the ESPM connection request form. It has a heading "Send a Connection Request to [O&R/Rockland Electric](#) to Begin Exchanging Data". Below the heading, there is a paragraph of text explaining the requirements for exchanging data. At the bottom, there is a "Requestor ID:" label, a text input field with a red asterisk, and an "Example: 123456" label. Below the input field, there is a note: "Please enter your Requestor ID Number. In order to obtain your Requestor ID number, please register with Con Ed's NYC Benchmarking portal prior to sending a Connection request; 1 - 15 Characters".

**For users not yet connected to ESPM**, the BEUP Portfolio Manager Connection screen will display:



For users connected to ESPM, the BEUP Portfolio Manager Connection screen will display:



Note: Allow 15 minutes for the connection process to complete. The status of the process can be checked on ESPM, under the **Notifications** section. Once O&R/Rockland Electric Co. has accepted your request (as indicated by ESPM) you can share your properties from BEUP to Portfolio Manager. At this point, BEUP will display the Portfolio Manager Connection page.

### 6.2 Sharing Properties

Go to ENERGY STAR® Portfolio Manager to share your property with O&R/Rockland Electric Co. Refer to this ESPM link for step-by-step guide to establish a connection: [How to Use Web Services: Connection and Sharing Guidance for Providers \(energystar.gov\)](#).

Please ensure you have selected O&R/Rockland Electric Co. as the web services provider as shown here.

## Share Properties for Exchanging Data



Sometimes it's really important to be able to share your property with someone else. Use this option to set up automatic exchange of data with your utility or service provider.



### Select Web Services Provider (Account)

Which web services provider (account) do you want to share these properties with in order to exchange data? You can share multiple properties at once with a single provider.

Select web services provider from my contacts book:

Con Edison (consolidatededison) ▼



Unlike "regular sharing," when you "bulk share" with a Web Service Provider, you can only pick one provider. This is because the bulk share depends on the requirements/settings of the provider.

Be sure to grant full access to your property to O&R/Rockland Electric Co. so that BEUP can export the aggregated consumption data to your account. Be mindful that BEUP requires full access only to your Property Information. You can grant access to other information as you see fit, but it is optional for you, and is not required. Refer to the screenshot below for access permissions.



### Choose Permissions

If you only need to choose one permission (because you are giving the same permissions for all your shares), you can choose that permission here. Otherwise, you may assign different permissions for different properties and/or contacts on the next screen.

- Bulk Sharing (Simple Option)** - I want to give all my properties and meters the same permissions.
- Exchange Data Full Access** (with full access to all properties and meters)
- Exchange Data Read Only Access** (with read only access to all properties and meters)
- Exchange Data Custom Access** (customized access by meter type, such as electricity and gas, for all properties)
- Remove Access** (i.e. remove existing access to all properties)
- Personalized Sharing ("Custom Orders")** - I want to give different permissions for each property and/or meter.

**Authorize Exchange**

[Cancel](#)

Once the share request is initiated from ESPM, allow 15 minutes for the sharing process to complete. The status of the process can be checked on ESPM, under the **Notifications** section. Once O&R/Rockland Electric Co. has accepted your share request (as indicated by ESPM), and the Property Authorization is approved, aggregated consumption for the property(ies) will be sent monthly. (Please note that consumption may be up to 3 months behind to ENERGY STAR® Portfolio Manager.) BEUP will review any previously sent estimated aggregated consumption on a weekly basis to determine when Real Data is available, and once available, will push an update to ENERGY STAR® Portfolio Manager, to ensure that the aggregated consumption data for your given property(ies) are always up-to-date.

## 7. Automated Uploads of Aggregated Consumption to ESPM

### 7.1 Automated Monthly Pushes to ESPM

With the most recent release of BEUP, there is no longer a need to “Request” for your aggregated consumption to be sent to ENERGY STAR® Portfolio Manager. BEUP will perform monthly automated pushes of aggregated consumption for all Approved Properties. Please note that monthly pushes to ENERGY STAR® Portfolio Manager could be up to 3 months behind.

### 7.2 Automated Weekly Updates for Previously Sent Estimated Data

BEUP will track if the aggregated consumption shared has estimated data. You can refer to the Property / Meter Report to check which consumptions are estimated. Once actual data is available, BEUP will automatically update the estimated values in ESPM, on a bi-weekly basis.

## 8. Estimates

There are some scenarios that can cause missing meter information and will have estimated data, such as:

- Meter communication errors (meter temporarily offline or disabled, new meter installed but not communicating, meter to account mismatches)
- Gaps in interval reads
- Issues accessing the meters (amplified during the pandemic)
- Customers have a method for reporting self-reads of the meter
- Other Meter reading issues (technology or human)
- Missing Bills
- Billing inquiries, causing temporary bill cancelation for a later re-bill
- Disagreements with charges
- Awaiting or received new external assistance programs

The logic used to derive estimated values is as follows:

Assuming that AMI is available for at least part of the month, and Billing data exists:

- If missing data is < 60 mins
  - Estimate gap with the previous interval of same length from the same day AMI data.
- If missing data is  $\geq$  1 hour and < 24 hours
  - Estimate gap with corresponding hours and minutes from the previous day AMI data
- If missing data is > 24 hours, system will estimate using one of the options below and explore them in the order mentioned.
  - AMI data from the previous year, same month at the hourly level.
  - If previous year Billing data is available, corresponding days in the Billing data from the previous year, same month at the hourly level
  - AMI data from previous 3 months at the hourly level

- Billing data from previous 3 months at the hourly level

Assuming AMI is available for at least part of the month, and Billing data exists:

- If missing data is < 60 mins
  - Estimate gap with the previous interval of same length from the same day AMI data.
- If missing data is  $\geq$  1 hour and < 24 hours
  - Estimate gap with corresponding hours and minutes from the previous day AMI data
- If missing data is > 24 hours, system will estimate using one of the options below and explore them in the order mentioned.
- AMI data from the previous year, same month at the hourly level.
- If previous year Billing data is available, corresponding days in the Billing data from the previous year, same month at the hourly level
- AMI data from previous 3 months at the hourly level
- Billing data from previous 3 months at the hourly level

Assuming no AMI data is available and billing data exists and there is a missing data:

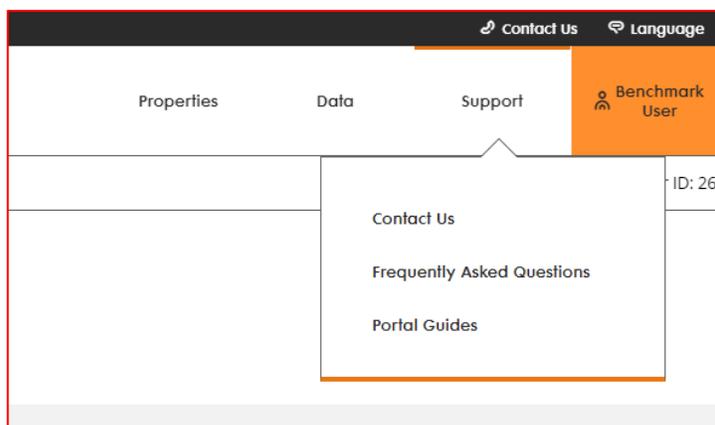
- Leverage Previous year, same interval billing data OR
- Leverage billing data for past 3 months

Assuming no AMI data and no Billing data is available, and account is active:

- Leverage Bill data from Previous year, same interval
- If this is not available
  - Leverage billing data for past 3 months
- If 3 months data unavailable use 0

## 9. BEUP Support

Looking for more information? Still have questions? Please refer to BEUP’s Support Page, accessible from the Dashboard (**Get Support** link), or on the navigation bar click **Support**.



The support page features:

**Contact Us** – lists the contact info for O&R/Rockland Electric Co.’s BEUP support team.

**Frequently Asked Questions** – likely has the answer to your query without having to reach our center.

**Portal Guides** – a resource of considerable material covering BEUP, ESPM, and the entire benchmarking process, with links to a Quick Start Guide, Portfolio Manager Setup Guide, a Reports Guide, and more.

Additionally, here is another source of information:

[ENERGY STAR Portfolio Manager How-to Guides](#): this series covers in detail all the functionalities of Portfolio Manager.