



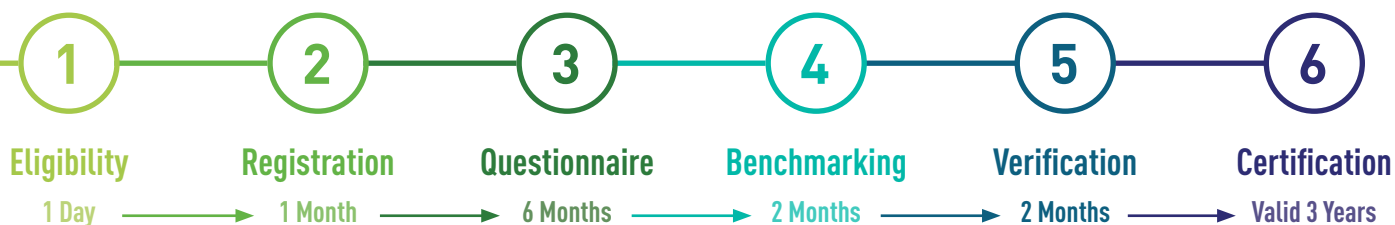
Single Stream  
**User Guide**

Get BOMA BEST Certified today.

**Benefit tomorrow.**

# Welcome to the BOMA BEST Single Stream User Guide.

This guide will walk you through the 6 Steps to certification:



## What is BOMA BEST?

BOMA BEST is a green building management and certification program for all existing building types. It is based on a questionnaire that provides owners, managers and building operators with a framework to critically assess all buildings across ten (10) key areas:

1. Energy
2. Water
3. Air
4. Comfort
5. Health and Wellness
6. Custodial
7. Purchasing
8. Waste
9. Site
10. Stakeholder Engagement

Certified buildings are awarded one of the following five (5) levels:



**Certified**

BEST Practices +  
Score below 20%



**Bronze**

BEST Practices +  
Score between 20 – 49%



**Silver**

BEST Practices +  
Score between 50 – 79%



**Gold**

BEST Practices +  
Score between 80 – 89%



**Platinum**

BEST Practices +  
Score above 90%





Eligibility



Registration



Questionnaire



Benchmarking



Verification



Certification

# 1: Eligibility

To ensure a smooth certification experience, review the four (4) following eligibility components.

- A. Single Stream vs Portfolio Stream
- B. Property Type
- C. Occupancy
- D. BOMA BEST – BEST Practices



## A. Single Stream vs Portfolio Stream

Identify which certification stream you will be using: **Single Stream** or **Portfolio Stream**.

### Single Stream

- Each property is individually verified
- Fee is paid every 3 years
- Certification is valid for 3 years

### Portfolio Stream

- Verification is based on annual sampling
- Fee is paid annually
- Certification is continuous (doesn't expire)



*Your company may already have registered buildings in the Portfolio Stream. Please contact your head office to confirm.*

*If your building is in the Portfolio Stream, use one of the following guides instead:*  
*• Guide for Portfolio Managers in the Portfolio Stream*  
*• Guide for Building Managers in the Portfolio Stream*

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## B. Property Type

Each property must be evaluated using the correct questionnaire.

Identify the correct property type for your building based on the primary use of its Gross Floor Area (GFA):

- **Enclosed Shopping Centre:** At least 75% of the GFA is dedicated to retail uses and has indoor common areas
- **Health Care:** At least 75% of the GFA is dedicated to health care uses
- **Light Industrial:** At least 75% of the GFA is dedicated to light industrial uses
- **Multi-Unit Residential Building:** At least 75% of the GFA consists of dwellings with indoor connections
- **Office:** At least 75% of the GFA is dedicated to office-type activities
- **Open Air Retail:** At least 75% of the GFA is dedicated to retail uses with no indoor common area
- **Universal:** Any building that does not fit in the above building definitions

Complete building definitions are available [here](#).

If your building is composed of multiple structures, find out if it can be assessed using one questionnaire [here](#).

## C. Occupancy

To be eligible for BOMA BEST Bronze, Silver, Gold or Platinum a building must have a minimum occupancy rate of 50% for 12 consecutive months.

Buildings with occupancy rates below 50% are only eligible for the BOMA BEST Certified level. Contact [info@bomabest.org](mailto:info@bomabest.org) for more information.

## D. BOMA BEST – BEST Practices

All buildings must meet the BOMA BEST – BEST Practices to achieve any level of certification.

The BEST Practices are management policies, plans or programs for energy, water, air quality and waste – please download them [here](#).



## 2: Registration

- A. Create Username
- B. Register Your Building

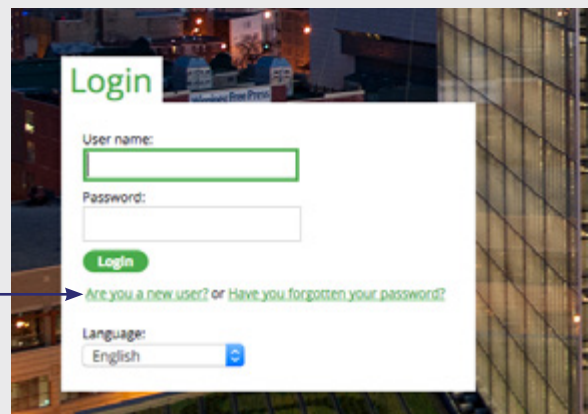
### A. Create a username

Start here if you are a new user to the program.

Each username must enter a **unique** Company Name (e.g. "Company - Your Name").

#### Register your username

Click Here



#### Create a company name

When creating your company name enter the company name + your name (e.g. Green Building Company - Jane Brown)

#### Register your company

Enter your details to register your company on the BOMA BEST Online Portal. NOTE: For your company name, enter "Company Name - Your Name" (e.g. Management Company A - Jane Smith)

##### Company details

Company name:

This field is required

Country:

Address (4 lines max):

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Complete the rest of the form

**Contact details**

Contact name:

Contact phone number:

Contact e-mail address:

Please confirm contact e-mail address:



Enter the image text above:

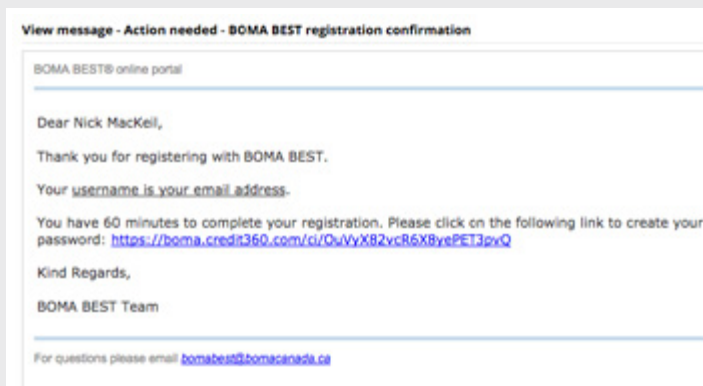
Click Here

Check your email

You will have 60 minutes to click the registration link in the confirmation email.

If expired, email [info@bomabest.org](mailto:info@bomabest.org)

Note: Your username is your email address.





## B. Register your building

You will now create your building.

Fill out the Summary and Location sections. You can return to the other sections later.

**You can register a building**

Click this Tab

Click Here

**Create a Property**

Fill in Summary Section



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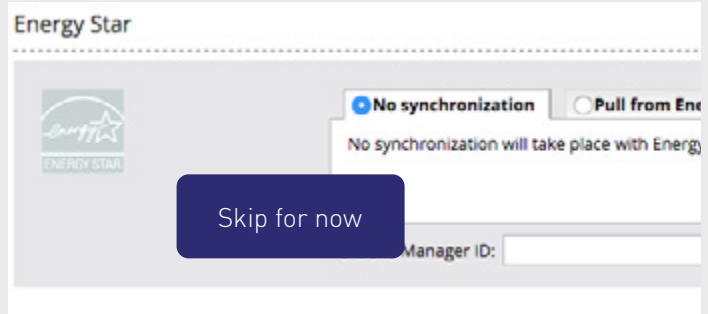
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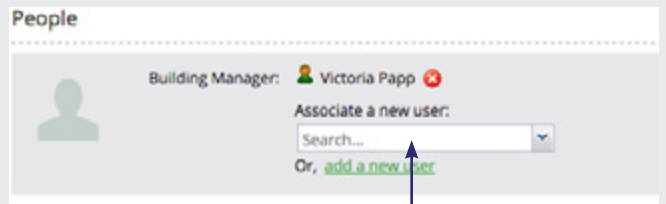
### Energy Star Section

You'll come back to this later when it's time to benchmark your building's energy or water.



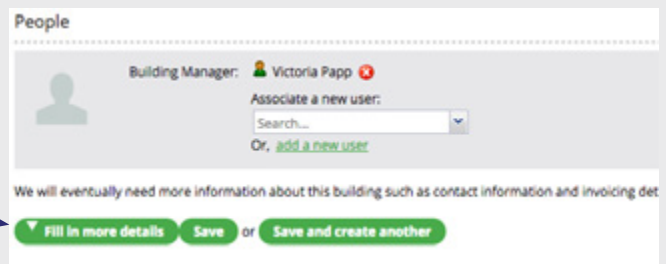
### People Section

No changes can be made to the People Section. If you want to give access to your building to other people, refer to the [FAQs](#).



### Fill in more details

Click Here



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### Location Section

Enter your address using our handy address locator.

Location

---






[Look up location...](#)


Click Here


### Click and Save

Skip the other sections for now and scroll to the bottom to click "Save"

Last Name:  as of  

Company:  as of  

Phone Number:  as of  

Email address:  as of  

[Save](#) [Save and create another](#)

Click Here

### Register for Payment

Click on "Register Building". Your Local Association will be automatically notified. They will be in touch for invoicing based on the fees listed [here](#).

You will have 60 days to submit payment.

Water Use Intensity :  
Weather-normalized Site Energy Use Intensity:

[Register building / Inscire l'immeuble](#)

Click Here



## 3: Questionnaire

- A. Action Plan
- B. Start Your Questionnaire

### A. Action Plan

We recommend creating an Action Plan to help with your BOMA BEST Certification:

1. **Understand the scope:**
  - Review the BEST Practices.
  - Do a quick review of the entire questionnaire.
2. **Understand your building's current performance:**
  - Are there questions where you are already meeting the requirements?
  - Are there questions where you are not meeting the requirements and where more resources might be needed?
3. **Form your team:**
  - Who will be responsible for each task?
  - Conduct regular team meetings.

Building Manager Role (examples)	Building Operator Role (examples)	External Contractor (examples)
<ul style="list-style-type: none"> <li>• Register username and building</li> <li>• Review/update existing contracts and purchasing policies</li> <li>• Implement conservation measures</li> <li>• Gather all supporting documentation</li> </ul>	<ul style="list-style-type: none"> <li>• Organize audits for energy, water, and waste</li> <li>• Identify high efficiency systems</li> <li>• Review/update environmental health and safety programs</li> <li>• Create system operation manuals</li> </ul>	<ul style="list-style-type: none"> <li>• Perform audits for energy, water, and waste</li> <li>• Perform hazardous materials survey</li> </ul>



**4. Quick-wins:**

- What management programs, plans or policies can be immediately put into place with little additional effort?
- What low-cost/no cost initiatives can be easily put into place to reduce operating costs? (e.g. re-schedule equipment start-times; installing sensors in washrooms and garage)

**5. Identify future capital improvements:**

- What high-impact initiatives could be included in the capital plan? (e.g. high-efficiency boiler)

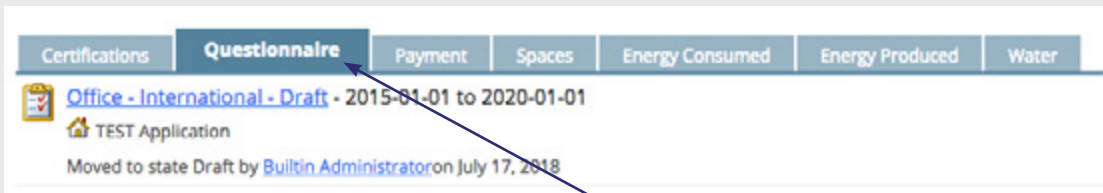
## B. Start Your Questionnaire

It's time to start your assessment questionnaire.

Work your way through all categories. Remember, you must meet every BEST Practice to achieve any level of certification.

### Start Questionnaire

Access the BOMA BEST assessment from the "Questionnaire" tab.

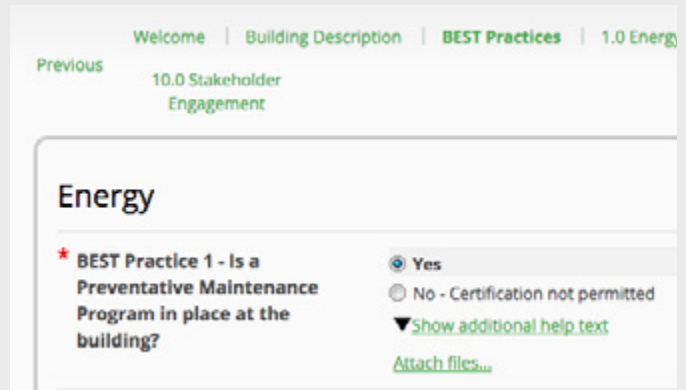


Click Here



### Achieve BEST Practices

Review all BEST Practices:  
 Every BEST Practice must be answered “Yes” or “BOMA-Accepted Equivalent”



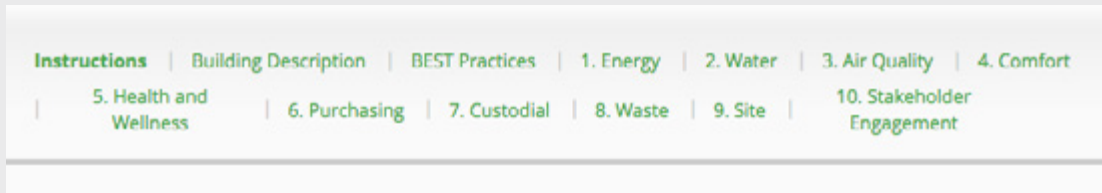
*Every BEST Practice must have supporting documentation uploaded to the portal*

### Complete all Categories

Continue with the rest of the questionnaire.

Supporting documentation must be available for all questions answered “Yes” or “Not Applicable”.

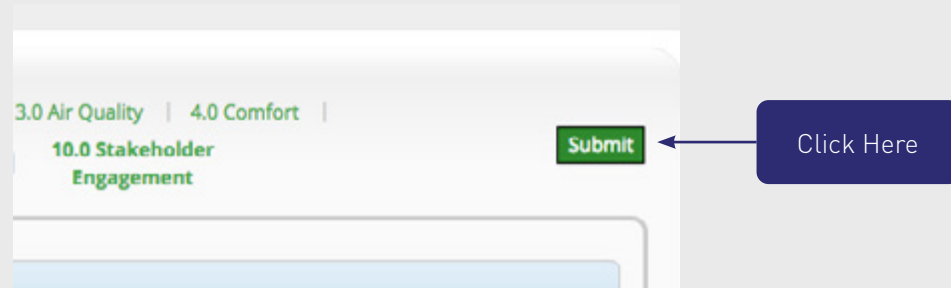
This documentation does not need to be uploaded in the portal (unlike the BEST Practices) but must be available at the time of the verification.





### See your Score

To see your score, visit the last category and click on the “Submit” button that appears.

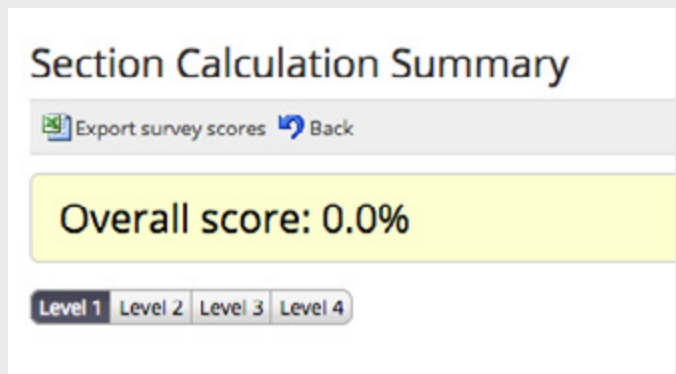


*Don't worry, this won't notify anyone! You may do this as often as you like.*

### Detailed Calculation Summary

You can choose how much scoring detail to show. Level 4 provides the most.

Scroll down until you see your points.





## 4: Benchmarking

- A. Overview
- B. Instructions

### A. Overview

**WHAT:** Buildings can achieve points for benchmarking energy and water. Benchmarking is the ongoing review of the building’s energy or water consumption to determine if the building’s performance is getting better or worse.

**A building’s performance is measured with three (3) key metrics:**

- Energy Use Intensity (EUI): Provides the property’s energy use per square meter, normalized for weather conditions
- Water Use Intensity (WUI): Provides the property’s water use per square meter
- ENERGY STAR Score: An index score expressed on a 1-to-100 scale; score of 50 indicates that the building performs better than 50% of all similar buildings

**WHY:** Benchmarking allows organizations to identify opportunities to optimize energy and water use and reduce overall operating costs – improving your bottom line.

**WHERE:** Questions on benchmarking appear for all buildings in the Energy category (sub-section 1.2 Assessment) and Water category (sub-section 2.2 Assessment).

**HOW:** There are two options available for benchmarking energy and water:

1. **BOMA BEST Online Portal**
2. **ENERGY STAR Portfolio Manager**

If you are already benchmarking using ENERGY STAR Portfolio Manager, simply continue using it.

Otherwise, both options are available to you.



## B. Instructions

1. Carefully read the instructions applicable to your preferred data entry option.



*Benchmarking requires care and consideration. Failure to follow the instructions exactly WILL lead to errors.*

Instructions for  
**ENERGY STAR**  
Portfolio Manager

Instructions for  
**BOMA BEST**  
Online Portal

2) Enter accurate data

Points are awarded in BOMA BEST for different performance metrics. The following table outlines what data must be provided for each, regardless of which option is selected for data entry.



*Accurate data MUST be entered or your performance will not be calculated.*

Energy Use Intensity (EUI)	Water Use Intensity (WUI)	ENERGY STAR Score
<ul style="list-style-type: none"> <li>• Available to all property types</li> <li>• 24 consecutive months of energy data is required</li> <li>• Data cannot be older than the last 36 months</li> <li>• Data must be entered in individual months. E.g.               <ul style="list-style-type: none"> <li>• March 1, 2018 – March 31, 2018</li> <li>• April 1, 2018 – April 30, 2018</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Available to all property types</li> <li>• 12 consecutive months of water data is required</li> <li>• Data cannot be older than the last 18 months</li> <li>• Data can be entered in a bulk amount. E.g.               <ul style="list-style-type: none"> <li>• January 1, 2018 – December 31, 2018</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Only applicable to office and select universal properties</li> <li>• No additional data needed. Calculated based on the same data provided for EUI</li> </ul>






### 3) Generate values in Property Characteristics Table

Once the steps have been followed correctly, values will automatically appear in your building's Property Characteristics Table (regardless of which option was used for data entry).

**Property characteristics** Change...

---

	Address:	1 Dundas Street West, Suite 1801, Toronto, ON, M5G1Z3, Canada	
	Property Type:	Office - Office	
	Gross Floor Area (for ENERGY STAR):	500,000 Square Feet	
	ENERGY STAR Score:	100	← Values appear here
	Total GHG emissions:	133 Metric Tons CO2e	
	Water Use Intensity :	678.15 m <sup>3</sup> /m <sup>2</sup>	
	Weather-normalized Site Energy Use Intensity:	0.260 GJ/m <sup>2</sup>	



*Points will not be awarded in BOMA BEST if the Property Characteristics Table is not populated.*

### Upload screenshot

Upload a screenshot of your Property Characteristics Table as supporting evidence. Manually enter your results in the subsequent designated fields.

**1.2 Assessment**

01.02.01 - Do you benchmark energy performance using either BOMA BEST or ENERGY STAR Portfolio Manager portal?

BOMA BEST  
 ENERGY STAR  
 No

[▼ Show additional help text](#)  
[Attach files...](#)

Click here



## 5: Verification

Each building must be visited by a third-party verifier to review your supporting documentation and view equipment, fixtures, etc.

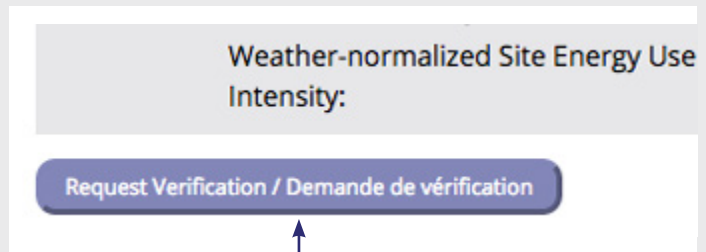


Review the [Verification Checklist](#) to confirm that you are ready for verification.

### Request Verification

Click "Request Verification".

The Local Association or Verifier will be in touch to schedule the verification.



Click Here

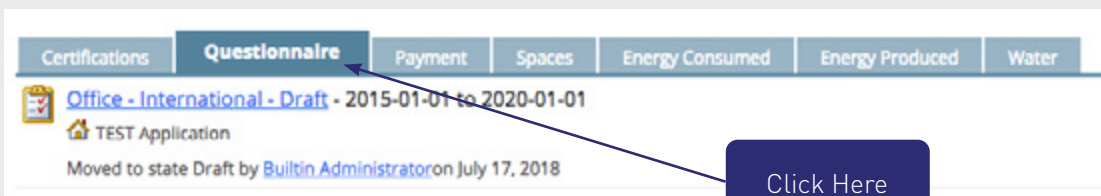
All Platinum buildings are subject to a mandatory, remote, quality assessment by a BOMA Canada Verification Professional. Applicants may be contacted for additional information to support this secondary verification. The Certification level and score is only finalized once this secondary verification is complete.

Once complete, a Final Verification Report is issued summarizing the building's performance and final score.

The Report details changes made to the questionnaire resulting from the verification. These changes do not automatically appear in your questionnaire. We recommend applying them.

### Update your questionnaire

Review the Final Verification Report and apply changes to your questionnaire.



Click Here

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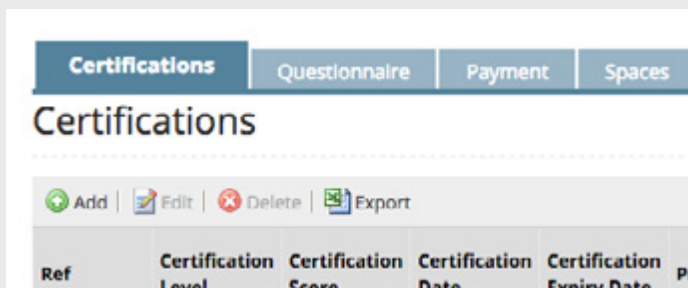
## 6: Certification

The certification is awarded once the verification is successful.

Certifications are valid for three (3) years from the date on the Final Verification Report.

### View your Certification Record

Congratulations!  
You are now Certified.  
Your information will appear in the 'Certifications' tab.



### Celebrate your achievement!

Consult our [marketing recommendations](#) to celebrate your achievement!



### BOMA BEST as a management tool

You have unlimited access to the BOMA BEST Online Portal for the duration of your certification.

This gives you the opportunity to update the questionnaire as improvements are made to your building and perform regular benchmarking of your energy and water, making recertification easier!

**Still have questions? Review our [Frequently Asked Questions](#).**

Have suggestions or feedback on how to improve this guide? Contact us at [info@bomabest.org](mailto:info@bomabest.org)