Xcel Energy Energy Benchmarking Portal

Frequently Asked Questions

Account setup

Q. I work for an energy services firm—can I obtain data for buildings even though I'm not the owner?

A. Yes, provided the building owner has authorized you to receive data on their behalf. Use Xcel Energy approved authorization forms at: xcelenergy.com/Billing_&_Payment/Customer_Data_&_Privacy/Customer_Energy_Usage_Data_Release_Forms

Q. I'm not set up in Portfolio Manager yet—how do I do that?

A. Our user guide contains steps for quick setup, but the EPA developed a benchmarking starter kit exactly for this purpose

Q. When connecting with Xcel Energy's web services account in Portfolio Manager, it asks me for an "XE Portal Username"—what is that?

A. This is the email address you used when you signed up in the Xcel Energy benchmarking portal. It allows us to ensure that the same entity making the request is the one in our records.

Tenant consent

Q. How will I know if tenant consent is required?

A. If tenant consent is required, our system will automatically send you an email notifying you. Follow the directions in the email or reach out to us at benchmarking@xcelenergy.com with questions.

Q. What forms should I use when getting consent from tenants?

A. To be certain your form will be accepted, make sure to use the most current version of the data release form for your state. All forms are available on Xcel Energy's website at xcelenergy.com/Billing_&_Payment/Customer_Data_&_Privacy/Customer_Energy_Usage_Data_Release_Forms.

Energy data transfer

Q. How will I know when energy data has been posted to my account in Portfolio Manager?

A. You will receive notification from Xcel Energy letting you know when we have successfully transferred data to your account.

Q. In Portfolio Manager, where will the usage go?

A. Under the meters tab for each property, you will see a list of all the meters you have set up for your property. Click the ones you have shared with Xcel Energy and you will find the usage we sent over.

Q. How much historical energy data will I get?

A. On the initial population of your building, we will load three years (36 months) of data. Each month after that, we will update the last six months with any new readings or adjustments.

Q. I've received energy data in my Portfolio Manager account. Why don't the start and end dates line up with my energy bills?

A. In order to deliver a solution that would work for multi-tenant buildings, we allocate energy usage from each tenant's individual readings across the months spanned in that reading. This allows us to add up multiple tenants' usage and avoid double-counting any energy.

Q. My energy data doesn't go up until the last month. Why is that?

A. In order to account for meter reading schedules, we only post energy consumption data for months that are at least 45 days in the past. On average, you will see data up until two months in the past.

Q. I have energy data for all my Xcel Energy meters. How do I get data for fuels not served by Xcel Energy?

A. Visit energystar.gov/buildings/tools-and-resources/how-get-data-portfolio-manager for more information.

Potential future system enhancements

Q. I've received energy data in my Portfolio Manager account, but not cost. Why is that?

A. Compared with energy consumption data, cost information presents a larger technical challenge to include in a system like this.

Q. I have a photovoltaic solar array on the roof of my building. Can the system break the energy generated by this system for me?

A. Currently, no. We are working to understand the best way to address this situation.

Q. I have another idea for a system enhancement. Who do I send that to?

A. We welcome your feedback. Send us an email at benchmarking@xcelenergy.com.

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