Frequently Asked Questions regarding the Con Edison Portal for NYC Benchmarking & EPA's Portfolio Manager

General

- What do I do if I get an account lookup or similar page when I first register?
    - Navigate manually to https://apps.coned.com/NYCBenchMark and login there with your new credentials to complete the registration process
- What if I already have a login setup on coned.com?
    - If you would like to use this same email address/existing login, navigate to the portal (https://apps.coned.com/NYCBenchMark) and login from this page to complete the Benchmark Portal user setup
- When can I start requesting Consumption?
    - You can begin requesting consumption on March 1
- How long will it take to get my data once requested?
    - The data may take as little as a few hours, but due to additional logic built into our system this year, during peak periods such as the first few days of the season and near deadlines, consumption data may take up to 72 hours or more
- When does the Benchmarking season end?
    - The season ends May 1. Please have all your consumption requests submitted **two weeks** prior to this date.
- What information do I need to provide when requesting help or support?
    - If you have them, please provide the Portfolio Manager property ID, Meter Name and ID (if asking about a specific meter)
    - The Borough, Block and Lot information and/or BBL
    - Requestor Name or ID in the portal, if related to your account, sharing questions, or other non-property-specific questions
    - Nature of the issue or question (e.g. my consumption looks different than I expect for 123 Main Street/G/2 meter on property 12345)

Authorizations

- What do I do if my Authorization (LOA) is rejected due to "invalid block and lot"?
    - First check the Address, Account number provided, and block and/or lot to ensure you are setting up against the correct property. If you have verified this information and feel our account data is not up to date, contact us and we will have our source system updated
    - The turnaround time for this could take at least 24 business hours as the corrected data needs to flow through our systems
- How do I modify the service addresses if any look incorrect?
    - Contact us via citybenchmarking@coned.com to research and update the Authorization and/or account details. We may ask you to reject the existing authorization and set up a new one. If so, please re-share the property with us after the new Authorization is accepted.

Consumption questions

- Can I get the physical meter number and/or location(s) for my property?
    - We currently cannot give out specific meter or account level information. Please work with Customer Service for any specific account details

- Why are there zeros for part of the year?/Meter XYZ did not get consumption this year/Why did consumption change for meter XYZ?
  - There are multiple reasons why consumption may change or contain zeros within a specific meter when compared year over year. Most cases are due to closed/inactive accounts, change in service class (e.g. consumption that was in an E9 meter may now be reflected in an E2 meter), or billed zero consumption
  - This year we have built in logic to identify unbilled records, placing an estimate value for these records, and notifying you of these records helping you to feel more confident in the data. If consumption (including records with zeros) is not marked as an estimate, the consumption provided is in line with expectations, based on the expected number of (active) accounts
  - If overall building-level consumption changed significantly compared with other years, please first confirm the building itself did not have any major changes (e.g. construction, businesses opening or closing, conversion to solar, etc.) that could explain higher or lower consumption year over year

Property Share Errors
- Why might I be getting property share errors and how do I correct them?
  - An Authorization Request has not yet been submitted in the Con Edison benchmarking portal. If this is the case, please submit your Authorization on the "Authorizations" tab, and send a new share request in Portfolio Manager.
  - The Authorization does not include your Portfolio Manager Property ID number. This can be corrected in the "Authorizations" tab in the Con Edison benchmarking portal. On the left side of that page, click on "Details". Then, you can update the Authorization with your Property ID. After this is done, be sure to send a new share request in Portfolio Manager.
  - Your share request was sent using the wrong Requestor ID. This means that the property's Authorization is linked to a different Requestor ID than the one that was used to connect with Con Edison in Portfolio Manager. To correct this issue, the person who submitted the share request must remove Con Edison as a contact in Portfolio Manager, then send a new connection request using the Requestor ID linked to the Authorization (in the Con Edison portal). Once this is done, a new share request must be sent in Portfolio Manager. *Note: The Requestor ID can be found under "Edit User" in the Con Edison benchmarking portal.
  - Con Edison does not have access to the property. If you are no longer in need of automated uploads from Con Edison, please reject the associated Authorization in our portal on the "Authorizations" tab. Otherwise, revise your share request in Portfolio Manager and be sure to provide "Exchange Data" access to enable uploads.

New Features
- When can I get current year data (i.e. 2023 consumption so far)?
  - IT is finalizing a feature to allow emailed consumption for current year (i.e. 2023 data) and prior year (i.e. 2022 preview). This is estimated to be released by the end of March.

Additional assistance is available at:

Help Center for Con Edison Portal for NYC Benchmarking
Mon – Fri   7am – 3:30pm
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Email: citybenchmarking@coned.com

Mon – Fri   9am – 5pm
Phone: 212-566-5584
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