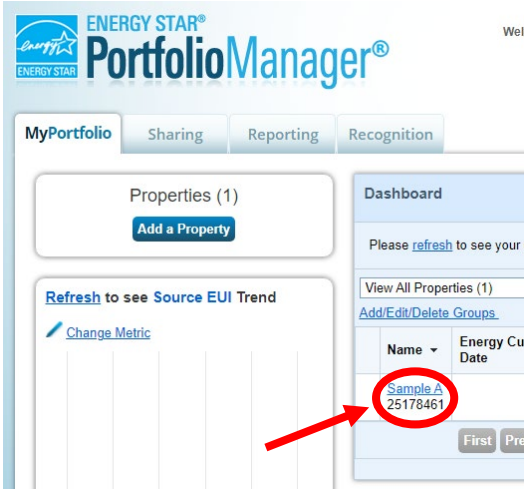


BEWS Re-Reporter Troubleshooting Guide

This guide is intended for returning reporters who have already set up an Energy Star Portfolio Manager account and connected that account to a MyData request with Fort Collins Utilities. For a full and complete guide, please access the 'How-to Guide' on <https://www.fcgov.com/bews/>

1. Sign in to your existing Portfolio Manager account at:
<https://portfoliomanager.energystar.gov/pm/login>
2. Select your Building from the 'Dashboard':



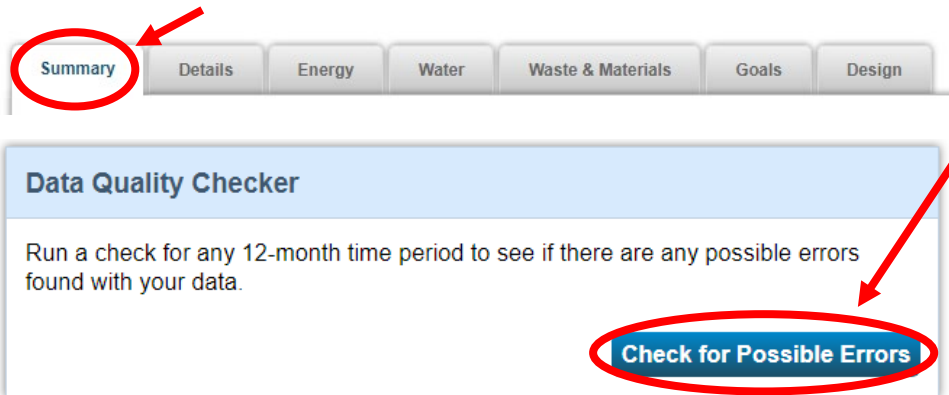
3. Look at the 'Energy' tab. You should see 'Energy' with no exclamation point next to it.



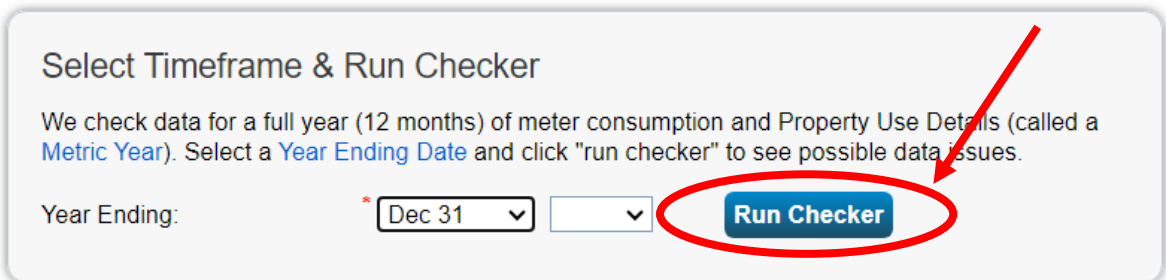
- a. If there is a red exclamation point to the left of the 'Energy'—this indicates that you have missing data. If you see this exclamation point, please go to Appendix A before proceeding to Step 4.



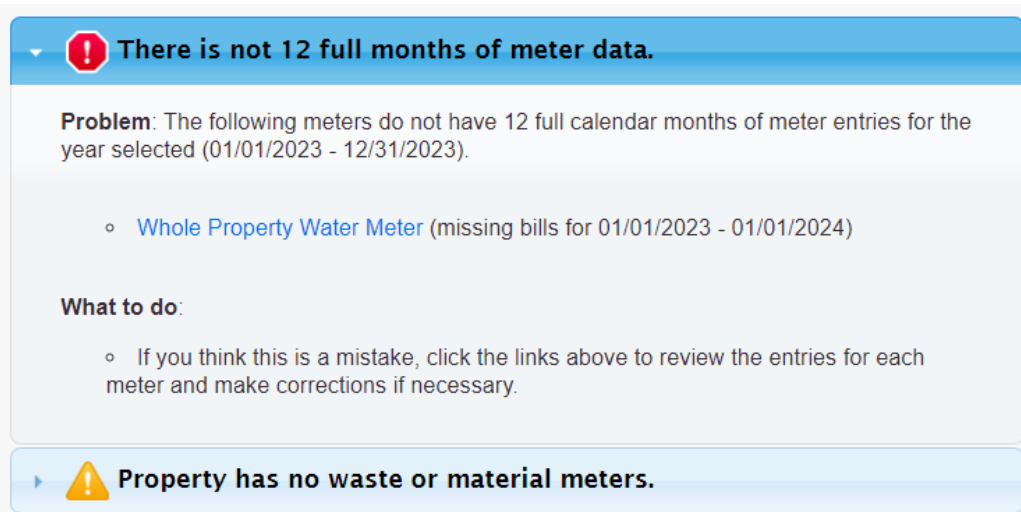
4. On the property’s “Summary” tab, scroll down to find the Check for Possible Data Errors section, select “Check for Possible Errors”:



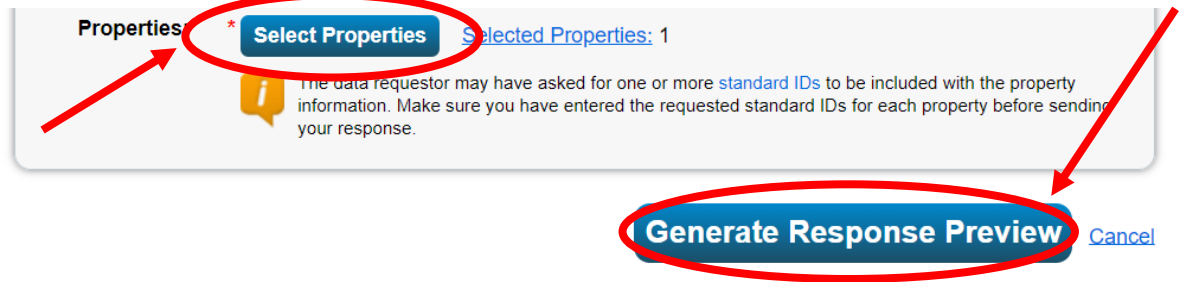
5. Select “Dec 31” in the first drop down, then select the data year you are reporting for in the second drop down (e.g. if the building is submitting the 2024 report, the data reporting year should be set to 2023) then click “Run Checker”:



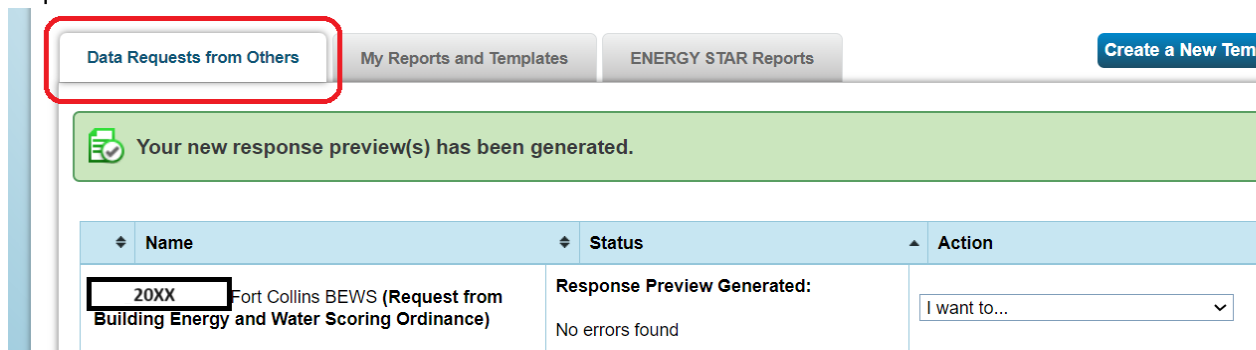
6. Review the list of alerts (if any) and Portfolio Manager’s suggestions to address the issue(s).
- a. Common alerts include temporary or estimated values or less than 12 full calendar months of energy bills. Please see Appendix A if the error is for less than 12 full calendar months of energy bills.
 - b. You can ignore waste and materials meter alerts and water alerts (example pictured below). If these are your only alerts, you do not need to take any corrective actions and can continue to Step 7.



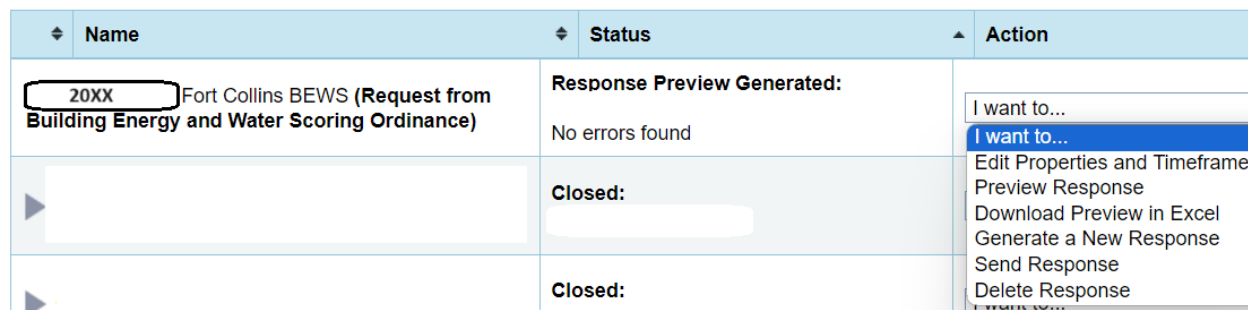
7. Once all alerts (excepting water, waste, and material meter alerts) have been addressed, submit your report to the City:
 - a. Locate the annual required reporting link on the program webpage: <https://www.fcgov.com/bews/>
 - b. The reporting link will take you to Portfolio Manager. Sign in, if prompted. Once signed in, the link will launch a page titled **Respond to Data Request**.
 - c. At the bottom of the page, you will need to choose the properties to report using the drop- down menu(s) and click “Generate Response Preview”



- d. Upon generating the response, you will be taken to the Reporting tab. Select the 'Data Request from Others' tab and find the correct data request in the table:



- e. To submit, use the drop-down menu in the “Action” column to select “Send Response.”



8. On the page that appears, you must electronically sign your report by checking the certification box, entering your Portfolio Manager login information, and clicking “E-Sign Response.” You have signed successfully when you see a green alert with a check mark. **Click “Send Data” and confirm submission by clicking “Continue” on the popup.** Your report has now been submitted to the City!

I hereby certify that I am releasing data about my properties, or on behalf of someone else, to Kimberlee Rankin with City of Boulder.

Your username:

Your password:

✔ Signed



The EPA will send you an email confirming that your data has been submitted to the City of Fort Collins. But you aren't yet in compliance. The City of Fort Collins will send you an official status notification email after we have reviewed your submission. Your building is not in compliance until you receive an email from us confirming that the status of your building is "In Compliance." Additional steps may be required.

Errors or updates? If, after submitting your data to the City, you discover that any information or data is inaccurate, make the necessary corrections in Portfolio Manager. 'Generate an Updated Response' from the 'Action' drop down, then re-submit to the City. For help, please contact the BEWS Help Center, (970) 416-2733 or; buildingscoring@fcgov.com.

Appendix A: Missing Data Flag

This appendix is for reporters who have missing data flagged in their Portfolio Manager account (indicated by a red exclamation point to the left of the 'Energy' tab):



1. Under the 'Energy' tab scroll down and select your electric and/or meter(s):

Meter Name Portfolio Manager Meter ID	Energy Type	Most Recent Bill Date	In Use? (Inactive Date)
Whole Property Electric Meter 186509431	Electric - Grid	04/01/2024	Yes

2. You will see an alert at the top of the relevant meter page, letting you know what data is missing:



3. There are two possible scenarios here:
 - a. **If you see that just one or two months in the middle of the reporting year are missing**, please email the Help Desk at buildingscoring@fcgov.com – this indicates there is a data block triggered from an unusual meter read that will need to be verified and over-ridden on the backend by Fort Collins Utilities.
 - b. **If you see that after a certain month, no data is pushing at all**, you likely need to obtain updated consents:
 - i. For missing electric data, please check your MyData request with Fort Collins Utilities to obtain updated consent(s). This scenario indicates that you need to re-obtain consent for one or more meters (this could be due to a change in tenant or a tenant revoking consent or a time-delineated consent expiring). See Appendix B for a refresher on obtaining consent for electric data.
 - ii. For missing gas data, please reference the email notification from your gas provider (likely Xcel Energy). More information for Xcel can be found in their user guide: <https://www.xcelenergy.com/staticfiles/xcel/PDF/Marketing/Bus-Solutions-Benchmark-User-Guide.pdf>

Appendix B: Re-Requesting Consent

1. Search your inbox for info@fcgov.utilityapi.com
2. You should see an email with the subject 'Your data request has been approved!'
3. Click on 'Go To My Receipt'

Hello,

The data request you submitted on 2023-02-28 has been updated.
The request has been approved!

Please view your receipt to access your data.



Go To My Receipt

Thanks,
Fort Collins Utilities and UtilityAPI

If you have any questions, don't hesitate to email us at
support@fcgov.utilityapi.com.

4. If your data request requires consent, you will see that 'Status' says "Consents Required". Below, to the right of the relevant address/meter, there will be either a link that says 'Request Consent' or 'send again' (pictured below). Click on whichever one that you see to re-request consent.

Status

Consents required (see below)

Consent Acquired

Consent Acquired

Request consent

Declined

send again