

Puget Sound Energy: EnergyCAP[®] Tool

Frequently Asked Questions

General EnergyCAP Information

| Question | Answer |
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| What is the EnergyCAP [®] tool? | <p>EnergyCAP[®] is a third-party, software-as-a-service platform that Puget Sound Energy (PSE) has contracted with to provide commercial customers and property management partners access to their interval, daily and monthly consumption data. ENERGY STAR[®] Portfolio Manager[®] (ESPM) users may use EnergyCAP to connect to their Portfolio Manager account, enabling automatic data flow from PSE into Portfolio Manager.</p> <p>EnergyCAP can also be utilized by customers to comply with the City of Seattle and the Washington Clean Buildings Law benchmarking requirements.</p> |
| Will I need to pay for the EnergyCAP tool? | No, this is a free web-based platform for PSE's commercial customers. |
| What are some of the key features found in EnergyCAP? | <p>EnergyCAP offers an improved user experience, including:</p> <ul style="list-style-type: none">• Access to your PSE daily and monthly consumption data.• Automatic flow of your PSE consumption data from EnergyCAP to ENERGY STAR Portfolio Manager.• Benchmarking of your portfolio of buildings.• Access to EnergyCAP's cost-avoidance analysis tools.• Electronic data release processes.• Easy-to-run reports for building usage and cost data. |
| Will EnergyCAP support my data-reporting needs with the City of Seattle ordinance and the Clean Buildings Law? | <p>Yes. EnergyCAP has the same ENERGY STAR Portfolio Manager functionality that MyData offered. Some customers were able to Share Forward from their MyData account to ENERGY STAR during the transition.</p> <p>If you did not complete the Share Forward process, you are now able to set up sharing from EnergyCAP to ENERGY STAR. There should be no interruption to your usage data in ESPM from the transition.</p> |
| If I have questions about MyData or EnergyCAP, who should I contact? | <p>If you have questions about your existing MyData account or questions about EnergyCAP, reach out to us via:</p> <ul style="list-style-type: none">• General: energycap@pse.com• Your PSE business services account representative |
| What types of devices will I be able to use to access EnergyCAP? | EnergyCAP is a web-based application that runs on modern operating systems and desktop computers, including Windows, macOS and Linux. It is a desktop-based application and may not display properly on mobile devices. |
| Which browsers work with EnergyCAP? | EnergyCAP supports the latest versions of Google Chrome, Microsoft Edge and Mozilla Firefox. |
| If I was a MyData user, how do I log into EnergyCAP for the first time? | <p>Customers should have received emails to access and log in to their new EnergyCAP account. These emails came from the address no-reply@verificationemail.com.</p> <p>If you did not receive an email, check that it was not sent to your junk/SPAM folder.</p> <p>Emails were sent to the address on file in MyData. If this is no longer an accurate contact, you may not have received the login information.</p> <p>For issues with login emails, please reach out to energycap@pse.com for setup.</p> |

General EnergyCAP Information (continued)

| Question | Answer |
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| Why don't I have four years of daily usage data? | Daily usage data is subject to data availability. Daily usage is recorded with specific upgraded PSE meter types, and may not be available to all users. You may have less than four years of usage data recorded. If there is daily data available for your account, it has migrated to EnergyCAP (up to four years). |
| Can I connect data from EnergyCAP to external applications (MS PowerBI or Tableau?) | No, the EnergyCAP solution provided by PSE is currently configured to connect to ENERGY STAR Portfolio Manager and no other BI tools. You are able to export data from EnergyCAP to Excel to utilize MS PowerBI, Tableau and other visualization tools, but data will not be sent automatically. If you are interested in additional connections to BI tools and external systems, please contact EnergyCAP directly to discuss options. |
| How will this affect energy benchmarking in the future? | It should make energy benchmarking easier and more streamlined for our customers. This process consolidates PSE customer data into one platform, and makes it easier for most customers to view and understand their data. |
| What is the process for resolving duplicate meters by building? | Unlike MyData, EnergyCAP does not allow duplicate meters by building. |
| How do I address meter data gap issues? | Any issues with data gaps can be addressed by contacting the PSE EnergyCAP team at energycap@pse.com . Please include the name of the building with issue, meter or address. |
| I never used MyData or MyDataManager — how do I create an EnergyCAP account for the first time? | To create an EnergyCAP account, you will need your preferred email address, and identifying information such as your account number. Go to https://forms.energycap.com/pse to create a new account. |
| When my meter number changes, will EnergyCAP update to reflect the meter number on my bill? | Yes, EnergyCAP will automatically update the meter number as it changes. You will be able to see the current meter number, and you can search EnergyCAP for the previous meter number. |
| We are a third-party contractor, and have multiple PSE MyData logins for all of our customers. Will we be able to view all of our data under one login in EnergyCAP? | EnergyCAP logins are tied to an email address rather than a PSE account. Therefore, a single login can access multiple different customer data sets. Customers are able to grant access to their data on a case-by-case basis to any individual or organization with an EnergyCAP login. |
| How far back will I be able to look at bills? | With the transition to EnergyCAP, billing data will be populated for the last five years, starting with the 2018 billing year. For most customers, billing data from before Jan. 1, 2018, has not been imported into the new system. If you are a customer in the CSEM program that has been participating since before 2018, additional baseline data was transferred from MyDataManager. If you have concerns about loss of your historical data, please reach out to energycap@pse.com for further assistance. |
| In EnergyCAP, will I be able to view and work with my PSE bills? | Yes, you will have billing details available to you in EnergyCAP going forward. You will be able to look at individual bills, and see the details from those bills that were provided by PSE. EnergyCAP also provides opportunities for you to take that billing information, use it in reports, charts and export it into Microsoft Excel. |
| I am a residential customer. Can I use EnergyCAP to view my home energy usage? | Unfortunately, the EnergyCAP software is not available for use by PSE residential customers. Residential customers are still able to access their energy usage by logging into their MyPSE account. |

MyData User Information

| Question | Answer |
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| <p>Why did PSE migrate my MyData information to EnergyCAP?</p> | <p>PSE's current benchmarking tool, MyData, is more than 10 years old and was launched to support the City of Seattle Benchmarking Ordinance. The Washington Clean Buildings Law was passed in 2019 and will increase the number of users of this service from approximately 9,000 customers to more than 80,000 customers. An upgrade to the current system is needed to support this large increase and a third-party, software-as-a-service platform was selected from a competitive selection process.</p> |
| <p>Did my MyData and MyDataManager information transfer into EnergyCAP?</p> | <p>Yes. Current MyData and MyDataManager users were migrated to the new EnergyCAP platform. Because of the need for data validation, MyData customers will not be able to view their data in EnergyCAP on the Aug. 23 launch date, but will be migrated shortly. Please reach out to energycap@pse.com for more information.</p> <p>Detailed instructions and notifications were sent to customers in July and August informing them of login details and actions needed to facilitate the transfer of their existing data.</p> |
| <p>Who is affected by this software migration and when am I able to access and use this new tool?</p> | <p>All MyData and MyDataManager users are affected by this software migration. Access to EnergyCAP began Aug. 23, 2022.</p> |
| <p>Why am I not seeing my full historical billing data?</p> | <p>With the transition to EnergyCAP, billing data will be populated for the last five years, starting with the 2018 billing year. For most customers, billing data from before Jan. 1, 2018 has not been imported into the new system.</p> <p>If you are a customer in the CSEM program that has been participating since before 2018, this data was transferred from MyDataManager.</p> <p>If you have concerns about loss of your historical data, please reach out to energycap@pse.com for further assistance.</p> |
| <p>I used to have both individual and aggregated meters in my account. Why do I only see one type?</p> | <p>EnergyCAP allows for either individual or aggregate data, not viewing of both meter types. If you are the account holder for multiple meters on a building, and are connected to Energy Star Portfolio Manager, you can aggregate your meters in that application for your property. But you will only see individual meter data in EnergyCAP.</p> |
| <p>If a building or property did not require a release form in MyData, will it do so in EnergyCAP?</p> | <p>All completed data requests that are recorded in MyData should be transferred over to EnergyCAP as the new system launches. The same release form requirements are in place for both systems.</p> |
| <p>Will the release forms for EnergyCAP differ from the MyData forms?</p> | <p>The only difference between the two systems is EnergyCAP requires the full account number. Historically, MyData only requested the last five digits.</p> <p>We will accept the MyData release form uploaded into EnergyCAP as long as it provides the full account number.</p> |

EnergyCAP and ENERGY STAR Portfolio Manager

| Question | Answer |
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| <p>What is the Share Forward process and how do I complete it?</p> | <p>The Share Forward process only affects customers that use MyData to report into Energy Star Portfolio Manager.</p> <p>The Share Forward process was a part of the migration from the MyData platform to EnergyCAP. The deadline for completing this process was Aug. 12, 2022.</p> <p>However, if you did not complete this process, you are still able to access and connect your data. You will need to make the connection between EnergyCAP and Energy Star Portfolio Manager to continue receiving reporting data.</p> |
| <p>What will happen if I did not Share Forward in Energy Star Portfolio Manager?</p> | <p>As of Aug. 17, 2022, MyData is no longer accessible to PSE customers. If you did not Share Forward, you will stop receiving monthly PSE data uploads to Energy Star Portfolio Manager. If you would like to resume data uploads, you can set up an EnergyCAP account to share data.</p> |
| <p>How do I make the connection between EnergyCAP and Energy Star Portfolio Manager?</p> | <p>If you do not have an existing Energy Star Portfolio Manager account, you will need to create this account and update building data before proceeding with the connection.</p> <p>If you have an existing Energy Star Portfolio Manager account, you will need to add EnergyCAP as a contact and begin the flow of data.</p> <p>In both cases, detailed instructions on how to make the connection can be found at the EnergyCAP Help Center.</p> |
| <p>Is there an easy way to determine which meters are connected to which Energy Star Portfolio Manager profile?</p> | <p>Every EnergyCAP database is associated with a single ENERGY STAR Portfolio Manager account. The specific Portfolio Manager account can be viewed from the ENERGY STAR Settings in EnergyCAP. You can also easily view which buildings are configured for submission to ENERGY STAR by clicking on the ENERGY STAR tab from the root node of any database.</p> |
| <p>Is EnergyCAP able to send notifications if usage data stops flowing into Energy Star Portfolio Manager?</p> | <p>Each user can configure their EnergyCAP notification settings to be notified in-app and via email if there is an error submitting data to ENERGY STAR. (This applies if the data is available in EnergyCAP but the system is unable to push the billing data to ENERGY STAR successfully.) PSE can configure automated reports in EnergyCAP to be notified of specific missing data or unusual data scenarios using EnergyCAP's built-in Report Distribution feature.</p> |
| <p>Is EnergyCAP able to send notifications if usage data stops flowing into Energy Star Portfolio Manager?</p> | <p>Each user can configure their EnergyCAP Notification Settings to be notified in-app and via email if there is an error submitting data to ENERGY STAR (this applies if the data is available in EnergyCAP but the system is unable to push the billing data to ENERGY STAR successfully). PSE can configure automated reports in EnergyCAP to be notified of specific missing data or unusual data scenarios using EnergyCAP's built-in Report Distribution feature.</p> |
| <p>If building ownership is transferred in Energy Star Portfolio Manager, will it break the data connection with EnergyCAP?</p> | <p>In EnergyCAP, each organization is connected with one Energy Star Portfolio Manager account. You can transfer ownership of a building as long as the primary account still has access to the building. If you transferred ownership and totally removed your access to that facility, the connection with EnergyCAP will be broken.</p> <p>However, EnergyCAP maintains access if some characteristics of the building change in Energy Star Portfolio Manager. There are notifications in EnergyCAP that will let you know if there are issues related to submitting data to Energy Star Portfolio Manager.</p> |

EnergyCAP and ENERGY STAR Portfolio Manager (continued)

| Question | Answer |
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| <p>Will Energy Star Portfolio Manager be updated every day with this process?</p> | <p>EnergyCAP is updated daily, and data is sent to EnergySTAR once a full month of data has been received for a building. When submitted, you will also be able to see the full status history, what data sets were part of the submission, and any messages or errors from EnergySTAR.</p> |
| <p>Is the data in EnergyCAP actual or calendarized? What about for Energy Star Portfolio Manager?</p> | <p>EnergyCAP shows both actual (billing) and calendarized data views. Data sent to Energy Star is calendarized to match reporting requirements.</p> |
| <p>What happens in Energy Star Portfolio Manager when my PSE meter number is changed? Do I need to update anything manually in EnergyCAP or Energy Star Portfolio Manager?</p> | <p>When your PSE meter number changes, it is automatically updated in EnergyCAP. You do not need to change any information manually to make this occur.</p> <p>Additionally, you do not need to change any information in Energy Star Portfolio Manager when your meter number changes. EnergyCAP connects to Energy Star using a unique building ID, so if the meter number is changed in EnergyCAP it will reflect the change in Energy Star.</p> <p>If you add a new meter and service, you would need to add this to EnergyCAP and Energy Star, but once set up it would automatically update.</p> |
| <p>Will Energy Star Portfolio Manager be updated every day with this process?</p> | <p>EnergyCAP is updated daily, and data is sent to EnergySTAR once a full month of data has been received for a building. When submitted, you will also be able to see the full status history, what data sets were part of the submission, and any messages or errors from EnergySTAR.</p> |