# ENERGY STAR Portfolio Manager FAQ

Energy and water benchmarking in BOMA BEST 3.0 is performed using ENERGY STAR Portfolio Manager (ES).

This FAQ provides additional information on what data is required for obtaining an ENERGY STAR Score, Energy Use Intensity and Water Use Intensity.

For instructions on how to actually enter your data consult the following documents:

1. **Click here** if you want to use the BOMA BEST Online Portal exclusively
2. **Click here** if you already have an ENERGY STAR account for your building. These instructions will help you synch your account with BOMA BEST (required to obtain points).

These instructions apply to all asset classes.

## Contents

# 1. About ENERGY STAR Portfolio Manager

## 1.1. Why is energy or water benchmarking important?

You can use energy and water benchmarking data to assist decision-makers to make informed decisions on how energy and water are consumed in the building.

- You will know if your building's energy or water performance is improving or getting worse.
- You can more easily improve your performance because you will be actively measuring how much energy or water your building is consuming.
- After implementing improvements, you will be able to quickly identify what is getting better and what is not.

## 1.2. What is ENERGY STAR Portfolio Manager?

ENERGY STAR Portfolio Manager (ES) is the U.S. Environmental Protection Agency's interactive energy management tool that is free to use and allows you to track and assess energy and water consumption across your entire portfolio of buildings in a secure online environment. It offers weather-normalized energy use intensity values, greenhouse gas emission metrics, reporting features that help you track trends over time, and 1-100 energy performance scores for eligible building types.

## 1.3. ENERGY STAR Portfolio Manager and BOMA BEST

BOMA BEST uses the ES methodology for calculating energy and water performance. To do this, the BOMA BEST Online Portal has been synched with the ES portal. This means that data need only be entered in one of the two portals (BOMA BEST or ES) for performance results to be generated in the BOMA BEST Online Portal.

Applicants who wish to earn energy or water performance-related points will have two options:

1. If a building does not exist in ES, applicants can enter all energy and water consumption data directly into the BOMA BEST Online Portal. The portal will then automatically "push" this data into the ES portal, allowing the system to automatically calculate performance values (ENERGY STAR Score, EUI, and WUI) that will appear in the BOMA BEST Online Portal.
2. If a building is already registered in ES and energy and water data are being entered directly into ES, they can select to "pull" the ES data into the BOMA BEST Online Portal. Data does not need to be re-entered into the BOMA BEST Online Portal.

## 1.4. ENERGY STAR Portfolio Manager for buildings outside the United States

All buildings, regardless of where they are located in the world, can be benchmarked using ES (either directly or via the BOMA BEST Online Software) software to benchmark energy and water.

However, there are some metric limitations to keep in mind when benchmarking internationally (Canada is the exception, see 1.5 for more details):

- ENERGY STAR score is still compared to US buildings. There could be systematic differences (e.g. different building codes or different regional climate ranges) that could make the score different in another country.
- Source Energy is still compared to US buildings. The source conversion factors depend on the predominant methods of energy generation in the country. A country with a higher proportion of wind or hydro-electric power may have different source energy conversions than the US.

- International GHG factors are not available. At this time, ES does not offer GHG emissions factors that are specific to any countries besides the US and Canada. Therefore, the emissions that will be shown for buildings in other locations will reflect the US average GHG emissions rates.

Even though source energy and the ENERGY STAR score are based on US reference data, they both provide a consistent benchmark that can be used to track your own properties over time. Even if buildings in a different country generally score higher or lower, the score is always computed according to a fixed methodology, so it is still a uniform way to track performance over time.

### 1.5. ENERGY STAR Portfolio Manager in Canada

Launched in 2013, Natural Resource Canada's Canadian adaptation of Portfolio Manager includes the following features to facilitate the Canadian user experience:

- Canadian site and source energy
- Canadian greenhouse gas emissions factors
- Canadian 1-100 ENERGY STAR scores for several building types
- Median source and site energy use intensities for more than 80 building types, including ones not getting a score
- Enhanced Canadian weather data (more than 150 Canadian weather stations) and automatic selection of the closest weather station, based on the postal code of the building
- Metric units
- Bilingual user interface
- Data exchange web services for Canadian buildings
- The U.S. EPA's Target Finder calculator

## 2. Rewarding performance in BOMA BEST

### 2.1. What performance metrics are rewarded in BOMA BEST?

**Office**:
- ENERGY STAR Score
- Water Use Intensity

**Universal**:
- ENERGY STAR Score (if available to the building type)

**Multi-Unit Residential Buildings** and **Health Care**:
- Weather-normalized Site  Energy Use Intensity
- Water Use Intensity

**Enclosed Shopping Centres**, **Light Industrial**, and **Open Air Retail:**
- Weather-normalized Site Energy Use Intensity (for generating it, regardless of the value)
- Water Use Intensity (for generating it, regardless of the value)

## 3. ENERGY STAR Score

### 3.1. What is an ENERGY STAR Score?

The energy performance of a building is expressed on a 1-to-100 scale – a rating of 50 indicates that the building performs better than 50% of all similar buildings, while a rating of 75 indicates that the building performs better than 75% of all similar buildings.

### 3.2. What buildings are eligible to obtain an ENERGY STAR Score?

Buildings eligible to obtain an ENERGY STAR Score must meet the following requirements:

1. More than 50% of your building's gross floor area (excluding parking lots and garages) must be consistent with a building type listed in the table below:

| Country | Eligible Building Types |
|---------|------------------------|
| **Canada** | Financial Office |
| | K-12 Schools |
| | Hospitals |
| | Office |
| | Supermarket/Grocery Store |
| **United States** | Bank branch |
| | Barracks |
| | Courthouse |
| | Data center |
| | Distribution center |
| | Financial office |
| | Hospital (general medical & surgical) |
| | Hotel |
| | K-12 school |
| | Medical office |
| | Multifamily housing |
| | Non-refrigerated warehouse |
| | Office |
| | Refrigerated warehouse |
| | Residence hall/ dormitory |
| | Retail store |
| | Senior care community |
| | Supermarket/grocery store |
| | Wastewater treatment plant |
| | Wholesale club/supercenter |
| | Worship facility |
| **Other countries** | See United States |

   a. Exception 1: You are not eligible to obtain an ENERGY STAR Score if the combined floor area of all enclosed and unenclosed parking structures exceeds the total gross floor area of the building.

b. Exception 2: You are not eligible to obtain an ENERGY STAR Score if more than 25% of your floor space is ineligible for a score. The combined floor area of any property use types that do not have an ENERGY STAR score (i.e., types not listed above) can't exceed 25 percent of your total floor area.

2. The building must be at least 5,000 square feet (465 m$^2$). Financial Offices may be as small as 1,000 square feet.

3. The building must be in operation at least 30 hours per week (does not apply to buildings that are not asked for hours of operation, such as hotels and hospitals, nor does it apply to religious worship facilities).

4. There must be at least 1 worker during the main shift.

5. You must be able to report on all energy used by the property (e.g. electricity, gas, oil, steam, onsite renewable energy, etc.).

6. You must be able to provide at least 12 full consecutive calendar months of energy data for all active meters and all fuel types.

More information on the eligibility criteria is provided here:
https://www.energystar.gov/buildings/facility-owners-and-managers/existing-buildings/use-portfolio-manager/understand-metrics/eligibility

### 3.3. What information is needed to obtain an ENERGY STAR Score?

In order to obtain an ENERGY STAR Score, applicants must provide the same information required to obtain a Weather-normalized Site EUI, in addition to the following:

1. **Building Type:** On the building registration page you are asked to identify the ENERGY STAR compatible building type for your building. This will be similar to your Questionnaire Type but will be more specific. There are over 80 property types which can be entered into ES. Building types are listed here. Click on the category that best describes how the majority of your building functions. If your property doesn't fit neatly into one of the property types in Portfolio Manager, pick the closest one. If it just doesn't fit into any of the categories, enter it as "Other."

2. **Space Types (Property Uses):** In general, EPA recommends you enter as few Property Uses as possible. There are 4 exceptions to this rule when you should create a separate Property Use:

   - If it is a Property Use Type that can get an ENERGY STAR Score
   - If it accounts for more than 25% of the property's GFA
   - If it is a vacant/unoccupied Office
   - If the Hours of Operation differ by more than 10 hours from the main Property Use

**Energy consumption data:** At a minimum you will need energy (e.g., electricity and natural gas) data for a 12-month period.

Provide energy consumption representing all spaces within the building including offices, conference rooms and auditoriums, break rooms, kitchens, lobbies, fitness areas, basements, storage areas, stairways, and elevator shafts.

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3. **Weather station**: For buildings outside of the US and Canada, users must manually select a weather station .

4. **Gross Floor Area:** Provide the Gross Floor Area (GFA) representative of the energy consumption or water consumption data you are entering. The GFA must include the following spaces:

   - Lobbies
   - Tenant Areas
   - Common Areas
   - Meeting Rooms
   - Break Rooms
   - Atriums (ground floor only)
   - Restrooms
   - Elevator Shafts
   - Stairwells
   - Mechanical Equipment Areas
   - Basements
   - Storage Rooms

   The following spaces must **not** be included in the GFA:

   - Exterior spaces
   - Balconies
   - Patios
   - Exterior Loading Docks
   - Driveways
   - Covered Walkways
   - Outdoor Courts (Tennis, Basketball, etc.)
   - The interstitial plenum space between floors (which house pipes and ventilation)
   - Crawl Spaces
   - Parking (indoor or outdoor)

6. **Weekly Operating Hours:** Weekly Operating Hours are the number of hours per week that a property (or property-use within a building) is occupied by at least 75% of the tenant employees, and is therefore considered to be operational. These hours often correspond to "lease hours" in a multi-tenant office property. More information about operating hours can be found here.

7. **Number of Workers on Main Shift**: The Number of Workers on Main Shift should reflect the total number of workers present during the primary, or largest, shift of the day. This is *not a total count* of workers, but rather a count of workers who are present at the same time. For example, if there are three daily eight hour shifts of 100, 75, and 50 workers respectively, the Number of Workers on Main Shift is 100.

   Include these workers:

Employees of the property; Part-time employees*; Sub-contractors who are onsite regularly; Volunteers who are onsite regularly

Don't include these workers:

Visitors; Clients; Customers/Patients; Teleworkers

*Part-time Workers: If you have part-time workers who are present during the primary shift, then you should count them. However, say your main shift is 9:00 am - 5:00 pm, and you have some part-time workers in the morning shift, and some part-time workers in the afternoon shift. You don't want to double count these part-time workers - just count the workers who are present at one time.

What if the "main shift" varies day to day? If your "Workers on Main Shift" is different from the weekdays to the weekends, use the weekday number, since that will be closer to the average. If your "Workers on Main Shift" fluctuates widely over the course of a week, then you can use an average across the days you are open. For example, say you're open 5 days per week: 3 days you have 100 Workers and 2 days you have 50 Workers. You can report the average of 80 Workers (3 days * 100 Workers +2 days * 50 workers / 5 days open = 80 Workers on Main Shift).

8. **Respect parking data requirements:** If your property is eligible for an ENERGY STAR Score and has parking, you have two options for moving forward:

A. Sub-meter your parking and exclude its energy and Gross Floor Area (GFA).  (Recommended)

1. Do not create a "Parking" space type.
2. Do not enter the energy for your parking in your meters.
3. Do not enter the parking floor area in the Gross Floor Area of the building.
4. If your parking garage *is physically connected* with your building and part of a single structure, then the parking ([Fully or Partially Enclosed](#)) cannot be more than 75% of the total Property GFA. For example, a property that is 100,000 ft², with 80,000 ft² Parking and 20,000 ft² Office is considered a Parking Garage by EPA and is not permitted to earn ENERGY STAR certification. This limit does not apply to Open Parking Lots. If your parking garage *is not physically connected* to your building, but rather is a separate structure then there is no limit as to its size. In either case, no separate space should be created for it.

B. Benchmark your parking with your building and include its energy and GFA.

1. Add a "Parking" space type.
   - Report the GFA of each type of parking (Fully Enclosed, Partially Enclosed, and Open).
2. Include all parking energy in your energy meters.
3. Regardless of physical connection, the GFA of your Parking (Fully Enclosed and Partially Enclosed) cannot account be more than 50% of your total Property GFA.

Why? The ENERGY STAR score provides an assessment of the building, not its parking area. If it is not possible to sub-meter your parking area, then Portfolio Manager will estimate the amount of energy parking uses and subtract that out before calculating your metrics.

### 3.4. What if my building doesn't receive an ENERGY STAR Score?

Only some building types will receive an ENERGY STAR Score, due to limitations in the national comparative dataset.

However, if the building is one that is eligible for an ENERGY STAR Score in Canada or the US, then errors in data entry have been made or insufficient information has been provided to calculate one. In these cases, users must select "Unable to obtain/Unknown" as the answer option in the BOMA BEST Questionnaire regarding the ENERGY STAR Score. No points can be achieved.

## 4. Energy Use Intensity

### 4.1. What is EUI?

EUI stands for Energy Use Intensity. It is the energy use per square foot at a property (energy divided by square foot). EUI enables you to compare different sized buildings.

### 4.2. What is a weather-normalized EUI and why is it different?

Weather normalized energy is the energy your building would have used under average weather conditions. The weather in a given year may be much hotter or colder than average; weather normalized energy accounts for this difference.

Benchmarking in BOMA BEST is based on the weather-normalized EUI. As such, **24 consecutive months** of energy consumption data is necessary to obtain this value.

### 4.3. What is the difference between source and Site EUI and which one should I use?

Site EUI is the same as energy use intensity described above. Generally, when someone says EUI, they mean site EUI. Source energy represents the total amount of raw fuel that is required to operate the building. It incorporates all transmission, delivery, and production losses. By taking all energy use into account, the source EUI provides a complete assessment of energy efficiency in a building.

Benchmarking in BOMA BEST is based on the site (weather-normalized) EUI.

### 4.4. What information is required to obtain a weather-normalized Site EUI?

Weather-normalized site EUI can only be calculated if sufficient information is provided. The following are required and have been described in greater detail in section 3.3:

1. **Building Type**: See the description in 3.3
2. **Energy Consumption Data:** At a minimum you will need energy data for a **24-month period entered month-by-month** (if there are any bulk entries, where more than 1 month of data is entered in a single time period, weather-normalized EUI cannot be generated).

   Provide energy consumption representing all spaces within the building including offices, conference rooms and auditoriums, break rooms, kitchens, restrooms, lobbies, fitness areas, basements, storage areas, stairways, and elevator shafts.
3. **Gross Floor Area** (ensure you are respecting the requirements for how to account for parking): See the description in 3.3

### 4.5. I've entered my data – why can't I obtain a weather-normalized Site EUI?

Confirm that 24 months of consecutive energy consumption data have been correctly entered (with no overlapping dates). Bulk entries (data representing a period longer than 1 month) will not generate a weather-normalized Site EUI.

If you are using ES directly (not the BOMA BEST portal), whenever a metric is "Not Available" you can click on the words "Not Available" to receive a detailed explanation. These messages will contain links to help you quickly fix the problem. Or, sometimes there may not be a fix because a particular metric is just not available for your property type, and then there will be information about what you can use instead.

Data Quality Checker – The Data Quality Checker allows you to screen any selected time period and find a list of possible errors. It will scan for incomplete data and look at metrics like Source EUI, Number of Workers (compared to your Gross Floor Area), and Weekly Operating Hours to see if anything appears out of range relative to your property type. This tool is not available in the BOMA BEST Online Portal, only ES.

## 5. Water Use Intensity

### 5.1. What is WUI

WUI stands for Water Use Intensity. It is the water use per square foot at a property (water divided by square foot). WUI enables you to compare different sized buildings.

### 5.2. What information is required to obtain a WUI?

A WUI can only be calculated if sufficient information is provided (either directly in the BOMA BEST Portal or in the building's synched ES account).

1. **Building Type:** See the description in 3.3
2. Water consumption data: At a minimum you will need water (any water used indoors or for irrigation) data for a **12-month period.**

   Provide water consumption representing all spaces within the building including offices, conference rooms and auditoriums, break rooms, kitchens, restrooms, lobbies, fitness areas, basements, storage areas, stairways, and elevator shafts.
3. **Gross Floor Area:** See the description in 3.3

## 6. Shared energy or water consumption in multiple buildings

BOMA BEST has developed its own definition in regards to what constitutes a *single* building (when separate structures can be considered one building and answer only one questionnaire). This will have an impact on the approach used in ES. For more details on this, review section 3 of the Application Guide.

### 6.1. What is the definition of a "building" for the purposes of BOMA BEST?

A *building* is usually free-standing. A free-standing building is one that is not connected to other buildings except only superficially (e.g. a walkway). It may or may not be part of a larger campus of buildings and may share a common mechanical system with other buildings. Each free-standing building must complete its own BOMA BEST questionnaire and will receive its own certification.

A *building* can also include multiple structures. In certain cases, multiple buildings can be considered a single *building* and complete a single BOMA BEST assessment for these structures.

In order for multiple buildings (or structures) to be considered a single building and complete only one BOMA BEST questionnaire, the following three requirements must be met:

1. The buildings must share an actual, physical connection that is complete and indivisible (i.e. a shared functional space that cannot be divided such as underground parking, an atrium, or conference space). Hallways or interior walking paths between buildings are not considered functional, shared space, even if they are lighted and/or heated. This requirement is consistent with the Energy Star definition of a "single structure".
2. Buildings must have the same primary use type (75% or more of each building is dedicated to the same use, such as "office").
3. Buildings must be managed by the same management company and share policies.

Aspects that are not taken into consideration in the definition of a single *building:*

- Age of construction of each structure in the building.
- Whether utilities are shared.
- Whether consumption is sub-metered.
- Whether HVAC equipment or other technologies are shared.

### 6.2. How should I benchmark my building if it is composed of several structures, qualifies as a single building, and where there is no sub-metering?

If there is no sub-metering of the structures within a building (and that together these structures meet the definition of a single building) and where one BOMA BEST questionnaire is being used, follow these steps:

1. Create an account in ES for the totality of the space, entering the total area and associated consumption for all structures in the building.
2. Connect this account with the BOMA BEST assessment.
3. Enter the values for ENERGY STAR Score, EUI and WUI in the appropriate place in the BOMA BEST survey.

### 6.3. How should I benchmark my building if it is composed of several structures, qualifies as a single building, and where each structure is sub-metered?

Even if each (or some) structure is sub-metered, only one value for EUI, WUI and ESS can be entered in the single BOMA BEST questionnaire. This value cannot be estimated. It must be calculated automatically using the ES methodology. The steps are the same as though there was no sub-metering in the building:

1. Create an account in ES for the totality of the space, entering the total area and associated consumption for all structures in the building.
2. Connect this account with the BOMA BEST assessment.
3. Enter the values for ENERGY STAR Score, EUI and WUI in the appropriate place in the BOMA BEST survey.

If individual accounts exist for each structure in ES already, and if the EUI, WUI or ESS specific to each building is known, you will be invited to enter this detail in the BOMA BEST questionnaire. No additional points are awarded.

### 6.4. How should I benchmark my building if the utilities are shared with another building yet these do not qualify as a single building in BOMA BEST?

If a free-standing building shares utilities with another building (but together they do not meet the definition for a single *building* in BOMA BEST) and consumption is not sub-metered, connect the building with an ES account that represents the shared consumption (combined GFA and consumption of both buildings in one ES account). Do not enter estimates. Report the ENERGY STAR Score, EUI and WUI associated with the shared consumption in the BOMA BEST survey.

E.g. Building A and Building B share utilities and are not sub-metered. They do not meet the criteria for a single *building*. Both must complete their own BOMA BEST questionnaire. Since it is impossible to link one ES account to 2 buildings in BOMA BEST select <u>one</u> of the buildings and link it to the ES account that represents the combined GFA and consumption. Report the performance values (ENERGY STAR Score, EUI, WUI) generated in the linked account in both questionnaires. Both buildings will report the same ENERGY STAR Score, EUI and WUI as applicable. Explain to the verifier that the performance values appearing in the linked account represent the combined consumption and GFA of both buildings.

### 6.5. How should I benchmark my building if it shares the HVAC with another building?

If the free-standing building shares HVAC equipment and systems with another building (but together they do not meet the definition for a single *building* in BOMA BEST), questions about this equipment should be answered as though they were located in the building itself. This means that many buildings might report on the same equipment – this is acceptable and necessary to understand the efficiency of the equipment serving an individual building.

### 6.6. Are these guidelines identical to the ones reported by ES?

As much as possible, BOMA BEST strives to replicate the requirements from ES to avoid confusion. One area where policies do not match is in regards to using a common ENERGY STAR Score, EUI or WUI for multiple buildings that do not sub-meter yet are not considered a single structure. BOMA BEST allows users to calculate the ENERGY STAR Score, EUI and WUI based on the shared data and apply this value to both buildings. ES does not allow this. BOMA Canada decided to proceed in this way because it was considered to be the most straightforward way forward.

## 7. Miscellaneous questions

### 7.1. Why isn't it recommended to create many space types?

While it may seem logical and orderly to break out each Property Use separately, it does not increase the accuracy of your score (unless the Property Use Type can get a score). The ENERGY STAR Score is typically based on Commercial Building Energy Consumption Survey (CBECS) data, which keeps a building designated as a single type as long as that type accounts for 75% or more. You'll receive the most accurate score if you match this CBECS approach. In fact, even if you enter these Uses separately, Portfolio Manager will add them back together into the Office Property Use before calculating your metrics. Also, entering one Property Use will simplify your property and make trouble shooting errors easier.

### 7.2. What spaces must be excluded from the consumption data?

The best practice is to include all of a property's Gross Floor Area (GFA) and energy use when benchmarking. However, here are a few examples of energy that may make sense to exclude (provided it is sub-metered) from your property:

- Cell towers
- Parking garages
- Electric vehicle charging stations
- Outdoor, heated pools (note: indoor pools should not be excluded)
- A large billboard or projection screen on a building (or in your parking lot) *when the sign is not related to the use of the building*. (A sign displaying the company's name or anything related to the business SHOULD be counted towards the buildings use.)

You may exclude a Property Use from a building if ALL of the following four conditions are met:

- The Property Use must be less than 10% of the building's Gross Floor Area (GFA)
- The Property Use must not be a property type eligible to receive an ENERGY STAR score
- The Property Use must be sub-metered so that both the Property Use's floor area and energy consumption can be excluded
- The Property Use's energy use patterns must be significantly different than those of the rest of the building (ex: A restaurant on the first floor of an office)

If there is a data centre that meets the ES definition (see next question), energy dedicated to this space must be excluded.

### 7.3. What is the accepted definition of a data centre and what should I do if my building has one?

Data Center refers to buildings specifically designed and equipped to meet the needs of high density computing equipment, such as server racks, used for data storage and processing. Typically, these facilities require **dedicated uninterruptible power supplies and cooling systems**. Data center functions may include traditional enterprise services, on-demand enterprise services, high performance computing, internet facilities, and/or hosting facilities.

Often Data Centers are free standing, mission critical computing centers. When a data center is located within a larger building, it will usually have its own power and cooling systems, and require a constant power load of 75 kW or more. Data Center is intended for sophisticated computing and server functions; it should not be used to represent a server closet or computer training area.

If you have an **eligible** data center, follow these steps:

1. Create 2 space/Use types:
   a) One (1) representing the Data Center area exclusively
   b) One (1) representing the rest of the building (does not include the data center area)
2. Complete all field for the above spaces/uses
3. Energy consumption:
   a) Create at least one (1) meter representing consumption for the entire building (24 individual and consecutive months). Data center consumption <u>must be included</u> along with the rest of the building consumption in the same meter. DO NOT CREATE A SEPARATE METER FOR DATA CENTER CONSUMPTION. Create as many meters as there

are energy fuel sources (data center consumption must always be included with the rest of the building's consumption). If using the BOMA BEST Online Portal for data entry, assign this meter to the "Whole Building".

### 7.4. Do I include my parking garage consumption?

Whether it is an indoor or exterior parking garage, it should not count towards gross floor area, since Portfolio Manager focuses on the energy use of the actual building interior. For example, if you have a building with 100,000 square feet of office space and 20,000 square feet of parking, you should enter a gross floor area of 100,000 square feet into Portfolio Manager. Consequently, you should not include parking-related energy consumption (if it is sub-metered).

***Standalone parking garages***: If you are reporting a standalone parking garage, EPA recommends that you select the "Other" building type when creating the building. Do *not* check off "My building's energy use includes parking areas." Instead, just enter the total area of the garage (i.e., including parking) as the area of the building. This will prevent any error messages from coming up as you continue.

You have two options to receive an ENERGY STAR Score for a property with a parking (see section 3.3 for more details):

1. Sub-meter your parking and **exclude** its energy and area from the Gross Floor Area (Recommended)
2. Include the parking energy in the total energy consumption of the building as well as its floor area in the GFA. .

### 7.5. How can I obtain a weather-normalized Site EUI if I don't know my tenants' energy consumption?

In certain asset classes (like Open Air Retail or Enclosed Shopping Centres), the building manager might not have access to 100% of the energy consumption for the tenant spaces. Although this is preferred it is not required in order to obtain a valid weather-normalized Site EUI for the purposes of BOMA BEST.

For certain asset classes (specifically Light-Industrial, Open-Air Retail, Enclosed Shopping Centre and Universal buildings that are not eligible for an ENERGY STAR Score) it is acceptable to enter incomplete energy consumption data if complete information is not available. For these asset classes you will be prompted (in the BOMA BEST Portal) to identify for which areas you are providing energy consumption data. These buildings can still obtain a weather-normalized Site EUI as long as 24 consecutive months of data have been provided. Report this EUI in the space provided.

In order to obtain an ENERGY STAR Score, 100% of the data must be reported.

### 7.6. How can I obtain a WUI if I don't know my tenant's water consumption?

In certain asset classes (like Light Industrial), the building manager might not have access to 100% of the water consumption for the tenant spaces. Although this is preferred it is not required in order to obtain a valid WUI for the purposes of BOMA BEST.

For certain asset classes (specifically Light-Industrial, Open-Air Retail, Enclosed Shopping Centre and Universal buildings that are not eligible for an ENERGY STAR Score) it is acceptable to enter incomplete water consumption data if complete information is not available. For these asset classes you will be prompted (in the BOMA BEST Portal) to identify for which areas you are providing water consumption

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data. These buildings can still obtain a WUI as long as 12 consecutive months of data have been provided. Report this WUI in the space provided.

### 7.7. How do I account for my vacant space in my office, bank, financial center, courthouse, or medical office?

If your vacant space represents 10% or more of the building's Gross Floor Area (over 12 months), it must be inputted as a separate Space type (Property Use) as follows:

- Property Type = Property Type that it would be if it was occupied (Office, Medical Office, etc.).
- Weekly Operating Hours = 0
- Workers on Main Shift = 0
- Number of Computers = 0
- Percent Heated and Percent Cooled = Report conditioning as it occurs in the vacant space

### 7.8. Why are my values for EUI and WUI different in my ENERGY STAR account than in the BOMA BEST account?

These may be different based on specifically what time period you have selected to compare in your report in ENERGY STAR.

The BOMA BEST Online Portal will always pull performance values based on the most recent 24 month period (for weather-normalized site EUI) and 12 month period (for water use intensity) entered.

### 7.9. What if I have more questions?

Comprehensive guidelines offered by ENERGY STAR Portfolio Manager are available here: https://portfoliomanager.zendesk.com/hc/en-us

ENERGY STAR Quick Start Guide: https://www.energystar.gov/sites/default/files/tools/Portfolio%20Manager%20Quick%20Start%20Guide_0.pdf