

August 25<sup>th</sup> 2021

## ENERGY STAR Portfolio Manager - FAQ

### What is ENERGY STAR Portfolio Manager?

[ENERGY STAR Portfolio Manager](#) is a free, interactive energy management tool that allows you to track and assess energy and water consumption across your building portfolio in a secure online environment.

Portfolio Manager was developed by the US Environmental Protection Agency (US EPA) and the Canadian version is managed by Natural Resources Canada (NRCan).

### How do I use Portfolio Manager?

You can create your own Portfolio Manager account by visiting <https://portfoliomanager.energystar.gov/pm/login.html>

[US EPA](#) and [NRCan](#) provide free training videos and documents on how to use Portfolio Manager. In addition, the City of Vancouver will create training documents related to using Portfolio Manager in British Columbia.

### What is included in my building gross floor area?

Please refer to Portfolio Manager [Glossary](#) page for gross floor area and all other definitions.

### I am the owner of a multi-tenant building. How will I access and report the energy consumption for the whole building?

Please refer the [benchmark your multi-unit residential buildings with BC Hydro Web Services](#) guide. Multi-tenant commercial building owners can request BC Hydro to provide consolidated building level monthly energy consumption for the full calendar year. Contact BC Hydro for further information.

### Do I have to manually enter energy consumption for all meters associated with my building every month?

Both [BC Hydro](#) and [Fortis BC](#) have setup Portfolio Manager web services. Eligible customers can sign up to have their electricity and natural gas usage data automatically uploaded each month to their account.

District Energy users will have to do a spreadsheet or individual monthly consumption upload to their Portfolio Manager account unless the service providers have web services setup for Portfolio Manager.