

# Troubleshooting SDG&E's ABS

*Portfolio Manager will rate your facility's energy performance on a scale of 1-100 relative to similar buildings nationwide. A rating of 75 indicates that your building, from an energy consumption standpoint, performs better than 75% of all similar buildings nationwide.*

SDG&E's Automated Benchmarking Service (ABS) will upload 36 months of your building's energy data from all of your SDG&E® accounts directly into the EPA's Portfolio Manager. After the initial upload of data, ABS will continue to upload your data every month so that you can track your energy use and continue to receive the most current benchmark score. Here are the solutions to some of the most common issues encountered by ABS users.

## Issue #1:

I enrolled my building in SDG&E's ABS and it's been more than one day. However, my energy data still hasn't been uploaded to Portfolio Manager.

## Solution #1

The steps below address the most common reasons why ABS failed to upload energy data. After completing these steps, you should see your energy use history uploaded within one day.

1. Ensure the "Meter Name" in the Energy Meters box (on the Facility Summary Page) is an active 10-digit SDG&E account number. Do not use any letters, special characters or exceed 10 digits.
  - a. If the "Meter Name" needs to be changed, click on the incorrect "Meter Name" hyperlink in the Energy Meters box.
  - b. Click "Edit" in the Meter Information box (the top right of the screen).
  - c. Edit the Meter Name to the active 10-digit SDG&E account number and click "Save".
  - d. Click "Cancel" to return to the Facility Summary screen.
2. Click the Automated Benchmarking Service Console hyperlink (on the My Portfolio page).



3. Click "Change Authorization" (lower right box).
  4. Checkmark the buildings and the associated account numbers you want to have meter data uploaded for and press "Continue>>".
  5. In the "Information required by your ESP" screen:
    - a. Enter a 10-digit SDG&E account number (must be an active account, 10 digits exactly).
    - b. Enter the zip code of the building associated with the account number (must be the site zip code).
    - c. Enter an 8-digit meter number associated with the account number Press "Continue>>".
  6. Once you complete this troubleshooting sequence, up to 36 months of your energy history will be uploaded within 24 hours.
- If your energy data is still not uploaded within one day, you may be requesting data for a "closed" account. SDG&E is unable to provide energy use history for closed accounts at this time; however, you may manually enter the data from saved utility bills in order to receive your benchmark score.

*(Continued on back)*

**Issue #2:**

I manage multiple buildings in Portfolio Manager – some on behalf of other people. Many of my buildings have had their data uploaded, but some still haven't successfully initiated ABS.

**Solution #2:**

The Portfolio Manager user who initially enrolls a building and its meters in ABS is not able to transfer his authorization to users who "Share" his building. The original user who initially attempted enrollment in ABS should complete Steps 1-7 in Solution #1 above.

**Issue #3:**

SDG&E's ABS uploaded my energy use history, but I still haven't received my benchmark score (national energy performance rating) from Portfolio Manager.

**Solution #3:**

There are many reasons why your facility may not have a rating. The best way to find out is to click on the link that says "N/A" next to the facility name where the score would otherwise appear.

**Issue #4:**

I manage multiple buildings. How can I initiate ABS for each building if I enter them into Portfolio Manager at different times?

**Solution #4:**

Follow steps 1-5 in Solution #1 above. In step #4, you will see a full list of buildings and meter names that make up your entire portfolio. Buildings that are newly entered will not have checkmarks next to them. Place a checkmark next to these buildings and their meters. Previously-entered buildings will already have pre-checked boxes. Do NOT uncheck these boxes. Press "Continue" to move to the next screen. In the "Information Required by your ESP" screen, Portfolio Manager will have saved your previously-entered information. Do not over-write this information; simply press "Continue". After completing these steps, ABS will upload data for your new buildings within one day and continue to provide monthly updates for your previously authorized buildings.

For assistance with SDG&E's Automated Benchmarking Service, e-mail us at [Benchmarking@semprautilities.com](mailto:Benchmarking@semprautilities.com). For additional assistance with Portfolio Manager and your benchmark score, contact the EPA's Help Desk at: [buildings@energystar.gov](mailto:buildings@energystar.gov).



Here for you, every day.<sup>SM</sup>

P.O. BOX 129831 SAN DIEGO, CA 92112-9831  
1-800-411-SDGE (7343)  
[sdge.com](http://sdge.com)