Building Benchmarking FAQs

1. **Do I need to be an SCE customer to receive benchmarking data from SCE?**
   - You do not need to be an SCE customer; however, you will need to sign up for an SCE.com User ID to access the Automated Benchmarking System.

2. **How much data will I be able to receive?**
   - SCE will provide 24 months of historical data upon the initial request.

3. **When will my building's usage data be posted into Portfolio Manager?**
   - After you enter a valid SCE Data Sharing Key in Portfolio Manager, and obtain all tenant consent if required, data will usually be posted in 1-5 business days.

4. **As a building owner in Catalina will I be able to receive gas and water usage in Portfolio Manager as well?**
   - Please send your information to benchmarking@sce.com, and we will work with you to ensure that all data is provided.

5. **I work on behalf of several building owners; will I be able to create my own SCE.com User ID to track all the properties I work with?**
   - Yes. For the SCE.com User ID and password it is recommended that you use an email address that is both shared and checked frequently and password that can be shared. This will help you and your team maintain ongoing access to the buildings set up through the Benchmarking Dashboard.

6. **I work for a large company that oversees multiple properties. Can our company have a single User ID for the properties we manage?**
   - Yes, you will need to create an SCE.com User ID and password. Your User ID will be an email address - if there is more than one person who will need access to your Benchmarking profile, use an email address that is both shared and checked frequently and a password that can be shared. Also, be sure that the email address you plan to use for your User ID isn't one that's been previously registered as an SCE.com User ID.

7. **I entered all the addresses at my property, and I am still missing some of my meters.**
   - Verify that you have entered all the service addresses associated with the property, not just the primary address or addresses for common area meters. If you still do not see all your meters, please contact benchmarking@sce.com.

8. **Why does the data in Portfolio Manager not match my bills?**
   - The bills do not match the info in Portfolio Manager because the usage data provided in the bill is done by billing cycle and the data in Portfolio Manager is entered by calendar month. Data is sent by calendar month into Portfolio Manager in accordance with Assembly Bill 802.

9. **How can I receive data without creating a Portfolio Manager account?**
   - Please contact benchmarking@sce.com to request a spreadsheet instead.

10. **Who do I contact if I have any issues?**
    - Please contact benchmarking@sce.com for assistance.