NYC Benchmarking Help Center

A partnership of the CUNY Institute for Urban Systems Building Performance Lab and the NYC Mayor's Office of Sustainability

IMT Webinar - Running a Benchmarking Help Center
Thursday, August 4th, 2016

CUNY The City University of New York

BPL BUILDING *performance* LAB

NYC Mayor's Office of Sustainability

The first iteration of a benchmarking help center from 2011-2014

Partners

NYC Mayor's Office of Sustainability (MOS)
NYC Department of Buildings (DOB)
City University of New York Building Performance Lab (CUNY)

Funders

New York State Energy Research and Development Authority (NYSERDA)
Institute for Market Transformation (IMT)

Staff

Up to one full time program manager
Up to nine CUNY students at any given time

Channels

Live phone call
Call-back lines

Responsibilities

Clarify Local Law 84 of 2009
Refer to utilities
Navigate US Environmental Protection Agency ENERGY STAR Portfolio Manager®

Today's benchmarking help center launched in Fall 2015

Partners

NYC Mayor's Office of Sustainability (MOS)
City University of New York Building Performance Lab (CUNY)

Funders

NYC Office of Management and Budget (OMB)

Staff

One part-time CUNY appointed director
Two full-time employees
Season interns and volunteers

Channels

Live phone call
Emails
Conferences

The Benchmarking Help Center helps building owners to report their energy and water data for compliance with Local Law 84

Trained staff is prepared to help with the following:

- **Interpret Local Law 84 of 2009:** Answer questions about the local law and rule

- **Navigate US EPA ENERGY STAR® Portfolio Manager®:** Answer technical questions about the tool, troubleshoot problems, and review accounts

- **Improve Basic Data Quality:** Review errors flagged by Portfolio Manager, such as missing data, incorrect units, BBL/BIN in the wrong fields, etc

- **Explain the Data Retrieval Process from Utility Companies:** Provide contact information for utilities, explain data request process and deadlines

- **Guide Submission of Benchmarking Reports to NYC:** Direct callers to and answer questions regarding guidance documents

- **Quickly Respond to Questions or Problems:** Answer any general questions relevant to benchmarking and direct callers to appropriate resources

Initiates and supports efforts in outreach and process improvement

1 Marketing and outreach through conferences, events, newsletters, and targeted mailing

2 Documentation and process improvement

3 Project management and surveys
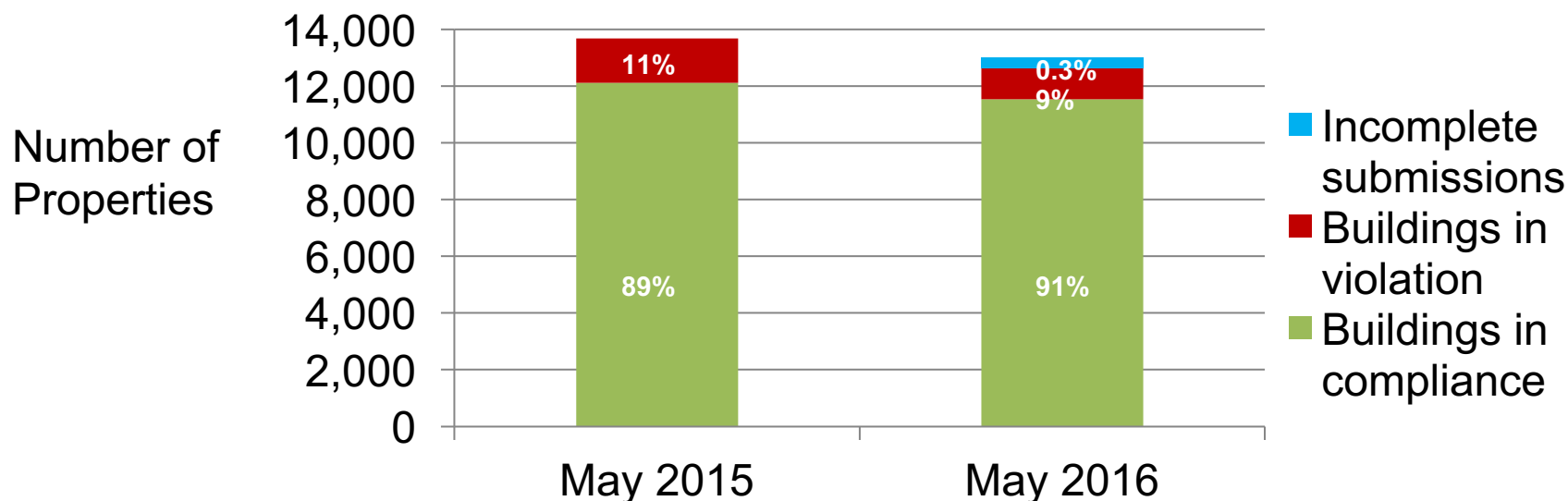
4 Support for legislation

Review submissions for data accuracy and completeness

How it works
- Review benchmarking reports within one to five day following a submission
- Check key fields using Excel - Partner with DOB, MOS, to evaluate completeness of submitted reports
- Send notification via email - Coordinate messaging with MOS & DOB

Submissions with incomplete data account for 0.3% of the total number of submission.

Number of Properties

	May 2015	May 2016
Incomplete submissions		0.3%
Buildings in violation	11%	9%
Buildings in compliance	89%	91%

Legend:
- Incomplete submissions
- Buildings in violation
- Buildings in compliance

Track data sets using a range of tools

Data sets:

Covered Buildings List
Compliance List
Data quality spreadsheet
Call log

Currently organized data sets using Excel with a planned migration to desk.com

Migration to a customer relationship management tool will allow the help center to:

- securely and easily store all these data sets into one database
- immediately see the status of a property while on a call
- thread questions
- develop business insights

Collaborate with local utilities to provide whole building energy data

conEdison

Collects aggregated data for a property
Provides data in spreadsheet form
Charges $102.50 per property for the service

nationalgrid

Collects aggregated data for a property
Provides data in spreadsheet form
Provides service free of charge

PSE&G

Collects aggregated data for a property
Provides data in spreadsheet form
Provides service free of charge

NYC Environmental Protection

Installs automatic water meter readers
Directly uploads data to ESPM through web services
Provides service free of charge

Expand outreach efforts to non-profits and midsize building owners
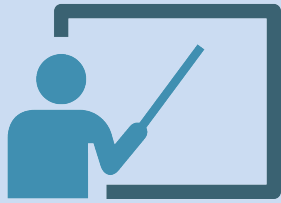
Conferences, events, and training

Nonprofit outreach

Mid-size building needs assessment and outreach

Scorecard pilot targeted for early 2017

Questions

Contact Information
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