

How-to-Guide: Annual Energy & Carbon Reporting + Greenhouse Gas Intensity Limits

How-to Guide

This guide is for building owners with buildings subject to GHGI limits under the City of Vancouver By-law No. 13472. Step-by-step guidance is provided for compliance with energy and carbon reporting requirements and GHGI limits.

March 2024



ORIENTATION

WHO SHOULD USE THIS GUIDE?

- This guide is specific to buildings subject to energy and carbon reporting **and** Greenhouse Gas Intensity (GHGI) and/or Heat Energy Limit (HEL) requirements under the City of Vancouver By-law No.13472.
- This guide is for building owners, managers, and any consultant that a building owner may hire to complete annual energy and carbon reporting and GHGI & HEL requirements on their behalf **starting in 2027**.

WHAT BUILDINGS DOES THIS GUIDE APPLY TO?

- Office, Retail, and Mixed Use¹ buildings with a gross floor area greater than or equal to 100,000 ft²
- For a complete list of property use types and building categories, refer to the [Greenhouse gas intensity limits webpage](#) or the [GHGI Reference Manual](#).

WHAT IS THE PURPOSE OF THIS GUIDE?

- This guide is intended to provide detailed step-by-step instructions to comply with energy and carbon reporting **and** GHGI & HEL requirements.

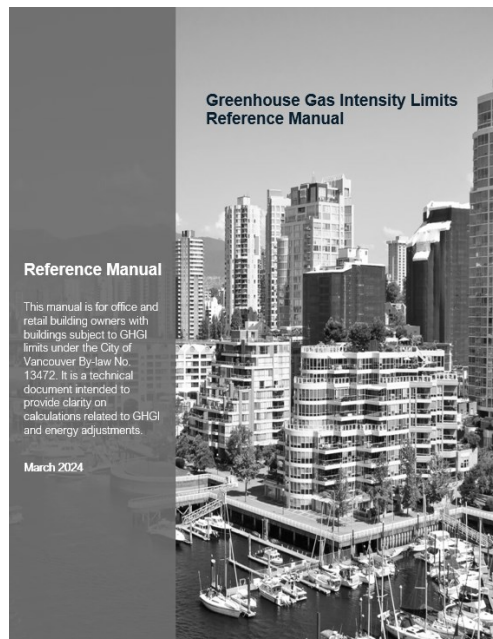
! Commercial and residential use buildings greater than or equal to 50,000 ft² that are subject to Energy & Carbon reporting **only** should refer to the *How-To-Guide: Annual Energy & Carbon Reporting*

WHAT OTHER SUPPORT MATERIALS ARE AVAILABLE?

- **City of Vancouver ECR Help Centre:** energycarbonreport@vancouver.ca
- [Energize Vancouver](#) for regulation overview, video tutorials, FAQs, and other support.

¹ Mixed Use Buildings (MUB) where office and/or retail are >50% of the gross floor area (GFA). When a single occupancy exceeds 50% of the GFA, the building will be subject to the requirements for that occupancy.

**Additional Supporting Document for 2027 reporting for large office and retail buildings
subject to GHGI limit requirements:**



GHGI Reference Manual
(GHGI and energy
adjustment calculations)

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INTRODUCTION

This document provides step-by-step guidance on how building owners can comply with City of Vancouver energy and carbon reporting and GHGI & HEL requirements, including:

- **ENERGY STAR® Portfolio Manager® (ESPM)**
 - Setting up an account
 - Adding your properties
 - Obtaining and uploading utility data
 - Connecting your account to the City of Vancouver
- **City of Vancouver Building Performance Reporting System (BPRS)**
 - Setting up an account
 - Claiming your building(s)
 - Energy adjustments and completing the GHG By-Law Submission Form
 - Submitting report(s)
 - Applying for and obtaining a Carbon Emissions Operating Permit (CEOP)
- **Preserving Records**

This guide will be updated to correspond with amendments to the City of Vancouver By-Law No. 13472. Additional building types and floor area thresholds may be subject to GHGI and/or HEL requirements in the future.

For further context and instructions, refer to the ENERGY STAR® Portfolio Manager® (ESPM) [glossary](#) and [endnotes](#) in this document.

TASK 1: ADD PROPERTY TO ENERGY STAR® PORTFOLIO MANAGER®

STEP 1 – CREATE AN ENERGY STAR® PORTFOLIO MANAGER® ACCOUNT

1. Go to the ESPM account [sign up page](#).
2. *Username & Password.* Create a unique username and password.
3. *About Yourself.* Enter information about yourself. If creating this account on behalf of an organization or corporation, follow the sidebar instructions for recommendations.
4. Choose an active, reliable email. Compliance confirmations and other important emails will be sent to this email.
5. For “Reporting Units,” choose either “Conventional EPA Units” if you will be using square feet (ft²) or “Metric Units” if you will be using square meters (m²) for your building’s floor area. **Note:** You will need to make sure you consistently choose the same units when adding property details in ESPM.ⁱ This guide uses Conventional EPA Units.

Reporting Units:

- ☒ Conventional EPA Units (e.g., kBtu/ft²)
- ☐ Metric Units (e.g., GJ/m²)

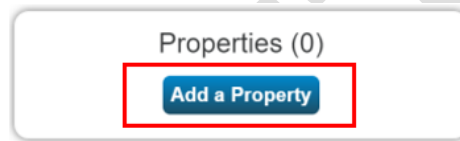
- a.
6. *About Your Organization.* Enter information about your organization
 7. Do you want your Account Name (and username) to be searchable by other ESPM users? Choose “Yes.” ⁱⁱ
 8. *Confirm Your Identity.* Select the box next to “I’m not a robot.”
 9. Select “Create My Account.” To activate your account, follow the instructions in the email sent to you from donotreply@energystar.gov. Check your spam folder if you do not see the email.



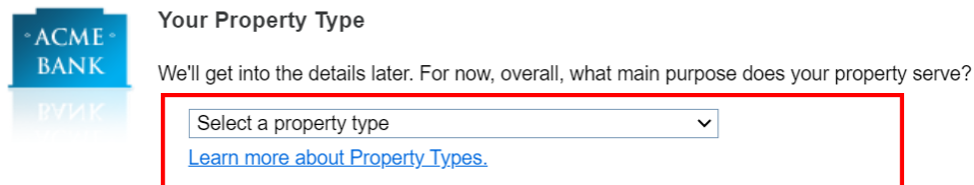
Professional Verification of Gross Floor Area and energy use data is not required for 2024 reporting. However, it is encouraged that owners submit accurate information to know where their building stands with respect to the 2026 limits. Professional Verification will be required starting in 2027 for the reporting of 2026 data.

STEP 2 – ADD YOUR PROPERTY TO ESPM

1. Once you've created an account, log in and select the "Add a Property" button.



2. Enter your property's *primary property use type* – this is the use type that occupies the **majority of your building's gross floor area (GFA)**. For properties that contain multiple property use types, you can add them later in [Task 1, Step 4](#). Be sure to specifically break out office, residential, retail, and food service use types. For help identifying your property use type, select "[Learn more about Property Types](#)." ⁱⁱⁱ



3. Select "One: My Property is a single building." ^{iv}
4. Select "Existing" for your property's construction status
5. Select "Get Started."
6. *Set Up a Property: Basic Property Information.* Fields with an asterisk (*) are required.
 - a) *Street Address.* Use the address in the [Vancouver Building ID Lookup Tool](#).^v
 - b) *Gross Floor Area.* Enter the GFA of the *entire building*.^{vi} Do not include parking. **Note:** ESPM defaults to square feet (ft²), so if you prefer to use square meters (m²), you will need to ensure you change this in the dropdown menu **every time** that you see this.
 - c) *Irrigated Area.* Skip this section.
 - d) *Occupancy.* Occupancy is the percentage of the building that maintained *normal operating hours and occupancy* during the data collection year.^{vii} For example, if 9 out of 10 total floors in an office building were occupied, the percent occupancy would be 90%,

assuming each floor is the same size.

7. Standard IDs. Add your Vancouver Building ID. You can find your ID using the [Vancouver Building ID Lookup Tool](#).^{viii} Select “Vancouver Building ID” from the “Standard ID – City/Town” drop-down menu. Enter your Vancouver ID in the ID field.
 - a) When adding your ID, ensure there are **NO** spaces, **NO** extra characters, and **capitalize** the letter “V.”
 - b) If you cannot locate your building ID, or if you think there is an error with your building ID or address, submit a support ticket in the Building Performance Reporting System Owner Dashboard ([Task 2](#)) or contact the [ECR Help Centre](#).

Standard IDs

Standard IDs are typically used in data collection, including by most state and local governments with benchmarking laws. If your property is covered by a benchmarking law, you probably need to fill this in. See [this FAQ](#) if you need help finding your Standard ID.

Standard ID - City/Town:

Vancouver Building ID

ID:

8. *Do Any of These Apply.* If applicable, select the check boxes that apply. **Note:** Select the checkbox “My Property’s energy consumption includes parking areas” *only* if your building is metered with your parking area(s).

Do any of these apply?

☐ My property's energy consumption includes parking areas

☐ My property has a Data Center that requires a constant power load of 75 kW or more

☐ My property has one or more retail stores (that are eligible for a Retail score)

☐ My property has one or more restaurants/cafeterias

9. Select “Continue.”

Continue

STEP 3 – ENTER PROPERTY USE DETAILS

1. Add the property use details of your *primary use type only* here. **Note:** Break out additional property use type details in [Task 1, Step 4](#).

Property Use Detail	Value	Current As Of	Temporary Value
Gross Floor Area	50,000 Sq. Ft. ▼	1/1/1980	<input type="checkbox"/>
Weekly Operating Hours	40	1/1/1980	<input type="checkbox"/>
Number of Workers on Main Shift	150	1/1/1980	<input type="checkbox"/>
Number of Computers	100	1/1/1980	<input type="checkbox"/>

- Remember to choose either ft² or m² from the dropdown.
 - If you select the “Use a Default” or “Temporary Value” boxes, you must note why in the Notes section of your ESPM account ([Task 1, Step 8](#)).
 - Starred property use details are required to calculate an Energy Star Score.
 - Keep the “Current As Of” date to 01/01/Year built. For example, 01/01/1980.
2. If applicable, enter your parking use details. Choose the property use detail that fits your parking use(s). For the other property use details that don't apply, enter '0'. Choose either ft² or m² from the dropdown.

Property Use Detail	Value	Current As Of	Temporary Value
Open Parking Lot Size	0 Sq. Ft. ▼	1/1/1980	<input type="checkbox"/>
Partially Enclosed Parking Garage Size	0 Sq. Ft. ▼	1/1/1980	<input type="checkbox"/>
Completely Enclosed Parking Garage	80,000 Sq. Ft. ▼	1/1/1980	<input type="checkbox"/>
Supplemental Heating	Yes ▼ <input type="checkbox"/> Use a default	1/1/1980	<input type="checkbox"/>

3. Select “Add Property.”

Add Property

STEP 4 – ADD ADDITIONAL PROPERTY USE TYPES (IF APPLICABLE)

If you have multiple property use types, add them to your property use and details section. If you do not have more than one property use type, skip to [Task 1, Step 5](#).

- Select the “Details” tab on your property’s building page.
- Add one use type at a time by choosing from the “Add Another Type of Use” dropdown.
- Select “Add.”
- Fill out the property use details as shown above in [Task 1, Step 3](#).

5. Select “Save Use.”

STEP 5 - ADD METERS WITH CORRECT UNITS

1. On the “Energy” tab of your property, select “Add A Meter.”

2. *Sources of Your Property’s Energy.* Select each utility type that your building uses. All energy usage must be reported for the whole building.

Electric

- For BC Hydro, you will select “purchased from the grid” unless you have solar or wind sourced energy.
- *How Many Meters.* Follow the instructions on BC Hydro’s [How-To Guide](#) for how many meters to add.

Natural Gas

- *How Many Meters.* Follow FortisBC’s instructions in their How-To Guide for how many meters to add. Fortis will soon have data aggregation instructions and we will update the links in this guide when available.

Renewable Gas

- If you have renewable gas, you will need to add your usage separately by adding an ‘Other’ meter, which will account for this usage. Add ‘1’ for “How Many Meters?”

District Energy

- If your building is connected to a district energy utility (e.g. Creative Energy, River District Energy, COV Neighbourhood Energy Utility), enter the number of district energy meters you have at your building into the “How Many Meters” section.

3. Select “Get Started” to enter units and dates for each meter.

- Select the checkmark in the first row of the first column to account for all meters.
- Select the units that are shown on your utility bills.
- Date Meter became Active.** ^{ix} This is the start date of your first bill you will enter. For example, if your first bill of 2023 started on Jan 1, the date should be entered as 01/01/2023. You can update this after you add your bills ([Task 1, Step 6](#)).
- Leave all other fields as they appear.

<input checked="" type="checkbox"/>	Meter Name	Type	Other Type	Units	Date Meter became Active	In Use?	Date Meter became Inactive	Enter as Delivery?
<input checked="" type="checkbox"/>	Natural Gas	Natural Gas		GJ	01/01/2023	<input checked="" type="checkbox"/>		<input type="checkbox"/>
<input checked="" type="checkbox"/>	District Steam	District Steam		Lbs. (pounds)	01/01/2023	<input checked="" type="checkbox"/>		<input type="checkbox"/>
<input checked="" type="checkbox"/>	Electric Grid Meter	Electric - Grid		kWh (thousand Watt-hours)	01/01/2023	<input checked="" type="checkbox"/>		<input type="checkbox"/>

- Select “Create Meters.”
- Skip the next step and select “Continue.”
- Make sure all energy meters are selected on the left-hand side of the table.

7. Select “These meter(s) account for the total energy consumption for this property.”

Energy Meters

Select all meters to be included in your metrics. (Hint: Most meters should be included unless they are [sub-meters](#).)

<input type="checkbox"/>	Name Meter ID	Type
<input checked="" type="checkbox"/>	Natural Gas 174377224	Natural Gas
<input checked="" type="checkbox"/>	Electric Grid Meter 175067463	Electric - Grid
<input checked="" type="checkbox"/>	District Steam 179686855	District Steam

Total of 3 meter(s). Tell us what this represents:

☒ These meter(s) account for the total energy consumption for [233 Maple St](#) (a single building).
☐ These meter(s) do not account for the total energy consumption for [233 Maple St](#) (a single building).

STEP 6 - ADD YOUR MONTHLY UTILITY DATA

Building owners can upload their energy data in three ways: auto upload, manual entry, or spreadsheet upload. Tenant consent* may be required depending on the utility’s privacy rules.

Obtaining Data

a) **Electric & Natural Gas**

BC Hydro and FortisBC are the only two utilities which provide data through auto upload.

- **Meter aggregation limit:** BC Hydro can aggregate 3 or more commercial utility meters and 5 or more multi-family utility meters. If you do not meet either threshold, you will have to manually upload your electric data into ESPM.
- **Meter aggregation limit:** In the coming months, FortisBC will be able to aggregate 11 or more utility meters per building. If you have fewer than 11 meters for FortisBC, you will have to get tenant authorization for Fortis to upload your aggregated building level natural gas data. Please contact Fortis BC for further details.

If FortisBC is not your utility provider, owners must work with their utility provider and/or tenant(s) to obtain and upload data. **Note:** Energy usage data can be accessed through an online utility login, requesting bills from the tenant(s) or contacting the utility provider directly.

b) *Delivered Fuels*

Delivered fuel oil, diesel, and any other delivered fuels must be reported. These fuel providers often won't have robust data systems, so it is important to retain all bills. Use your delivery bills to record the volume and dates of fuel deliveries made during the calendar year you are reporting.

c) *District Energy*

Buildings that are connected to Creative Energy should request from the utility an annual energy use and GHG emissions summary by month. This letter will capture the annual steam consumption and the relevant GHG emissions for the owner. These monthly entries should then be entered into ESPM and the letter should be uploaded in the building's Building Performance Reporting System (BPRS) Owner Dashboard ([Task 2](#)) as proof of documentation.

d) *Miscellaneous Fuels*

Any other energy uses not listed here must be reported. If you have questions about how to obtain or report additional fuels and energy, reach out to the [ECR Help Centre](#).

Uploading Data

Option 1: Auto Upload

If your utility provider is BC Hydro and/or FortisBC, you will set up auto upload to obtain your building's energy data. Your utility provider may upload up to 3 years of historical data. Ensure you adjust your meter start date to the first date of the bill that your utility uploads. **Note:** You cannot manually alter your data in ESPM once your utility uploads the data. If your utility did not upload complete data, contact them directly to re-upload the data. The how to guide for each utility can be found below:

[BC Hydro How-To Guide](#)

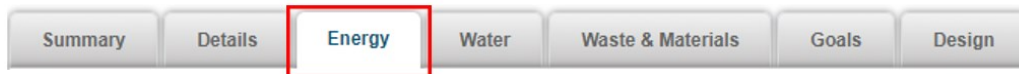
[FortisBC How-To Guide](#)

Option 2: Manual Entry

If your building does not meet the meter aggregation threshold for BC Hydro and/or FortisBC, you must manually enter your energy data.

1. Obtain a *full year* of energy usage from the previous year for each energy source.^{xi} **Note:** Data must encompass January 1 through December 31 of the data collection year. You may need 12+ months of bills to cover the calendar year. For example, you may need energy bills from December 2022 through January 2024 to ensure the full calendar year 2023 is reported.
2. Once energy data is obtained, log in to ESPM.
3. Select your building from the MyPortfolio Dashboard

4. Select the “Energy” tab.



5. Find your energy meter in the “Meters – Used to Compute Metrics” table.
Editing one meter at a time, select the meter name to open up your meter.

Meter Name Portfolio Manager Meter ID	Energy Type	Most Recent Bill Date	In Use? (Inactive Date)
District Steam 179686855	District Steam		Yes
Electric Grid Meter 175067463	Electric - Grid		Yes
Natural Gas 174377224	Natural Gas		Yes

6. Within your meter, select the “Basic Meter Information” arrow to expand this section.
Confirm and update your units and date meter became active information here. **Note:** You do not need to add a Custom Meter ID. Keep “Is this an Aggregate Meter?” as “No.”

The screenshot shows the 'Basic Meter Information' form for the 'Electric Grid Meter'. The form includes fields for Name, Meter ID, Type, Units, and Date Meter became Active. The 'Units' field is highlighted with a red box and shows 'kWh (thousand Watt-hours)'. The 'Date Meter became Active' field is also highlighted with a red box and shows '01/01/2023'. There is a 'Delete Meter' link in the top right corner.

7. If making updates, select “Save Changes”, then scroll to the bottom and select “Save Bills.”
8. Scroll down to view the “Monthly Entries” section and select “Click to add an entry.”

Monthly Entries

Display Year(s):

	Start Date	End Date	Usage kWh (thousand Watt-hours)	Total Cost (\$)	Estimation	Green Power	Demand (kW)	Demand Cost (\$)	Last Upd
Click to add an entry									

9. Beginning with your earliest bill date of the data collection year, enter the *entire* bill^{xii} into the “Start Date” box. If the earliest bill date does not start on Jan 1, you will also need to add the last bill of the previous year. For example, if your earliest bill of 2023 is January 5 – February 5, 2023, you will also need to include the entire last bill of 2022 to ensure the full month of January is covered - Dec 5, 2022 – January 5, 2023.
10. The “End Date” will then automatically populate, do not adjust it. Select the table under “Usage” and enter in that month’s usage.
11. Below the table, select “Add Another Entry.” The next month’s date range will automatically populate, do not adjust it. Add in the usage data for this month. Repeat this step by selecting “Add Another Entry” and entering in your usage until all your bills are inclusive of **all 365 days** (or more) of the data collection year.

Monthly Entries

Display Year(s):

	Start Date	End Date	Usage kWh (thousand Watt-hours)	Total Cost (\$)	Estimation	Green Power	Demand (kW)	Demand Cost (\$)	Last Upd
<input type="checkbox"/>	1/1/2023	2/1/2023	40,000		<input type="checkbox"/>	<input type="checkbox"/>			

[Delete Selected Entries](#)
[Add Another Entry](#)

12. Double check that you have entered your data correctly and confirm the following:
 - a) Display Year is set to “Show All Years” so you can view all your entries.
 - b) Cost data is optional and is not required.
 - c) Each entry includes a full month’s bill cycle
 - d) If “Estimation” is selected, note why in the ESPM Notes section ([Task 1, Step 8](#)).
 - e) ESPM doesn’t auto save your data, so select “Continue” when data is entered.
13. Select “Save Bills.”

Option 3: Spreadsheet Upload

You can also upload your data using the spreadsheet in ESPM. The spreadsheet must be a templated single-meter spreadsheet provided by ESPM. Upload one spreadsheet per energy

source.

1. Select your energy meter. Select “Use this single-meter spreadsheet.”
2. Referencing the spreadsheet provided by your utility, add your data to the “Required” columns. Note that “Estimation” should almost always read as “No.” Save the spreadsheet to your computer.
3. Select “Choose File.” Upload the spreadsheet you just saved. The data you just uploaded will populate into your virtual energy meter.

4. Select “Save Bills”
5. Double check that the energy data uploaded into your meter. Follow the same steps to upload spreadsheets into other virtual meters, if applicable.

STEP 7 - RUN A DATA QUALITY CHECKER

1. To identify errors in your report, navigate to the “Summary” tab, scroll down to find the Data Quality Checker and select “Check for Possible Errors.”

2. Always select “Dec 31” in the first drop down, then select the data collection year in the second drop down, then select “Run Checker.” For example, if the current year is 2024 and you’re submitting your report containing 2023 data, enter “Dec 31, 2023.”

Select Timeframe & Run Checker

We check data for a full year (12 months) of meter consumption and Property Use Details (called a **Metric Year**). Select a **Year Ending Date** and click "run checker" to see possible data issues.

Year Ending: Dec 31 2023 Run Checker

- Review the list of alerts (if any) and suggestions to address the issue(s). Ignore water and waste/materials meter alerts.
- Following the links in the explanations, make corrections or updates to your property. Once you have made all applicable changes, re-run the checker to ensure alerts have been addressed. **Note:** All reports are subject to additional data quality checks once submitted through the BPRS owner dashboard ([Task 2](#)).^{xiii}

STEP 8 - ENTER CONTEXTUAL INFORMATION

- Select the "Details" tab of your property and scroll down to "Property Notes." You will need to enter any contextual information in regard to your building's energy performance. You are **required** to note the following:
 - You used any temporary or default values for your property use details
 - You used estimated values in your meter data
 - Describe events that affect the building's energy usage or how your energy is sourced. For example, tenant change, vacancy, broken or malfunctioning meter, utility service provider change, or the addition of renewable energy sources.
- Select "Save Notes."

STEP 9 - CONNECT AND SHARE YOUR DATA WITH THE CITY

The City of Vancouver uses ESPM's third-party data sharing capabilities. This allows the City of Vancouver to pull data directly from ESPM and run basic data checks. **Note:** You will only need to complete this action during the initial property setup.

Confirm your account information

- Confirm that your email address in your ESPM account is correct. Select "Account Settings" in the upper right-hand corner of the screen.
- Confirm that your unique Vancouver Building ID has been entered correctly.

Connect your ESPM account with the City of Vancouver

1. Select "Contacts" in the upper right-hand corner of the screen.
2. Select "Add New Contacts."
3. Search for the username "**CityofVancouver.**"
4. Select "Connect."

5. A pop-up window appears. Select the "Agreement" box and "Send Connection Request"

Note: Connection requests must be approved before you can share your buildings. ESPM will approve these requests in 30-minute cycles. If you have not received a connection confirmation email within one hour of submitting a request, check to make sure you followed the above steps correctly or contact the [ECR Help Centre](#).

Sharing read-only access to your data with the City of Vancouver

1. Go to the "Sharing" tab in ESPM.
2. Select "Share (or Edit Access to) a Property."

3. Select your properties and select "Apply Selection"
4. Select "**CityofVancouver**" as the recipient.
5. Select "Personalized Sharing & Exchange Data ('Custom Orders')." Select "Continue."
6. Select "Exchange Data" for each property.
7. A pop-up window will appear. Specify data attributes and permissions for each property.
 - a) Select "Read Only Access" for "Property Information" and "All Meter Information."
 - b) Select "None" for "Goals, Improvements, & Checklists" and "Recognition."

- c) Select “Yes” for “Share Forward.” **Note:** Enabling “Share Forward” will give the city permission to share data with other City of Vancouver ESPM accounts.

Select the permission level below that you would like to grant City of Vancouver for each category.

Item	None	Read Only Access	Full Access
Property Information	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
▼ All Meter Information			
▼ Energy Meters			
Aggregate Eversource Data Electric Grid Meter	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
District Steam	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Fuel Oil (No. 2)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Natural Gas	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

8. Select “Apply Selections & Authorize Exchange.”
9. Once you’ve completed Exchange Data access for each property, select “Share Property(ies).” When the City accepts the shared properties, you’ll receive a confirmation email. For additional guidance on sharing properties within ESPM, click [here](#).

TASK 2: COMPLETE THE GHG BY-LAW SUBMISSION FORM IN THE CITY OF VANCOUVER BUILDING PERFORMANCE REPORTING SYSTEM (BPRS)

Owners will need to complete the GHG By-Law Submission Form in the Building Performance Reporting System (BPRS) Owner Dashboard for each of their buildings. This form collects required and optional information that cannot be reported to ESPM.

STEP 1 - CREATE AN ACCOUNT

1. Go to the [BPRS Owner Dashboard](#).^{xiv}

VANCOUVER.CA [Skip to content](#)

Vancouver annual GHG limits by-law reporting

Welcome

Submit energy data and forms

*Email Address *

*Password *

[Forgot your password?](#)

[Log In](#)

Need an Account?

[Register for an account](#)

2. Select “Register for an account.”
3. Fill out the required information.
 - a) For “What is your affiliation with the property(ies)?”, select the most relevant title.
 - b) Your username will be your email address.
4. Select “Submit.”
5. You will receive an email when you create your account from the City of Vancouver.

STEP 2 - CLAIM YOUR PROPERTIES

Register your property with your account

1. Log in to your account and select the “Claim Buildings” tab.

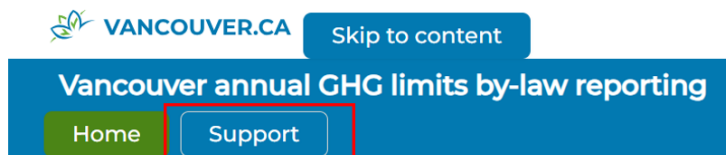
My buildings (1) [Claim buildings](#)

Claim buildings

Use search to find and claim buildings that you own

Building ID	Building Name	Address	Use Type	Gross Floor Area	Portal Owner	Compliance Status
No Matching Results Data is not available for this section						

2. In the Search bar, search for your building address. When you have found your property, select “Claim” under the “Claim Property” column. **Note:** If you cannot find your property, submit a ticket to the ECR Help Centre using the ‘Support’ tab.



- a) Once verified, your property will be added to your account.
- b) If the property was previously claimed by another user, the ECR Help Centre will be notified of the claim request and will reach out by email with further questions to clarify the rightful owner. This process makes sure that 2 reports are not submitted for the same property.

STEP 3 - CONFIRM THAT YOUR BUILDING'S ESPM ACCOUNT IS SHARED WITH THE CITY OF VANCOUVER

Your ESPM account must be correctly shared with the City of Vancouver. If your building is *not* successfully shared with the City of Vancouver in ESPM, revisit [Task 1, Step 9](#).

STEP 4 - COMPLETE THE GHG BY-LAW SUBMISSION FORM

Once you have claimed your building, you will need to complete each section of the GHG By-Law Submission Form. All required questions must be answered to submit a report. If you have more than one building, you must complete this step for each. **Note:** You must complete [Task 1](#) before completing this step and submitting your report.

1. Select the “My Buildings” tab
2. *Reporting Year*. Select the relevant reporting year. For example, if you are reporting 2023 data, select the 2024 reporting year.

The screenshot shows the 'My Buildings' section of the form. At the top, there are two tabs: 'My buildings (1)' (highlighted with a red box) and 'Claim buildings'. Below the tabs is a 'Reporting Year' dropdown menu (also highlighted with a red box) which is set to '2024 - for data collected between 1/1/2023 and 12/31/2023'. To the right is a search bar labeled 'Search buildings' with the placeholder text 'Search by address, building name or building ID'. Below these is a table with columns: Building Name, Compliance Status, Due Date, and a 'Submit' button (highlighted with a red box). The table contains one row of data.

Building Name	Compliance Status	Due Date	
XX4	Test College - Educational Bldg 1	131 Benchmarking Lane	Vancouver Not Submitted 06/01/2024 Submit More

3. Select the “Submit” button on the right-hand side of the screen. There are three **(3)** sections to complete before submitting your report. Make sure to carefully read each section before submitting to ensure your report does not have any errors. As each section is completed, select “Save & Continue.”

1 Confirm information in ENERGY STAR® Portfolio Manager	2 District Energy and Shared Meters	3 Qualifying energy adjustments	4 Submit Data
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- a) **Confirm information in ESPM** – Confirm your GFA, Vancouver Building ID, and property use type(s) are submitted correctly.
- b) **District Energy and Shared Meters** – Confirm your district energy provider (if applicable) and if your building shares an energy meter with another building.
- c) **Qualifying Energy Adjustments** – See Step 4A below.

STEP 4A – DETAILED INSTRUCTIONS FOR COMPLETING THE QUALIFYING ENERGY ADJUSTMENTS FOR GHGI LIMITS SECTION OF THE GHG BY-LAW SUBMISSION FORM

Both the GHGI and Heat Energy Limits of Vancouver’s Annual Greenhouse Gas and Energy Limits By-Law apply only to the natural gas (NG), renewable natural gas (RNG) and district energy (DE) consumed by a building. The By-Law will allow for adjustment to a building’s NG,

RNG and DE usage under certain conditions. This section details how to report NG, RNG and DE uses that qualify for these adjustments.

In the Qualifying Energy Adjustments section of the GHG By-Law Submission Form, you will be asked to confirm whether or not you have qualifying energy adjustments to report for your building.

☐ I have qualifying energy adjustments to report for my building.

Continue

If you **do not** have energy use to report for qualifying energy adjustments, do not select the checkbox and select “Continue” to proceed to the next section of the Submission Form – Submit Data ([Task 3](#)).

If you **do** have energy use to report for qualifying energy adjustments, select the checkbox.

After selecting the checkbox, four new sections will appear that will ask you about specific energy adjustments (see below). Select the checkbox(es) for all that apply.

- 1.) **Adjustments for Residential Energy Use.** To report residential energy use for an adjustment, select the checkbox for “I have residential energy use adjustments to report.”

You will be prompted to enter the total natural gas used and/or the total district energy used by residential occupancies in your building during the calendar year for which you are reporting data.

If you are reporting residential district energy consumption, use the dropdown list to select the district energy provider that supplied the residential district energy you are reporting.

- 2.) **Adjustments for Purchase of Renewable Natural Gas and/or Low-Carbon District Energy.** To report the purchase of renewable natural gas (RNG) and/or low-carbon district energy (LCDE) for an adjustment, select the checkbox for “I have renewable natural gas and/or low-carbon district energy to report.”

You will be prompted to enter the total RNG and/or the total LCDE purchased for your building for the calendar year for which you are reporting data.

- 3.) **Adjustments for Process Loads:** To report process load energy use for an adjustment, select the checkbox for “I have natural gas use for a process load to report for my building.”

Use the dropdown list to select the process for which you are reporting natural gas use. If you do not see an option that accurately describes your process load, select “Other”.

Enter the amount of natural gas used by the process load during the calendar year for which you are reporting data.

- 4.) **Adjustments for Restaurant and Commercial Kitchen Loads:** To report restaurant or commercial kitchen energy use for an adjustment, select the checkbox for “I have natural gas use for a restaurant or commercial kitchen to report for my building.”

You will be prompted to enter the total amount of natural gas used by the restaurant and/or commercial kitchen during the calendar year for which you are reporting data.

If the energy use you entered includes natural gas used for providing space heating to the restaurant or commercial kitchen, then select the checkbox “The natural gas usage I entered includes energy used for space heating the restaurant or commercial kitchens.”

Once you have entered and uploaded the required information for all applicable Qualifying Energy Adjustments, click “Continue” to advance to the next section of the GHG By-Law Submission Form.

For any adjustments being claimed, you must upload proof of documentation. A list of acceptable documentation will be published in advance of the requirements taking effect. Please refer the Greenhouse Gas Intensity Limits Reference Manual for details on the acceptable conditions and calculation of energy adjustment.

TASK 3: SUBMIT YOUR COMPLETED REPORT

SUBMIT YOUR DATA TO THE CITY OF VANCOUVER

1. After completing all required sections above, select the “Submit Data” tab.
2. Choose your data disclosure
 - a) If you chose to disclose your data, check the box “I give the City of Vancouver permission...” if you agree to have the City of Vancouver disclose your data.
 - b) If you chose not to disclose your data, do not select the box^{xv}
3. Select “Submit My Data.” ^{xvi} Note: Once you submit your report, you will receive a notification from the City of Vancouver within 24 hours on your compliance status. In some cases, you have to follow up with report errors and supplemental documentation.



Task 4 and Task 5 apply only to buildings subject to GHGI and/or HEL requirements. Completion of these tasks will be required starting in 2027 for the ECR submission of 2026 data.

TASK 4: THIRD-PARTY DATA VERIFICATION

All buildings subject to the GHGI and/or HEL requirements must have their energy and carbon reporting data periodically verified by a qualified third-party. The third-party verifier must be a Certified Energy Managers (CEM), Certified Measurement and Verification Professional (CMVP) or a Professional Engineers (Engineers and Geoscientists BC will publish an advisory at a future date).

Data verification is intended to assure the submission of accurate and high-quality data. A third-party verifier cannot be the same person who completes reporting on your behalf and cannot be employed by the building owner or its management company. Third-party verification will be required the first year in which GHGI limits take effect (2027, reporting on 2026 data) and every four years thereafter (i.e., 2031, 2035, etc.). A building owner will also be required to complete data verification in any year where the building's energy and carbon report shows a change of 15% or more in the building's weather normalized GHGI, or a change in the reported floor area of the building.

Under the details tab of your ESPM profile, add the details of the professional verifying your data submission in the year 2027.

The City of Vancouver will update this document with instructions for completing third-party data verification in advance of the requirements taking effect.

TASK 5: CARBON EMISSIONS OPERATING PERMIT

Starting in 2027, buildings subject to **GHGI and/or** HEL requirements will need to acquire an annual Carbon Emissions Operating Permit (CEOP). Owners of these buildings will be required to submit their energy and carbon reports annually no later than June 1st and take out an annual CEOP no later than August 1st. The annual base fee for a CEOP is \$500 plus an additional \$350 per tonne of emissions that exceed the building's GHGI limit, and the permit will apply to the whole building. Owners will be able to apply and obtain the permit through their BPRS profile.

The City of Vancouver will update this document with instructions on how to obtain a CEOP in advance of the requirement taking effect.

TASK 6: PRESERVE RECORDS

Building owners must retain the following records in printed or electronic format. These records include but are not limited to, the following:

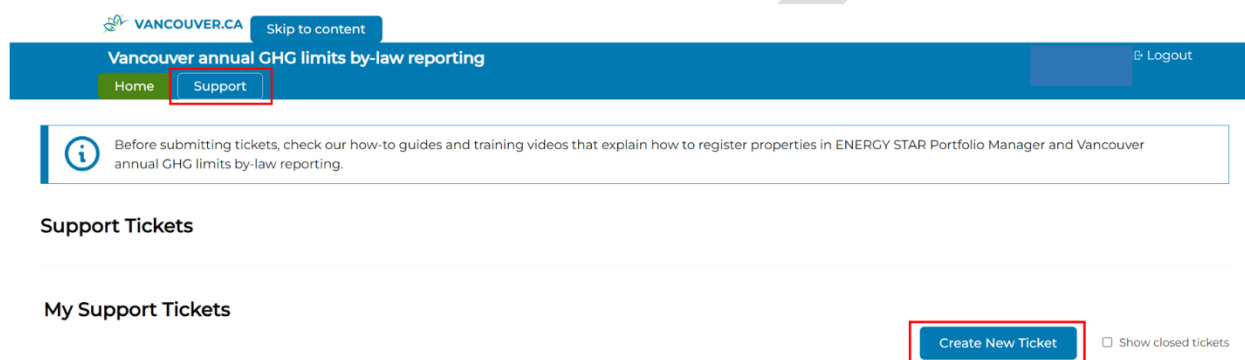
1. Records necessary to demonstrate compliance with data reporting including any back-up information, such as:
 - Energy bill copies
 - Fuel delivery bill copies
 - Aggregate whole-building data received from the utility providers
2. Records confirming data submission through ESPM and the GHG By-Law Submission Form, such as:
 - Submission confirmation from the City of Vancouver
3. Records of requests to tenants made for information needed for compliance, such as:
 - Documentation of requests for tenant consent
 - Signed tenant authorization forms
4. Requests for extensions of reporting deadlines^{xvii}
 - Email confirmation of approved extension request
5. Requests for exemptions from the annual Energy and Carbon report^{xviii}

Records must be retained for a period of five years. The reporting regulations require the seller to transfer to the new owner any information that has been collected for completing the next energy and carbon report.

ADDITIONAL SUPPORT

ECR HELP CENTRE SUPPORT TICKETING SYSTEM

The BPRS Owner Dashboard is where you can submit a support ticket to our ECR Help Centre. You can follow the steps below to file a support ticket:



1. Select “Support” in the BPRS Owner Dashboard
2. Select “Create New Ticket”
3. Fill out the New Support Ticket
4. Upload relevant files
5. Select “Receive Email Notifications” for ticket updates
6. Select “Send”

KEY RESOURCES & CONTACTS

Resources

We are committed to helping building owners collect and report their data. Here are a few of the things that will be available on the [Energize Vancouver website](#):

- How-To Videos
- FAQs
- Recorded webinars for How-To guidance and Q&A

- Drop-in virtual office hours for Q&A on reporting with staff
- One-on-one assistance via email at energycarbonreport@vancouver.ca

For additional resources, guidance, and further information on GHG By-Law requirements, visit <http://vancouver.ca/energize-vancouver>.

Key Contacts

ORGANIZATION	CONTACT
ECR Help Centre	energycarbonreport@vancouver.ca (604) 330 3797
BC Hydro	incentives@bchydro.com
FortisBC	Commercial.energy@fortisbc.com
Creative Energy	info@creative.energy (604) 688 9584
ENERGY STAR® Portfolio Manager®	<p>Help Desk: https://energystar.my.site.com/PortfolioManager/s/contactsupport</p> <p>Training Videos: energystar.gov/buildings/training</p>
Natural Resources Canada	info.services@nrcan-rncan.gc.ca

ENDNOTES

ⁱ **Reporting Units** - You can choose from two different reporting units, which you will see throughout ESPM:

Metric Units – This will apply standard metric units to all values. Standard metric units include square meters for area, joules for energy, kilograms and Metric Tons for emissions, and cubic meters for volumes. For example:

- EUI will be in gigajoules per square meter (GJ/m²)
- Area will be in square meters (m²)
- Emissions will be in Kilograms (kg) or Metric Tons (t)

EPA Units – The standard units applied by EPA for the most part follow the International System of Units (SI). However, for a few key performance metrics related to emissions, EPA recommends metric units for consistency with common business practices and global protocol. EPA units include square feet for area, British Thermal Units (Btu) for energy, kilograms and Metric Tons for emissions, and gallons for volumes. For example:

- EUI will be in kBtu/ft²
- Area will be in ft²
- Emissions will be in Kilograms or Metric Tons (EPA, 2024)

You can view and update your units in **several sections** in your ESPM account:

1. Account Settings > Your Preferences > Reporting Units
2. (Building Page) Details > Basic Information > Gross Floor Area
3. (Building Page) Details > Property Use and Use Details > Edit Use Details
4. Energy Tab > (Energy Meter Page) Basic Meter Information > Units

ⁱⁱ **ESPM Search Tool** - Allowing your ESPM account to be searchable will allow for you to connect your account with the City of Vancouver for report submissions, utility auto-upload, and transferring your account to other users when a new owner or manager takes over the property.

ⁱⁱⁱ **Primary Property Use Type** - Refer to the ESPM [glossary](#) for further guidance on use type breakdown.

^{iv} **Building Count** - If your property shares at least one energy meter (electric, natural gas, and district steam) with another building, you will need to ensure that you represent the total gross floor area, property use types, and energy use across all 'shared metered' buildings in your report. Claim this unique setup as a part of Task 2 in the BPRS Owner Dashboard submission form, under the "District Energy and Shared Meters" tab. You may also contact the ECR Help Centre

v **Building Address** – If the address in the building ID lookup tool is incorrect or if you cannot find your building ID and you would like to update your address in our system, submit a support ticket to the ECR Help Centre on the BPRS Owner Dashboard or contact the ECR Help Centre.

vi **Gross Floor Area** – Gross floor area is the sum of the area of every floor in a building measured between the outside surface of the exterior walls. For further guidance on gross floor area, refer to the ESPM [glossary](#).

- **Include** tenant areas, common areas, meeting areas, restrooms, elevator shafts, stairways, basement space, mechanical equipment areas, and storage rooms.
- **Exclude** unconditioned areas, parking areas*, partial height areas, maintenance walkways, or exterior spaces such as balconies, patios, or covered walkways.

* **Parking** - If your building is metered with your parking, you will need to indicate this when setting up your property ([Task 1; Step 2](#) and [Task 1; Step 3](#)) or add the parking after the initial property setup as a separate use type ([Task 1, Step 4](#)). If your parking is *not* metered with the building, you do not need to include this property use type.

vii **Occupancy** – Occupancy is the percentage of your property’s gross floor area (GFA) that is *occupied and operational*. This is a measure of the building’s occupancy/use, it is not connected to a building’s “Maximum Occupancy” (EPA, 2024).

For Example:

1. You have four tenants. All tenant spaces are divided up evenly amongst the total GFA of the building. One tenant space was vacant for 12 months. Occupancy would be 75%.
2. You have four tenants. Three tenants take up 20% of the total GFA and 1 tenant takes up 80% of the total GFA. The largest tenant space was vacant for 6 months. The occupancy would be 60%.
3. If the maximum occupancy is 100 people but only 70 people work in the building under normal operating hours, the occupancy would still be 100%.

Data Collection year – This is the data year that you will be submitting 12 months of data for, which is Current year minus one. For example, if your report is due on June 1, 2024 – you will be submitting data collection year 2023 (2024 – 1 = 2023).

viii **Building ID** - Adding and formatting your building ID correctly is critical for the City of Vancouver to receive your report and identify your property. Without this ID, your report will be marked as invalid until you add the correct building ID. If you cannot find your building ID, submit a support ticket in the Building Performance Reporting System Owner Dashboard ([Task 2](#)) or contact the ECR Help Centre.

Finding your Vancouver building ID

To find your building ID, search for your building address using the [Vancouver Building ID Lookup Tool](#). If you cannot find your building ID, try these options:

- **Parcel address** – Many buildings in the building ID lookup tool were identified using parcel address. Locate your parcel address using the City of Vancouver Tax Assessor
- **Alternative addresses** - Identify variations of the building address. Most buildings have more than one address which is used for tenant, utility, and postal address designations.

Adding Your ID After Initial Account Creation

If you want to add your ID *after you created the building*, you can do so by following the steps below:

- 1.) Navigate to the “Details” tab of your property, scroll to the “Unique Identifiers (IDs)” box and select “Edit.”
- 2.) Under “Standard IDs” - select “City of Vancouver Building ID” from the “Standard ID – City/Town” dropdown. Enter your City of Vancouver Building ID in the “ID” box and select “Save.”

^{ix} **Date Meter Became Active** – This is not the first date that the meter was installed or was in service. This is simply the date of your first bill you (or your utility) uploads in ESPM. If you do not have your bills in front of you and do not know what your first bill is yet, just add a placeholder for the data collection year, for example 01/01/2023. Once you finish all of the steps and upload your meter data, you will need to go back into the “Meter Information” tab in ESPM to update your “Date Meter Became Active” date.

^x **Tenant consent**

Utility companies have the right to require consent from tenants before providing aggregate utility data if the building does not meet the tenant privacy rules. If a building does not meet these rule(s), the owner will need to get consent from each tenant at the property to access their data.

- **BC Hydro:** if your building has fewer than three and five accounts for commercial and residential buildings respectively, you will be required to fill out a 3rd party authorization form for each tenant. If your building is above these thresholds the building owner such

as a strata council member or an authorized representative of the building owner/ can request aggregated consumption data at the building level OR they can authorize a third party (such as an advisor, consultant, or contractor) to access the aggregated consumption data at the building level only using the common area account in case of a multi-unit residential building.

- **FortisBC:** For buildings with 10 accounts or less, the landlord/ property manager/ building owner will have to collect and provide the last four digits of all the account numbers to Fortis for aggregation. To receive the data for buildings with greater than 10 accounts, the user would simply need to enter the building's address. Fortis's system will provide a code which will then be used to get the aggregate data from ESPM.

Tenant non-compliance - You may report any non-residential tenants that have failed to comply with a data request to the ECR Help Centre.

^{xi} **Energy Data** – If you do not include at least 365 days or more of utility data (per utility), your submission will not be compliant. You must include 365 or more days of utility data. If your bill does not start on January 1st and end on December 31st of the data collection year, you will need to add an additional month's worth of utility data to ensure you cover all days at the beginning and end of the year. For example, if your energy bill starts on January 15, 2023 and ends on December 15, 2023, you will need to obtain the bill previous to January 15, 2023 (December 15 2022-January 15 2023) and the bill after December 15 2023 (December 15 2023-January 15 2024) to ensure all bill cycles are included. **DO NOT** break out bills and try to add partial calculations. Only full bill cycles are accepted.

If you have incomplete bills because a building's energy meter broke, switched providers, or was deactivated during any point in time during the data collection year, provide specific details (duration of time, why, and when) in the ESPM "Notes" section ([Task 1, Step 8](#)).

^{xii} **Entering Full Bill Cycle Data** – Always enter the complete energy bill. Do not divide up or enter partial energy bills as this will skew your energy data.

^{xiii} **Data Quality Check** – Because the Data Quality Checker does not scan for *all errors* in your report, you may still run into additional errors or follow-up from the City of Vancouver. Once you submit your report, the City of Vancouver check for additional, customized data quality checks which are conducted within 24 hours of your submission. You will need to keep an eye out for an email notification from the City of Vancouver which depicts these errors, if applicable.

^{xiv} **Account Assistance** - If you need to reset your password, follow these instructions below.

1. Navigate to [GHG By-Law Submission Form](#)'s Forgot Password page.
- 2.
3. Enter your email in the "Forgot your password?" field. Select "Email Password Reset Link"
4. An email will be sent with instructions on resetting your password.

^{xv} **Data Disclosure**

Owners have the option to choose if they would like to publicly disclose their data. For owners that would like to opt in, the City of Vancouver will publicly disclose data reported through the GHG By-Law Submission Form on the City's online data disclosure map. This disclosure will include basic building identification, energy intensity, carbon emissions per square foot, and reporting compliance status. For owners that choose not to publicly disclose data, their report will be saved in the portal but not publicly disclosed.

^{xvi} **Compliance Communications** - Once you have shared your buildings with the City of Vancouver through ESPM and submitted your GHG By-Law Submission Form, you will receive a response from the City of Vancouver:

- **Pending Revisions:** Report contains errors. To reach compliance, the owner must resubmit an updated report or provide an explanation for the errors identified.
- **In Compliance:** No errors are found and report is approved.

If you receive a rejection email, it does not mean that your Energy and Carbon Report is rejected indefinitely. Once corrections have been made, you must resubmit your report to your verifier through the GHG By-Law Submission Form. If you have any questions regarding an email response that you receive, contact energycarbonreport@vancouver.ca.

^{xvii} **Extensions** - The Vancouver GHG By-Law allows a two-month extension for reporting carbon emissions only. This is only an extension for energy and carbon reporting. Buildings subject to GHGI and/or HEL requirements will still need to demonstrate compliance with the GHGI and/or HEL requirements for the compliance year. A building applying for an extension will need to submit an application containing the following information by May 15 of the year in which the report is due.

Documentation needed

- Building Address
- Statement attesting that energy use data was not available from the utility more than 30 days prior to the deadline
- Signed by owner's representative
- Identify owner and contact information
- Identify owner's representative and contact information (if signed by representative)

Instructions

1. Determine if you have an extenuating circumstance. Extensions will only be granted in cases where there is a documented reason for being unable to complete the Energy and Carbon Report by June 1 of the year in which the report is due.

2. Log into the BPRS Owner Dashboard. Navigate to the “My Buildings” tab.
3. Select the “More” button under the “Extension” column.

The screenshot shows the 'My Buildings' dashboard. At the top, there are tabs for 'My buildings (1)' and 'Claim buildings'. Below the tabs, there's a section for 'My Buildings' with a 'Reporting Year' dropdown set to '2024 - for data collected between 1/1/2023 and 12/31/2023' and a 'Search buildings' input field. Below this is a table with columns: Building ID, Building name, Address, City, Compliance Status, and Due Date. The table contains one row for 'XX4' with details: 'Test College - Educational Bldg 1', '131 Benchmarking Lane', 'Vancouver', 'Not Submitted', and '06/01/2024'. To the right of the table is a 'Submit' button and a 'More' dropdown menu. The 'More' menu is open, showing 'Extensions' and 'Exemptions' options, which are highlighted with a red box.

Provide the reason for extension and attach any documentation demonstrating the extenuating circumstance.

4. Select “Submit.”

The City of Vancouver will review your extension request and may follow up for more information. **Note:** Extensions are not guaranteed and will only be approved for extenuating circumstances.

xvii **Exemptions** - The owner of a building is exempt from energy and carbon reporting if a demolition permit for the entire building was issued during the calendar year for which an energy and carbon report is required, provided that the demolition work had commenced and occupancy of the building was no longer possible prior to the end of that year. Buildings that qualify for an exemption will need to submit the following documentation:

Documentation needed

- Identify owner and contact information
- Building Address
- Copy of Demolition Permit
- Attestation that the building ceased occupancy during the calendar year for reporting
- Signed by qualified professional and owner’s representative
- Identify owner’s representative and contact information (if signed by representative)
- Identify qualified professional and contract information

The City of Vancouver will review your exemption request and may follow up for more information. **Note:** Exemptions are not guaranteed and will only be approved for extenuating circumstances.

REFERENCES

EPA. (2024). *Portfolio Manager*. ENERGY STAR Portfolio Manager.
<https://portfoliomanager.energystar.gov/pm/glossary>.