Common Questions

Registration Process

- ***How do I find the Benchmarking Portal and Register as a new user to both the Portal and to O&R/Rockland Electric Company?***
    - Navigate to **https://BuildingEnergyUsage.oru.com** and select **Register**. You will be taken through the registration process. After creating a Username / Password, you will be asked to select a User Role Type and will then be able to log into the Building Energy Usage Portal to begin adding properties.

- ***What if I have never used the O&R/Rockland Electric Co. Building Energy Usage Portal, but I have registered with oru.com?***
    - Navigate to the Building Energy Usage Portal (**https://BuildingEnergyUsage.oru.com**) and login from this page with your O&R/Rockland Electric Co. credentials. You will then be asked to complete the Portal user setup (selection of User Role Type).

- ***What if I have previously registered within the Building Energy Usage Portal?***
    - Navigate to the Building Energy Usage Portal (**https://BuildingEnergyUsage.oru.com**) and login from this page. You will be taken to your Dashboard, and can find all previously added properties, add additional properties, remove previously authorized properties, view aggregated consumption on the Property / Meter Report, etc.

General

- ***How do I set up my properties in Energy Star Portfolio Manager (ESPM)?***
    - Utilize the Portfolio Manager Quick Start guide to setup your account: https://www.energystar.gov/buildings/tools-and-resources/portfolio-manager-quick-start-guide
    - Utilize Portfolio Manager's Guide on how to setup your property: https://www.energystar.gov/buildings/tools-and-resources/how_set_your_property_portfolio_manager
    - Video Guides can also be located here: Basics of Benchmarking | Complying with Ordinances | ENERGY STAR

- ***How do I ensure that my properties are properly set up for sharing with O&R/Rockland Electric Co?***

- o Within Energy Star Portfolio Manager, O&R/Rockland Electric Co. will need to be added as a Contact and the property(ies) shared for data exchange. Utilize the following User Guide to see how to add us as a contact and share a property: [How to Connect and Share with a Web Services Provider | ENERGY STAR](#). Also refer to the BEUP User Guide available on the BEUP Support page (section "Portfolio Manager Connection").

- **How do I add my properties into the Building Energy Usage Portal to allow aggregate consumption data to go to Energy Star Portfolio Manager?**
  - o Once successfully registered and logged into BEUP, a property can be added from the Dashboard (via **Add New Property** button); from the Manage Properties screen (via **Add New Property** button); or from the navigation bar (**Properties** > **Add A Property**). Refer to the BEUP User Guide available on the BEUP Support page (section "Adding / Approving Properties") for details.

- **What is a Property's Service Classification (SVC Class)?**
  - o A Service Classification is assigned to each account that rolls into a property. Service Classifications will vary based on whether the consumption type is Gas or Electric, whether the account is considered Residential, Industrial or Business and based on description.

- **When is the Benchmarking season?**
  - o The benchmarking law in New Jersey requires building owners to utilize the Environmental Protection Agency's online benchmarking tool, ENERGY STAR Portfolio Manager, to enter and submit the usage data by July 1st of every year. The Building Energy Usage Portal will be automatically sending consumption data on a monthly basis. All consumption data for the year should be within ESPM by mid-late February for the previous year.
  - o July 1st is the date that the previous year's consumption is due in New Jersey. Aggregated consumption may be filed after this date, but can be subject to fines if filed after July 1st. Please utilize the following link for Benchmarking Compliance Instructions: [Energy Benchmarking | NJ OCE Web Site (njcleanenergy.com)](#)
  - o Please note that there are steps within Portfolio Manager that must be executed after O&R/Rockland Electric Co. sends aggregated consumption to Energy Star Portfolio Manager in order to consider benchmarking complete. Please utilize the following link for instructions on how to submit usage data: [Energy Benchmarking | NJ OCE Web Site (njcleanenergy.com)](#)
  - o Building owners in New York State (outside of New York City) can perform benchmarking on a voluntary basis anytime during the year. There is no current legal requirement.

- **What information do I need to provide when requesting help or support?**
  - o Please contact us at benchmarking@oru.com for support requests.
  - o Please provide the following within your correspondence:
    - Portfolio Manager property ID, Meter Number (if asking about a specific meter)
    - Requestor Name or ID in the portal, if related to your account, sharing questions, or other non-property-specific questions

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- ▪ Nature of the issue or question (e.g. my consumption looks different than I expect for 123 Main Street/G/2 meter on property 12345)

Authorizations

- *How do I submit an authorization to allow for the sharing of consumption data?*
  - o **Users with the Role Type of Self-Requestor** will not require Letter of Authorization (LOA) approvals to allow for viewing/sharing of consumption data. When properties are added into BEUP, the system will automatically move these properties into "Approved" status, without any additional action needed by any other user or party.
  - o **Users with the Role Type of Authorized Requestor** require authorization from the owners when properties are added to BEUP. Owners are referred to as "Customers" within the portal. When a property is added into the system via this user role type, the portal will require the input of the following:
    - ▪ Account Number
    - ▪ Customer Contact (email)
    - ▪ Property ID
    - ▪ Meter Numbers associated with the property

    After the property is submitted, an email will be sent to the Customer, via the email address that was input. The Customer will be able to interact within the email received to allow for the LOA to be approved or denied. There is also an option for a customer to select "This isn't me" in case he/she is not the intended audience.

Consumption

- *Can I get the physical meter number and/or location(s) for my property?*
  - o We currently cannot give out specific meter or account level information. Please work with Customer Service at www.oru.com/en/contact-us for any specific account details.

For additional information consult our full User Guide, email benchmarking@oru.com, see oru.com/contactus, or complete the Customer Assistance Form available at: https://www.oru.com/en/accounts-billing/contact-customer-assistance-form.

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