Rhode Island Energy Benchmarking Portal

Frequently Asked Questions

1 **What type of data does Rhode Island Energy upload into EPM?**

Rhode Island Energy provides customers with annual aggregated usage information. Starting June 2019, we will be uploading two files into EPM portfolio site that includes:

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

Electric
- Aggregate electric usage data

2 **How long does it take Rhode Island Energy to accept the ENERGY STAR EPA PORTFOLIO MANAGER share requests?**

First-Time Share Request: Rhode Island Energy can take up to 24 hours to validate and accept an initial share request.

Resharing Data Request: Resharing request are automatically accepted.

3 **Will Energy Star EPA Portfolio Manager send an email to confirm that the share request was accepted?**

Energy Star EPA Portfolio Manager does not have email notification process to notify customers that their share request is accepted.

4 **How long does a customer need to wait after submitting a share request to submit a Rhode Island Energy benchmarking webform?**

First-Time Share Request: Customer should wait 24 hours before submitting a webform

Resharing Data Request: After you have reshared your property you will need to contact the Rhode Island Energy Benchmarking Portal Call Center at the below email or phone number to validate that the reshare has been accepted before filling out a new Rhode Island Energy webform to restart usage data upload process again.

Rhode Island Energy Benchmarking Portal Call Center:
RI Customers — **RI.EPM@rienergy.com**
Or call **833-986-1444**, 8:00 am to 5:00 pm EST Monday through Friday

5 **Does Rhode Island Energy 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 Rhode Island Energy be providing?**

Rhode Island Energy will be providing 12 calendar months of aggregate usage information per service address.

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

7 **Does Rhode Island Energy provide an option for customers to receive additional usage information through the benchmarking web portal?**

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

8 **How long does it take for the customer to get their aggregate usage information uploaded?**

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

9 **Does Rhode Island Energy provide quarterly or monthly usage data updates?**

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

Rhode Island Energy™
a PPL company

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 EPA portfolio manager property share link will disable the upload process.

11 **Is there a cost associated when using the new Rhode Island Energy Data Upload process?**

This is a free service that is offered to Rhode Island Energy customers.

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

The usage information that Rhode Island Energy provides is aggregate whole building usage information.

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

RI region:

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

Email the Energy Usage Release Form to:

RI Customers — **RI.EPM@rienergy.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.

14 **What happens if you mistakenly unshare your EPM property share with Rhode Island Energy?**

If you mistakenly remove Rhode Island Energy's shared access to the property, it will break Rhode Island Energy 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 again.

After you have reshared your property you will need to contact the Rhode Island Energy Benchmarking Portal Call Center at the following email or phone number to validate that the reshare has been accepted before filling out a new Rhode Island Energy webform at **rienrgy.com/EPM** to restart the usage data upload process again.

Rhode Island Energy Benchmarking Portal Call Center:

RI Customers — **RI.EPM@rienergy.com**
Or call **833-986-1444**, 8:00 am to 5:00 pm EST Monday through Friday

15 **Will I need to submit a new Rhode Island Energy 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 Rhode Island Energy webform before the data upload process can resume.

Email Rhode Island Energy if you have any questions or issues with your submissions:

RI Customers – **RI.EPM@rienergy.com**
Or call **833-986-1444**, 8:00 am to 5:00 pm EST Monday through Friday