



# BESO GUIDE: HOW TO CORRECT ENERGY DATA ISSUES

The following guide will walk you through how to fix common issues that can occur from PG&E's aggregated energy data transfer service.

Before submitting your benchmark, verify that all energy data for your building has been inputted into ENERGY STAR for the full calendar year.

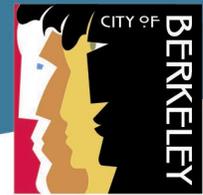
- Click on the "Energy" tab of your property
- Scroll down to the "Meters—Used to Compute Metrics"
- Click on each meter and confirm that all months for the year are accounted for

The screenshot shows the Energy STAR interface with the "Energy" tab selected. On the left, there is a "Meter Summary" section with 3 energy meters total, 3 used to compute metrics, and a current energy date of Sep 30, 2020. Below this is a "Five Ways to Enter Bill Data" section with instructions for manual entry, spreadsheets, and hiring an organization. At the bottom left, there is a "Your Property is:" section with radio buttons for "A Single Building", "Part of a Building", and "A Campus of Multiple Buildings".

The main area features a line graph titled "Energy Use by Calendar Month (Not Weather Normalized)" showing Site Energy (kBtu) from Jul '16 to Jan '21. The graph displays two data series: Electric - Grid (blue line) and Natural Gas (red line). A red box highlights the "Energy" tab in the top navigation bar. Red arrows point from the "Five Ways to Enter Bill Data" section to the "Electric Grid Meter #1" and "Electric Grid Meter (All Meters)" rows in the table below. Another red arrow points from the "Your Property is:" section to the "Natural Gas (All Meters)" row.

Below the graph is a table titled "Meters - Used to Compute Metrics (3)".

Name Meter ID	Energy Type	Most Recent Bill Date	In Use? (Inactive Date)
<a href="#">Electric Grid Meter #1</a> 52067207	Electric - Grid	10/19/2020	Yes
<a href="#">Electric Grid Meter (All Meters)</a> 52067208	Electric - Grid	02/28/2021	Yes
<a href="#">Natural Gas (All Meters)</a> 2165827	Natural Gas	02/28/2021	Yes



### Meter has overlapping entries:

If your meter has overlapping monthly entries from PG&E's system. Verify which entry has the correct energy usage data and delete the incorrect entry. Be sure to confirm that the dates match up so all days are accounted for in the calendar year. You may need adjust some of the dates so they align.

<input type="checkbox"/>	12/1/2020	12/30/2020	3,551	5,142.1	<input type="checkbox"/>	1/21/2021 <a href="#">Pacific Gas and Electric Compan</a>
<input type="checkbox"/>	12/30/2020	1/29/2021	3,857	5,553.8	<input type="checkbox"/>	2/20/2021 <a href="#">Pacific Gas and Electric Compan</a>
<p><b>⚠️ Natural Gas (All Meters) has an overlap of 29 days between 01/01/2021 and 01/29/2021. Please confirm this is correct or remove the overlap by adjusting the date per your meter entries and saving your changes. For more help, see <a href="#">this FAQ</a>.</b></p>						
<input type="checkbox"/>	1/1/2021	1/31/2021	3,728.43	5,368.67	<input type="checkbox"/>	3/16/2021 <a href="#">Pacific Gas and Electric Whole Building</a>
<input type="checkbox"/>	2/1/2021	2/28/2021	3,351.25	4,823.5	<input type="checkbox"/>	4/17/2021 <a href="#">Pacific Gas and Electric Whole Building</a>

### Meter is missing entries:

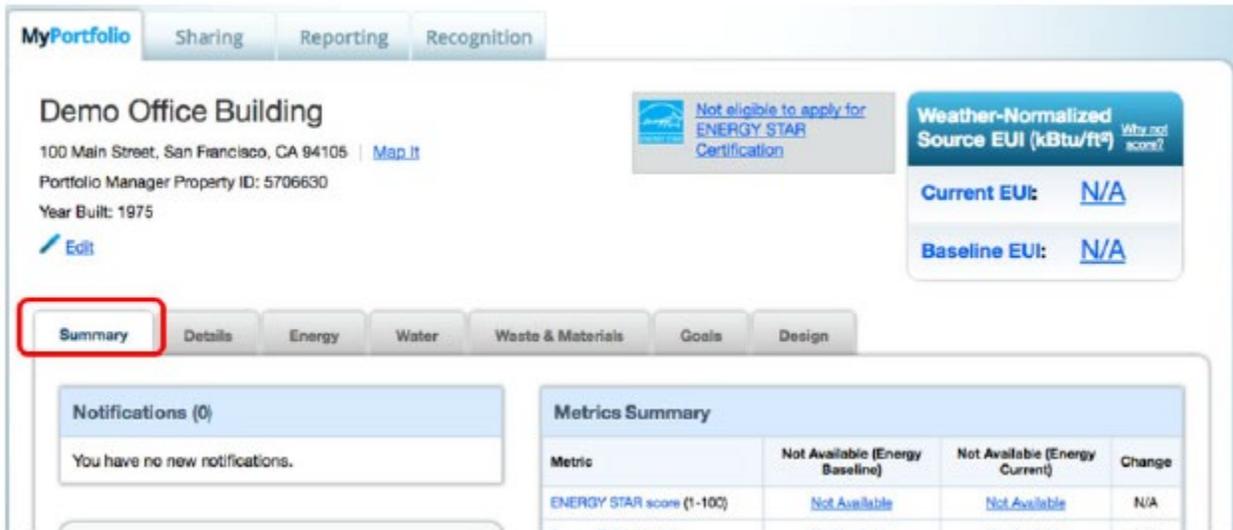
If your meter is missing entries from PG&E's automated data transfer system, please use the following steps:

- Select all months after the gap and delete the selected entries. (Only delete entries from this year or the previous calendar year, do not delete entries from 2 years prior.)

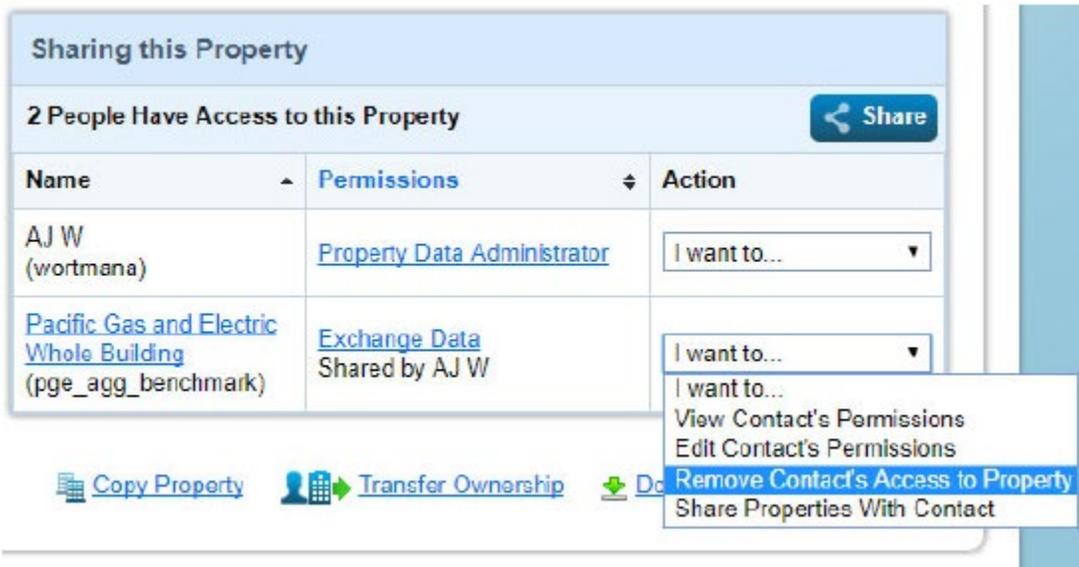
<input type="checkbox"/>	9/17/2020	10/19/2020	66,846	15,698.82	<input type="checkbox"/>	<input type="checkbox"/>	189
<p><b>⚠️ Electric Grid Meter (All Meters) has a gap of 73 days between the dates of 10/19/2020 and 01/01/2021. Please confirm this is correct or remove the gap by adjusting per your meter entries and saving your changes. For more help, see <a href="#">this FAQ</a>.</b></p>							
<input checked="" type="checkbox"/>	1/1/2021	1/31/2021	68,069.66	12,851.47	<input type="checkbox"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	<input type="text" value="02/01/2021"/>	<input type="text" value="02/28/2021"/>	<input type="text" value="62,162.43"/>	<input type="text" value="11,277.37"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
<p><b>X Delete Selected Entries</b>  <a href="#">+ Add Another Entry</a>  <a href="#">📄 Learn how to copy/paste</a></p> <p><a href="#">Download to Green Button XML</a> <a href="#">Download to Excel</a></p>							

Un-share / re-share your building with PG&E to retransfer the data.

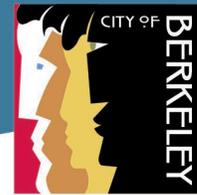
- Go to the Summary tab of your property profile in Portfolio Manager



- Under the Summary tab, go to “Sharing this Property” section. In the “I want to...” dropdown box to the right of Pacific Gas and Electric Company (pge\_agg\_benchmark), choose “Remove Contact’s Access to Property”



- A pop-up window will ask you to confirm your intentions to remove PG&E’s access to this property. Click Continue.
- When the page refreshes, PG&E will no longer appear in the list of Contacts who have access to your building



- Next you will establish a fresh site share connection with PG&E
- Click the “Sharing” tab
- Click the Share (or Edit Access to) a Property



- Select the Property you wish to Re-share
- Select the **pge\_agg\_benchmark** contact for re-sharing
- Select “Personalized Sharing & Exchange Data (“Custom Orders”), click Continue
- Select the Exchange Data radio button
- A pop-up screen will appear, and should already be populated with the Building ID and User ID
- Set Property Information, Aggregate Electric, and Aggregate Natural gas to Full Access
- Set Goals and Recognition to Full Access or None

Select Access Permissions to [Demo Office Building](#) for Z.PGAE.  
The following information is required by Z.PGAE in order to provide service to your property(ies). If you have any questions about how to complete this information, please contact them directly.

Building ID:  Example: FG 323  
Building ID: 1 - 12 Characters [More Information](#)

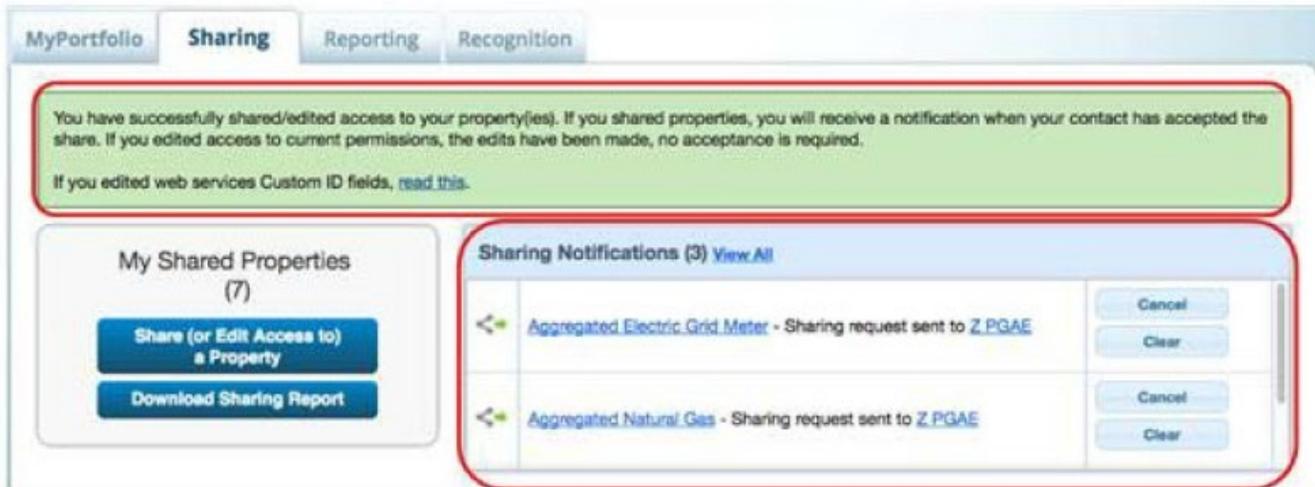
User ID:  Example: FG 323  
User ID: 1 - 7 Characters [More Information](#)

Select the permission level below that you would like to grant Z.PGAE for each category.

Item	None	Read Only Access	Full Access
Property Information	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
▼ All Meter Information			
▼ Energy Meters			
Aggregated Electric Grid Meter	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Aggregated Natural Gas	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>



- Confirm nothing is set to Read Only
- Finally, click Apply Selections and Authorize Exchange. Once you complete the un-share / re-share energy usage data will upload within 24 hours. When the data has been uploaded, verify the energy data and continue with submitting the energy benchmark.



**NOTE: After re-sharing the property with PG&E, PG&E will repopulate your energy meter with two full years of data. You may need to go back into your energy meters and delete duplicate data.**