

National Grid Benchmarking Portal

User's Guide to Uploading Aggregate Usage Data

To promote energy efficiency and help identify energy efficiency improvement opportunities for our customers, National Grid is working with the United States **Environmental Protection Agency** (“EPA”) to make it easier for our customers to use the U.S. EPA’s ENERGY STAR® Portfolio Manager® (EPM) benchmarking tool.

EPA’s Portfolio Manager is an interactive, web-based energy management tool that enables building owners and property managers to track and assess energy and water consumption across an entire portfolio of buildings. EPA Portfolio Manager also lets customers estimate their carbon footprint, assess energy management goals over time, and identify strategic opportunities for savings.

National Grid has leveraged EPA’s Portfolio Manager web services to facilitate the transfer of aggregated whole-building energy consumption data directly into customers’ building records in Portfolio Manager.

This document outlines the steps that customers need to complete on the National Grid benchmarking portal to request aggregate energy usage data and upload building aggregate property usage data to EPA’s Portfolio Manager account.



National Grid Benchmarking Portal Contact Center:

NY Customers- energyefficiency@nationalgrid.com MA Customers- NE.energyefficiency@nationalgrid.com

Or call 855-563-7448, 8:00 am to 5:00 pm EST Monday through Friday

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Simple Breakdown of the process

NY Metro and Long Island

1. You'll have to create an account at [Energy Star Portfolio Manager](#).
2. Create a property in Energy Star.
3. Complete the share procedure.
 - ***Shares can take up to 24 hrs to be initially accepted.***
4. Complete the online [webform](#) for National Grid.
5. After the webform has been completed please allow 3-5 business days for the upload to be completed, but it might be completed sooner depending on how promptly you submit it.

MA and UNY

1. You'll have to create an account at [Energy Star Portfolio Manager](#).
2. Create a property in Energy Star.
3. Complete the share procedure.
 - ***Shares can take up to 24 hrs to be initially accepted.***
4. Complete the online [webform](#) for National Grid.
5. If there is a combined total of 3 or less accounts per service type, you must submit [tenant authorization forms](#) from each Account holder.
6. After the webform and tenant forms, if applicable, have been completed please allow 3-5 business days for the upload to be completed, but it might be completed sooner depending on how promptly you submit it.

National Grid Benchmarking Portal Contact Center:

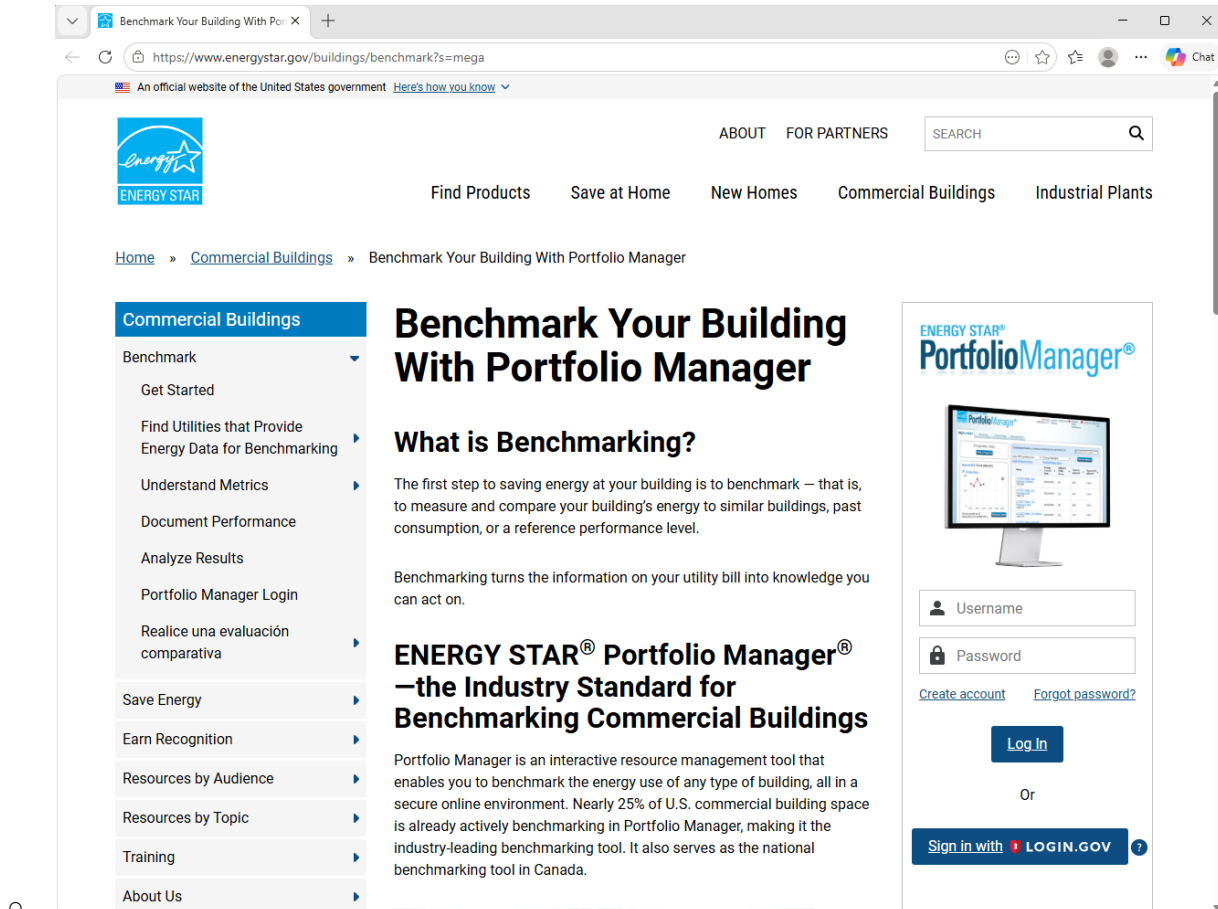
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Creating A Energy Star Portfolio Manager Account

How to register an EPA Portfolio Manager account

1. Go to the ENERGY STAR Portfolio Manager Login page:
 - <https://www.energystar.gov/buildings/benchmark?s=mega>
2. Click on 'Create an account' Located below the log in text boxes.
 - If you already have an EPA Portfolio Manager account, enter your username and password.



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3. Fill out the required information (marked by a red asterisk).

[Help](#) | [Login](#)
Language: [English](#) | [Français](#) | [Español](#)

Create an Account

Already have an account? [Sign In Here](#)

Accessing Your Account

Username: *

Password: *

Create a password that is at least 8 characters long and includes at least three of the following: lowercase letters, uppercase letters, numbers and/or special characters (such as *, #, %, etc.).

Confirm Password: *

About Yourself (Enter your professional or business contact information)

First Name: *

Last Name: *

Job Title: *

Email: *

Confirm Email: *

Note: We never share your email address with third parties.

Phone: *

Country: * Select Country

Language: English

Reporting Units: ☒ Conventional EPA Units (e.g., kWh/ft²) ☐ Metric Units (e.g., GJ/m²)

Street Address: *

City/Municipality: *

State/Province: * --- Select ---

Postal Code: *

Selecting a Username

You cannot change your username, so choose wisely. For organizations with multiple properties, we recommend you create a "corporate" account which "owns" all of the properties and have an administrator share properties with employees' individual accounts as necessary.

First & Last Name for Organizations

If you are creating a corporate account, you can enter your organization's name in the first and last name fields in order to make it easier for other Portfolio Manager users to find your organization. Example: First Name: Company ABC, Last Name: Web Services Division

About Your Organization

Organization Name: *

Primary Business or Service of Your Organization: * Select Primary Business or Service

Is your organization an ENERGY STAR Partner? ☐ Yes ☒ No

Primary Business or Service

If you have more than one "primary business," just pick the best option. Portfolio Manager will determine your category for a score based on the information, like square footage, that you enter for each of your property uses.

Connecting with Others in Portfolio Manager

You can connect with other people in Portfolio Manager to easily share information. Your account must be searchable in order for others to send you a connection request.

Do you want your Account Name (and username) to be searchable by other Portfolio Manager users?

Do you want your username to be searchable by other Portfolio Manager users? You must select "Yes" if you want to connect with other users to allow automatic upload of utility data or to share properties.

☒ Yes ☐ No

Confirm Your Identity

Please confirm that you are a human

☐ I'm not a robot

[Create My Account](#) [Cancel](#)

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4. When you have completed the EPA Portfolio Manager registration process, the following message will be displayed:

ENERGY STAR® PortfolioManager®

Help
Language: [English](#) | [Français](#) | [Español](#)

Evan:

An email has been sent to the email address provided with further instructions to finish creating your account. This includes a link to activate your account within 24 hours. If you don't see the email in your inbox, check your Spam or Junk folder.

Welcome to Portfolio Manager
Helping you track and improve energy efficiency across your entire portfolio of properties.

Username: *

Password: *

[I forgot my password.](#)
[I forgot my username.](#) **Sign In**

Or: **Sign in with LOGIN.GOV**

Create a New Account

ENERGY STAR Buildings Homepage

Take a Training

Learn More About Portfolio Manager

These links provide more information from ENERGY STAR and are not available in French.

You are accessing a U.S. Government information system. System usage may be monitored, recorded, and subject to audit. Unauthorized use of the system is prohibited and subject to criminal and civil penalties. Use of the system indicates consent to monitoring and recording.

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Creating Properties in Energy Star

1. Select "Add a Property."
2. Select your property type, number of buildings that are part of your property, and construction status, then click "Get Started."

[illegible]

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3. Enter your property service address as found on your National Grid bill, Year Built, Gross Floor Area and Occupancy percentage, then click "Continue."
4. Select the appropriate Building Use from the list and complete the required fields, then click "Add Property."

ENERGY STAR® PortfolioManager®

Welcome National Grid Web Services: [Account Settings](#) | [Notifications](#) | [Contacts](#) | [Help](#) | [Sign Out](#)

Set Up a Property: Basic Property Information

Tell us a little bit more about your property, including a name that you will use to look up your property and its address.

About Your Property

Name:

Country:

Street Address:

City/Municipality:

State/Province:

Postal Code:

Year Built:

Gross Floor Area: ☐ Temporary Value

Gross Floor Area (GFA) is the total property floor area, measured from the principal exterior surfaces of the building(s). Do not include parking. [Details on what to include.](#)

Irrigated Area: ☐ Temporary Value

Occupancy: %

Do any of these apply?

- ☐ My property's energy consumption includes parking areas
- ☐ My property has a heated swimming pool
- ☐ My property has one or more retail stores
- ☐ My property has one or more restaurants/cafeterias
- ☐ My property has nursing/assisted care units

[Back](#) [Continue](#)

ENERGY STAR® PortfolioManager®

Welcome National Grid Web Services: [Account Settings](#) | [Notifications](#) | [Contacts](#) | [Help](#) | [Sign Out](#)

Set up a Property: How is it used?

Based on what you've told us so far, Portfolio Manager has set up your property. Fill in the tables below to provide more detailed information on how your property is used.

Basic Information

Name: Country:

Property Type: Address: [Map It](#)

Year Built:

Property consists of: [Edit](#)

[Add Another Type of Use](#) [Add](#)

Building Use [Get Name](#)

Multifamily Housing refers to residential properties that contain two or more residential living units. These properties may include low-rise buildings (1-4 stories), mid-rise buildings (5-9 stories), or high-rise buildings (10+ stories). Occupants of these buildings may include tenants, cooperators, and/or individual owners.

Eligibility for an ENERGY STAR score and certification for Multifamily properties:

- 2 units or more per building
- 20 units or more per property/campus
- Greater than 75% occupancy
- Communities of single-family homes are not eligible. If your property is a mix of multifamily and single-family homes, the property would still be eligible as long as the single-family homes are less than 25% of the total GFA.

Gross Floor Area (GFA) should include all buildings that are part of the multifamily property, including any separate management offices or other buildings that may not contain living units. Gross Floor Area should include all fully-enclosed space within the outside surfaces of the exterior walls of the building(s) including living space in each unit (including occupied and unoccupied units), interior common areas (e.g. lobbies, offices, community rooms, common kitchens, fitness rooms, indoor pools, hallways, stairwells, elevator shafts, connecting corridors between buildings, storage areas, and mechanical space such as a boiler room. Open air stairwells, breezeways, and other similar areas that are not fully-enclosed should not be included in the GFA.

Property Use Detail	Value	Current As Of	Temporary Value
★ Gross Floor Area	70,000 Sq. Ft. ☐ Temporary Value	1/1/2008 1/1/2008	☐
★ Total Number of Residential Living Units	☐ Use a default	1/1/2008 1/1/2008	☐
★ Number of Residential Living Units in a Low-rise Setting (1-4 stories)	☐ Use a default	1/1/2008 1/1/2008	☐
★ Number of Residential Living Units in a Mid-rise Setting (5-9 stories)	☐ Use a default	1/1/2008 1/1/2008	☐
★ Number of Residential Living Units in a High-rise Setting (10+ stories)	☐ Use a default	1/1/2008 1/1/2008	☐
★ Number of Bedrooms	☐ Use a default	1/1/2008 1/1/2008	☐
Resident Population Type		1/1/2008 1/1/2008	☐
Government Subsidized Housing		1/1/2008 1/1/2008	☐
Number of Laundry Hookups in All Units		1/1/2008 1/1/2008	☐
Number of Laundry Hookups in Common Area(s)		1/1/2008 1/1/2008	☐
Percent That Can Be Heated		1/1/2008 1/1/2008	☐
Percent That Can Be Cooled		1/1/2008 1/1/2008	☐

★ This Use Detail is used to calculate the 1-100 ENERGY STAR Score and Water Score.

[Back](#) [Add Property](#) [Cancel](#)

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Connecting and sharing with National Grid

Adding National Grid Web Services as a contact

- To check to see if National Grid is already a contact:
 - Click on Contacts in the upper right corner of the MyPortfolio page. On the My Contacts page, check if National Grid Web Services is listed as Connected.
- If National Grid is already a contact, proceed to Page 10 with Sharing your property with National Grid.
- If National Grid Web Services is not a contact then complete the following steps to make them one.

- Click Add Contact.
- To search for National Grid, enter "National Grid Web Services" In the name field.
- Click Search.
- From the list, locate "National Grid Web Services."
- Click Connect.
- After clicking "Connect," you will be prompted to accept National Grid's Terms of Use. Check the box next to "I agree" and then click "Send Connection Request." This will send your connection request to National Grid. When National Grid accepts your connection request, you should receive a notification in your EPA Portfolio Manager account. At this point, you will be able to move on to the next step, sharing your property with National Grid.

Search Results

The results of your search are listed below. Clicking "Connect" will send a request to the person asking them to confirm your request to add them as your contact. If they accept, you will see them listed as a connected contact in your address book. If they do not accept, or have not accepted yet, you will see them as an unconnected contact in your address book. Connecting with contacts will make it easier to share property information within Portfolio Manager.

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Sharing your property with National Grid

1. Click on the Sharing tab.
2. Click on "Set Up Web Services/Data Exchange."
3. On the "Share Properties for Exchanging Data" page, go to "Select Web Services Provider (Account)," and choose "National Grid Web Services" from the drop-down list.
4. Go to "Select Properties," and use the drop-down menu to indicate whether you wish to share one property, multiple properties, or all properties with National Grid.
 - If you need National Grid data for just one property, select "One Property" from the drop-down list. You will then be presented with a second drop-down list from which you can select the property to share.
 - If you need National Grid data for more than one property, choose "Multiple Properties" from the dropdown list. From there, click the button that says, "Select Properties," and a new window will pop up with a prompt. Check the boxes next to the property names you wish to share, click "Apply Selection," and you will be taken back to the "Share Properties for Exchanging Data" page. Make sure that the correct number of "Selected Properties" is showing.



Share Properties for Exchanging Data

Choose Permissions → Set Up Connections → Check Existing Permissions → View Results/Confirmation

Sometimes it's really important to be able to share your property with someone else. Use this option to set up automatic exchange of data with your utility or service provider.

1 Select Web Services Provider (Account)

Which web services provider (account) do you want to share these properties with in order to exchange data? You can share multiple properties at once with a single provider.

Select web services provider from my contacts book:

National Grid Web Services (National Grid Web Services) [v]

2 Select Properties

Which Properties do you want to share? Note that while you can share properties that include unsupported meter types, those specific meters will not be shared.

Multiple Properties [v] [Select Properties]

Selected Properties: 3

3 Choose Permissions

If you only need to choose one permission (because you are doing a single share or you want to give the same permissions for all your shares), you can choose that permission here. Otherwise, you may assign different permissions for different properties and/or contacts on the next screen.

☒ I want to set permission levels in bulk for all selected properties and meters.

☐ Exchange Data Full Access (with full access to all properties and meters)

☐ Exchange Data Read Only Access (with read only access to all properties and meters)

☒ Exchange Data Custom Access (customized access by meter type, such as electricity and gas, for all properties) [Edit](#)

☐ Remove Access (i.e. remove existing access to all properties)

☐ I want to provide different levels of access for each property or to each individual meter within a property.

[Authorize Exchange] [Cancel]

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5. Go to “Choose Permissions” and select the first option, “I want to set permission levels in bulk for all selected properties and meters.”
6. From the list of options that appears, select “Exchange Data Custom Access.” This launches a new window, where you can set the Access Permissions that will apply to all properties that you are sharing with National Grid.
7. Make the following selections:
 - Property Information: select “Exchange Data Full Access.”
 - Meter Information:
 - For each meter displayed, choose “None”
 - **You do not need to share access to specific energy meters with National Grid that were not created by National Grid.** After you have successfully shared your property, National Grid will create one or more new “virtual” meters, into which your energy consumption data will be uploaded to.
 - If you do select “Read Only” or “Full Access” at the meter level, this will be ignored by National Grid, and may even be rejected, since meter-level shared access is not needed by National Grid’s system. As long as you have provided “Full” access at the property level, then this will be sufficient.
 - **Water Meters:** select “None.”
 - **Goals, Improvements, & Checklists:** select “None.”
 - **Recognition:** select “None.”
 - **Share Forward:** select “Yes.”

Item	None	Exchange Data Read Only	Exchange Data Full Access
Property Information	☐	☐	☒
▼ All Meter Information			
▼ Energy Meters			
Electric - Grid	☒	☐	☐
Natural Gas	☒	☐	☐
Fuel Oil (No. 2)	☒	☐	☐
▼ Water Meters			

Additional Options:

Item	Yes	No
* Share Forward Allow [redacted] to share this property with others and give them any permissions that he/she has, including the right to share with more people.	☒	☐

Apply Selection Cancel

8. Click “Apply Selection,” which will return you to the “Share Properties for Exchanging Data” page.
9. From the “Share Properties for Exchanging Data” page, review your selections and then click “Authorize Exchange.”
10. If there are any issues with your sharing request (e.g., you attempted to share a property for which you do not have the necessary access rights), Portfolio Manager will alert you and prompt you to make corrections. Otherwise, you will see a confirmation page that says, “Bulk Share Properties for Exchanging Data: Results.” You will also see confirmation of the outgoing shares in the “Sharing Notifications” box on the “Sharing” tab of your Portfolio Manager account.

Bulk Share Properties for Exchanging Data: Results

Choose Permissions Set Up Connections Check Existing Permissions View Results/Confirmation

✓ Congratulations! You have successfully shared/edited access to your property(ies).
A total of 3 share requests were sent.
If you shared properties, you will receive a notification when your contact has accepted the share. If you edited access to current permissions, the edits have been made, no acceptance is required.

Close

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Resharing EPM Property Share (Returning Customers)

1. If you have received the most recent years' data upload from National Grid, you should not unshare your property or meter(s) with National Grid. Leave these shares in place and the next data upload should be pushed through automatically.
2. If you do mistakenly deactivate your National Grid's shared access to the property, that will disable National Grid access to the gas meters that we have been populating with usage data. In this case, you will need to reshare following the steps below.
 - *Go into the Portfolio Manager record for this property.*
 - *From the "Property Summary" tab, scroll down to the box labeled "Sharing this Property."*
 - *Next to the name "National Grid Web Services," select "Edit Contact's Permissions" from the drop-down box.*
 - *From the next screen, click on the link to "Edit" under the "Exchange Data" column.*
 - *From here, a window will pop up where you can select "Full Access" for the Energy Meter called "Natural Gas Main Meter"/ "Electric Main Meter"/ "Gas Cooking Meter"*
 - *After making that selection, click "Apply Selections & Authorize Exchange."*
3. After you have re-shared your property, you will need to contact National Grid Benchmarking Portal Call Center at the email or phone number listed at the bottom of every page. They will open a ticket with the IT department to initiate the manual acceptance of the reshare. This process can take up to 7 business days and may require additional information from you.

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Navigation to the National Grid EPA Portfolio Manager Online Form “Webform”

Once you have completed your share request process in EPA ENERGY STAR Portfolio Manager, visit the National Grid Benchmarking Portal to submit data share webform.

Before beginning the registration process, check the region to verify that you are in the correct region. You can always use the “Change Location” link on the top of the page to change your region.

- MA Properties need to select the Utility Type.

First-Time Share Request:
Please allow National Grid up to 24 hours to validate and accept the initial share request.

 Long Island New York ▶ Change Location	 Gas	 For your Business ▼
--	---	---

nationalgrid

 Metro New York ▶ Change Location	 Gas	 For your Business ▼
---	--	---

nationalgrid

 Upstate New York ▶ Change Location	 Gas and Electric	 For your Business ▼
---	--	---

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 Massachusetts ▶ Change Location	 Electric ▼	 For your Business ▼
--	--	---

nationalgrid

 Massachusetts ▶ Change Location	 Gas ▼	 For your Business ▼
--	---	---

nationalgrid

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NY Metro and Long Island Customers

- Once you have completed Step 1: Sharing with National Grid (Page 9-11), select the “EPA Portfolio Manager Online Form” link in Step 2.

Step 2:

Once you have completed the property share procedure with the EPA Portfolio Manager, select **EPA Portfolio Manager Online Form** link to complete the online register process with National Grid.

First-Time Share Request:
Please allow National Grid up to 24 hours to validate and accept the initial share request.

MA and UNY Customers

- National Grid has a two-tier process.
 - Tier One** - Properties with a combined THREE (3) or fewer active accounts **per service type** (electric and/or gas) are required to submit the Energy Usage Release Form for each tenant.
 - Example scenarios:
 - One (1) service address submitted:
 - If the service address has two (2) gas and four (4) electric active accounts, then the building owner is required to obtain a signed Energy Usage Release Form for the two (2) gas accounts. The four (4) active electric accounts would follow the Tier Two process.
 - Two (2) service addresses submitted:
 - If one service address has two (2) gas and four (4) electric active accounts, and the other submitted address has one (1) gas and one (1) electric active accounts, then the building owner is required to obtain a signed Energy Usage Release Form for the three (3) gas accounts. The five (5) active electric accounts would follow the Tier Two process.
 - Three (3) service addresses submitted
 - If one service address has one (1) gas and one (1) electric active account, the second service address has one (1) gas and one (1) electric active account, and the third service address has one (1) gas and one (1) electric active account, then the building owner is required to obtain a signed Energy Usage Release Form for the three (3) gas and 3 electric accounts.
 - Tier Two** - Properties with a combined FOUR (4) or more active accounts **per service type** (electric and/or gas).
 - Please select the Tier that applies to your building(s) and follow the steps accordingly.

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Properties with a combined **THREE (3) or fewer active accounts per service type (Electric and/or Gas)**

- Once you have completed Step 1 Sharing with National Grid (Page 9-11), click the link for the “Energy Usage Release form” and download it for the account holders to fill out.
- Then select the “EPA Portfolio Manager Online Form” link in Step 3.

NOTE: Municipalities or governmental agencies with multiple properties that they would like data for can submit via email a signed Energy Usage Release Form with an Excel or Word file that lists all the managed buildings with their corresponding National Grid account information. Only one (1) account number per building is required.

Step 2: You must print, fill out and submit the **Energy Usage Release Form*** for each tenant. Email the completed form in a PDF format to NE.EnergyEfficiency@nationalgrid.com.

NOTE: Municipalities or governmental agencies that have multiple properties that they would like data for can submit via email a signed Energy Usage Release Form with an Excel or Word file that lists all the managed buildings with their corresponding National Grid account information. Only one (1) account number per building is required.

Step 3: Once you have completed the property share procedure with the EPA Portfolio Manager, select **EPA Portfolio Manager Online Form** link to complete the online register process with National Grid.

First-Time Share Request:
Please allow National Grid up to 24 hours to validate and accept the initial share request.

- **Properties with a combined **FOUR (4) or more active accounts per service type (Electric and/or Gas)**** Once you have completed Step 1: Sharing with National Grid (Page 9-11), select the “EPA Portfolio Manager Online Form” link in Step 2.

Step 2: Once you have completed the property share procedure with the EPA Portfolio Manager, select **EPA Portfolio Manager Online Form** link to complete the online register process with National Grid.

First-Time Share Request:
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National Grid EPA Portfolio Manager Online Form “Webform”

1. Enter your EPA Portfolio Manager property ID, username, your email address, your contact information, service address and other required Information.

Complete the below registration form to request that your 12 months of aggregate energy usage data be automatically uploaded to your EPA Portfolio Manager account.

All fields are required unless otherwise indicated.

Your Information

*** Note:** You are currently on our **Metro NY** site. If you are not requesting data for a building in this region, please re-select **your location**.

Portfolio Manager Username



Enter the Energy Star Portfolio Manager Username exactly as it was created (Case Sensitive). If you don't have an Energy Star Portfolio Manager Username, you can [create an account here](#).

E-mail address

Verify E-mail address

Phone Number

Request submitted by

First Name

Last Name

Address

Address 2
(Optional)

City

State

Zip Code

Note: All fields must be completed

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2. Enter the property service address as found on your National Grid utility bill.
3. If entering additional property service addresses click the “+ Add Service Address” button and enter the services addresses as found on your National Grid utility bill.
 - Up to 10 Service addresses can be connected to one Property ID.

Service Address

(Service address you enter in portfolio manager must be the same as on your National Grid bill)

Borough

Select ▼

Portfolio Manager Property ID Number

Account Holder's Or Property Owner Name

House Number

Street

City

State

Select ▼

Zip Code

Where do I find this?

House Suffix (Optional)

Select ▼

Properties with a suffix (e.g., 121A) in the house number need to be entered with the suffix in the “House Suffix” field (selected from the drop-down menu); the house number only is added in the “House Number” field.

Example: 121A: House Number Field = 121 and House Suffix Field = A. If a customer enters 121A into the “House Number Field,” they will receive an address error.

Account Number

Where do I find this?
(10 digit account number without dashes)

* **Note:** You are currently on our **Upstate NY** site. If you are not requesting data for a building in this region, please re-select **your location**.

Service Type

Select ▼

Account Number

The account number must be the same as found on the utility service bill

+ Add Service Address

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4. After clicking “+ Add Service Address” enter the required information. All fields must be populated with valid values.
5. Once added the service addresses and account numbers will be displayed. Please review for accuracy before completing the next step.

Service Address

(Service address you enter in portfolio manager must be the same as on your National Grid bill)

Borough ⓘ

Account Holder's Or Property Owner Name ⓘ [Where do I find this?](#)

House Number ⓘ House Suffix (Optional)

Street ⓘ

City ⓘ

State ⓘ

Zip Code ⓘ

Account Number [Where do I find this?](#)
(10 digit account number without dashes)

* **Note:** You are currently on our **Metro NY** site. If you are not requesting data for a building in this region, please re-select [your location](#).

Account Number

[+ Add Service](#)

Account Number [Where do I find this?](#)
(10 digit account number without dashes)

*** Note:** You are currently on our **Update NY** site. If you are not requesting data for a building in this region, please re-select **your location**.

Service Type Account Number

+ Add Service Address						
Portfolio Manager Property ID Number	Account Holder / Property Owner Name	Service Address	Service Type	Account Number	Actions	Delete
1001	John Smith	123 A Main St, Waltham, NY, 02451	Gas	AC-001	Edit	Delete
1002	Mary Jones	45 Elm Ave, Newton, MA, 02458	Electricity	AC-002	Edit	Delete
1003	David Lee	23 Oak Rd, Boston, RI, 02108	Gas	AC-003	Edit	Delete

Click the checkbox below if you're human (anti-spam verification)

Localhost is not in the list of supported domains for this site key.


reCAPTCHA
Privacy - Terms

National Grid Benchmarking Portal Contact Center:

NY Customers- energyefficiency@nationalgrid.com MA Customers- NE.energyefficiency@nationalgrid.com

Or call **855-563-7448**, 8:00 am to 5:00 pm EST Monday through Friday

6. Select the "edit" button within the grid view to correct any errors within the service address row.
7. If necessary, select "Delete" to remove a service address

Service Address
(Service address you enter in portfolio manager must be the same as on your National Grid bill)

Account Holder's Or Property Owner Name: John Smith Where do I find this?

House Number: 123 House Suffix (Optional): A

Street: Main St

City: Waltham

State: Select

Zip Code: 02451

Account Number Where do I find this?
(10 digit account number without dashes)
* Note: You are currently on our Upstate NY site. If you are not requesting data for a building in this region, please re-select your location.

Service Type: Gas Account Number: AC-001

[+ Add Service Address](#)

Portfolio Manager Property ID Number	Account Holder / Property Owner Name	Service Address	Service Type	Account Number	Actions	Delete
1001	John Smith	123 A Main St, Waltham, NY, 02451	Gas	AC-001	Edit	Delete
1002	Mary Jones	45 Elm Ave, Newton, MA, 02458	Electricity	AC-002	Edit	Delete
1003	David Lee	23 Oak Rd, Boston, MA, 02108	Gas	AC-003	Edit	Delete

If we select the "edit" button within the grid, the values of the grid rows [service address] will be filled into the corresponding fields.

Service Address
(Service address you enter in portfolio manager must be the same as on your National Grid bill)

Account Holder's Or Property Owner Name: John Smith Where do I find this?

House Number: 123 House Suffix (Optional): A

Street: Main St

City: Waltham

State: Select

Zip Code: 02451

Account Number Where do I find this?
(10 digit account number without dashes)

Service Type: Gas Account Number: AC-001

localhost:44354 says
Are you sure you want to delete this record?

[OK](#) [Cancel](#)

If we select the "Delete" button in the grid, a popup will appear to confirm the deletion

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Or call **855-563-7448**, 8:00 am to 5:00 pm EST Monday through Friday

8. Click the "I am not a robot" button and follow any prompts provided.
9. After reading the "Terms and conditions", check the "Terms and conditions" box,
10. Type in your full name and click Submit.

Click the "I'm not a robot" box.

Click the checkbox below if you're human (anti-spam verification)

☐ I'm not a robot



Click the box to confirm that you have read "Terms and Conditions."

Terms and conditions

☐ By checking the box and entering your full name in the Electronic Signature text box, you acknowledge that you have read, understand and agree to the **terms and conditions**.

Electronic Signature
(Enter Your Full Name)

NOTE: If you have any questions or issues with your web submissions contact The Energy Efficiency team.
• Massachusetts customers use NE.energyefficiency@nationalgrid.com
• All other customers use enervefficiencyv@nationalgrid.com

To read "Terms and Conditions," select the blue text.

Submit

Account Number Where do I find this?

(10 digit account number without dashes)

* Note: You are currently on page 1 of 1. If you are not a current customer, please re-select your location.

Account Number

Click the checkbox

☐ I'm not a robot

Terms and conditions

☐ By checking the box and read, understand and agree

Electronic Signature
(Enter Your Full Name)

NOTE: If you have any questions or issues with your web submissions contact The Energy Efficiency team.
• Massachusetts customers use NE.energyefficiency@nationalgrid.com
• All other customers use enervefficiencyv@nationalgrid.com

Disclaimer

Welcome to the National Grid EPA Portfolio Manager Website (the "Website"). This Website is operated by The Brooklyn Union Gas Company and KeySpan Gas East Corporation each d/b/a National Grid ("National Grid" or the "Company") to facilitate uploading of your aggregated energy usage data ("Data") to the United States Environmental Protection Agency ("EPA") Portfolio Manager®, an online tool created and managed by the EPA and used, in part, to measure and track energy consumption ("EPA Portfolio Manager"). Please read this Agreement in full before using the Website.

By using the Website you:

- Agree that you have read this Agreement and National Grid's Privacy Policy and agree to be legally bound by this Agreement and National Grid's Privacy Policy. If you do not agree to the terms contained herein or in National Grid's Privacy Policy, do not use or further access the Website.
 - Represent that you are one or more of the following:
 - (a) the owner of the building(s) specified on the Web Consent Form found on the Website (such owner and/or its duly authorized agent, the "Owner"; such building(s), the "Building(s)");
 - (b) the Building(s)' Owner's duly authorized agent with the authority to enter into this Agreement;
 - (c) the account holder of the National Grid (or its affiliate) account that contains the Data (such account holder or its duly authorized representative, the "Customer"); or
 - (d) a representative of the Customer, duly and expressly authorized in writing by such Customer to enter Customer's Data on such Customer's behalf (Owner and Customer using the Website also referred to as "you or your"; National Grid and you are referred to herein collectively as the "Parties" and separately as a "Party").
 - Agree that any and all information and Data you provide via the Website (including the Web Consent Form) or pursuant to this Agreement is true, accurate, complete and correct.
 - Request that National Grid automatically generate and upload Data for your Building(s) to the EPA Portfolio Manager and you authorize National Grid to release Data on your Building(s) to the appropriate governmental or regulatory agencies.
 - Agree that National Grid may provide Data to the EPA Portfolio Manager and understand that National Grid will transmit electronically up to 12 months of the most recent Data to the EPA Portfolio Manager database in aggregate form.
 - Agree to comply with all applicable federal, state and local laws, ordinances, rules, regulations, codes, permits, licenses, authorizations, and orders of any governmental body, agency, authority.
- The Website allows National Grid, acting on Owner's behalf, to create, access, upload, modify,

OK

Pop up screen will display the "Terms and conditions."

National Grid Benchmarking Portal Contact Center:

NY Customers- energyefficiency@nationalgrid.com MA Customers- NE.energyefficiency@nationalgrid.com

Or call **855-563-7448**, 8:00 am to 5:00 pm EST Monday through Friday

Expired National Grid EPA Portfolio Manager Online Form “Webform”

- If you get the following email or it has been more than 4 years since your initial webform submission, click the link or go to:
 - https://www1.nationalgridus.com/EPAPortfolioManager?_gl=1*65nxfq*_gcl_au*MTM5NTkyNDI0My4xNzcxMzM4MDkx*_ga*MTY2MjAzMjYzLjE3NjE2NjI2Mzk.*_ga_FH50R0D4B4*czE3Nzc5ODUyNzIkbzI2JGcxJHQxNzc3OTg1Mjk0JGozOCRsMCRoMA
- Follow the steps outlined to submit the National Grid EPA Portfolio Manager Online Form “Webform” shown on page 16-20.
- **Please note that consent forms are needed for any property that has a combined total of 3 or less accounts per service type in UNY or MA.**
- **You do not need to touch the share in Energy Star as long as it has remained active.**

From: EnergyEfficiency@nationalgrid.com <EnergyEfficiency@nationalgrid.com>

Sent: Monday, June 22, 2026 9:52 AM

To: [REDACTED]

Subject: EPA Portfolio Manager Data Request Expiring - Property ID: [REDACTED]

You are receiving this notice because your National Grid data request for the above mentioned Property ID, is expiring before your next scheduled upload. You must complete a new Web form in order to remain compliant and continue receiving data uploads in EPA Portfolio Manager.

Please refer to our user guide <https://ngrid.com/epm> for additional information related to this message.

National Grid Benchmarking Portal Contact Center:

NY Customers- energyefficiency@nationalgrid.com MA Customers- NE.energyefficiency@nationalgrid.com

Or call 855-563-7448, 8:00 am to 5:00 pm EST Monday through Friday

National Grid Web Successful Submission Messages

NY Metro, Long Island, Tier 2 for MA and UNY Successful submission

The screenshot shows the top navigation bar with links: Your Account, Your Home, Your Business, Business Partners, Our Company, and a green Pay Bill button. Below the navigation bar, the page title is "EPA Portfolio" followed by "EPA Portfolio Manager". The main content area contains the following text:

Your request for your building's energy usage data has been successfully submitted to National Grid. No further action is required from you at this time. Please allow up to 5 business days to receive your data. You will receive an email confirming the completion of this data request.

If you do not receive the email or data within 5 business days, please email us at the email address noted on the [EPA Portfolio Manager](#) page.

At the bottom right of the main content area is a button labeled "Submit Another Form". The footer contains links for UK, Careers, Mobile, Privacy Policy, Terms & Conditions, Accessibility, Security, Filings, and Opt Out, along with a "Select Language" dropdown and social media icons for Twitter, Facebook, YouTube, and Instagram.

Tier 1 MA and UNY Successful submission

The screenshot shows the same top navigation bar as the previous image. Below the navigation bar, the page title is "EPA Portfolio" followed by "EPA Portfolio Manager". The main content area contains the following text:

We have received your request and have validated it against our systems. In order to complete your data load request, you must provide us with Consent to do so. Please download and return the [consent form](#) or contact our Energy Efficiency Team at National Grid.

At the bottom right of the main content area is a button labeled "Submit Another Form". A vertical "feedback" button is visible on the right side of the page.

National Grid Benchmarking Portal Contact Center:

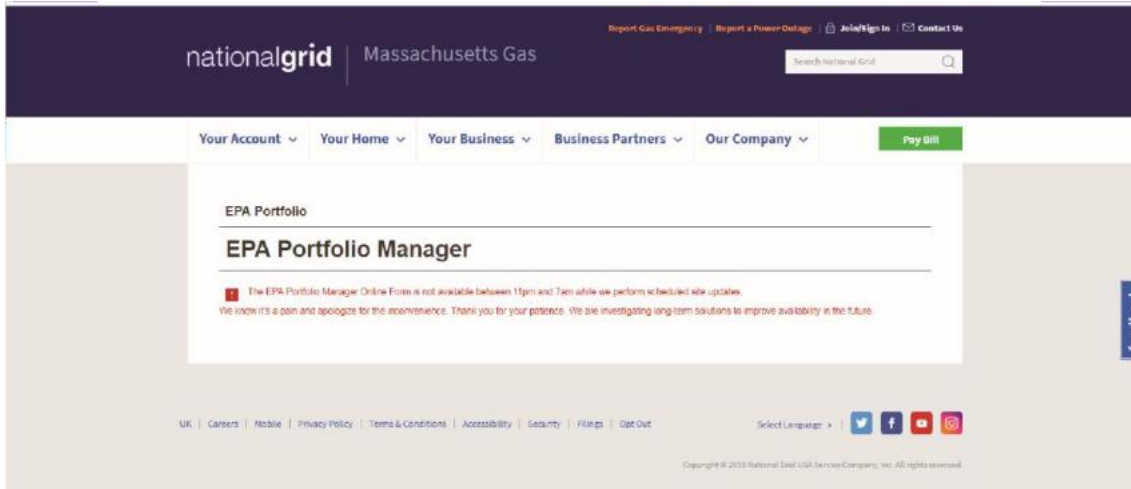
NY Customers- energyefficiency@nationalgrid.com MA Customers- NE.energyefficiency@nationalgrid.com

Or call 855-563-7448, 8:00 am to 5:00 pm EST Monday through Friday

National Grid Web Submission Error Messages

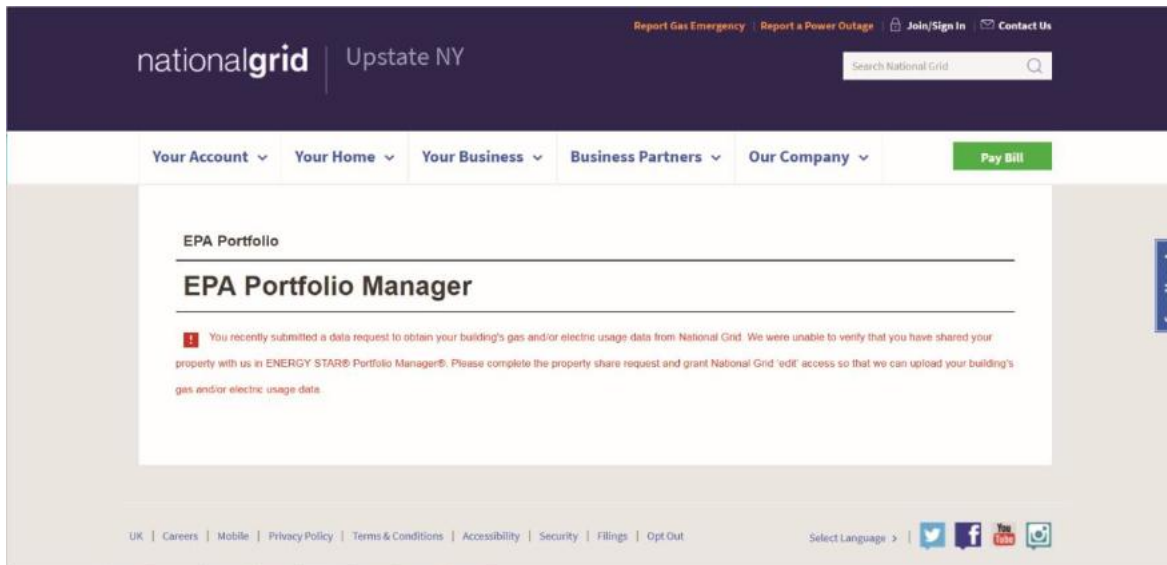
Customers that receive an error message must submit a new webform with the corrected information.

System Time Restriction Error



(National Grid system is not available from 11 pm to 7 am EST)

Property Share Access Level Validation Issue



National Grid Benchmarking Portal Contact Center:

NY Customers- energyefficiency@nationalgrid.com MA Customers- NE.energyefficiency@nationalgrid.com

Or call **855-563-7448**, 8:00 am to 5:00 pm EST Monday through Friday

Account Validation Issue

The screenshot shows the EPA Portfolio Manager interface for Upstate NY. The header includes links for 'Report Gas Emergency', 'Report a Power Outage', 'Join/Sign In', and 'Contact Us'. A search bar is present. The main navigation menu includes 'Your Account', 'Your Home', 'Your Business', 'Business Partners', 'Our Company', and a 'Pay Bill' button. The central content area displays 'EPA Portfolio Manager' with a red error message: 'Account not found. Please enter a valid account number.' A 'feedback' button is visible on the right side. The footer contains links for 'UK', 'Careers', 'Mobile', 'Privacy Policy', 'Terms & Conditions', 'Accessibility', 'Security', 'Filings', 'Opt Out', and a 'Select Language' dropdown. Social media icons for Twitter, Facebook, YouTube, and Instagram are also present.

Service Address Validation Issue

This screenshot is identical to the one above, but the error message displayed in the center of the page is: 'Service address not found. Please enter a valid service address.'

National Grid Benchmarking Portal Contact Center:

NY Customers- energyefficiency@nationalgrid.com MA Customers- NE.energyefficiency@nationalgrid.com

Or call **855-563-7448**, 8:00 am to 5:00 pm EST Monday through Friday

Additional Historical Usage Data Upload Option

Building owners that have already received their prior aggregated usage data can request an additional two (2) years of usage information.

1. Click the “Building owners that have already received their prior Aggregated usage...” drop down.
2. Click the Hyperlink "Additional Historical usage data upload online form"

Building owners that have already received their prior aggregated usage data and are requesting for additional two (2) years of usage information ▼

Building owners that have already received their prior aggregated usage data and are requesting for additional two (2) years of usage information ▲

We have enhanced our system by providing customers the option to obtain two (2) additional years of aggregated whole-building usage data, after the initial data upload is completed.

If you have already completed the initial data load process using the steps and link outlined above, fill out the **Additional historical usage data upload online form** to receive two(2) additional years of prior aggregate usage information.

This additional data will take up to 7 business days to get uploaded into your EPA Portfolio Manager account.

National Grid Benchmarking Portal Contact Center:

NY Customers- energyefficiency@nationalgrid.com MA Customers- NE.energyefficiency@nationalgrid.com

Or call **855-563-7448**, 8:00 am to 5:00 pm EST Monday through Friday

3. Fill out the form. All fields must be populated with valid values.
4. Click the I am not a robot button and follow any prompts provided.
5. After reading the “Terms and conditions”, check the “Terms and conditions” box,
6. Type in your full name and click Submit.

Additional historical Usage data upload online form

Building owners that have already received their prior usage data and maintained an active portfolio manager property share can use the below form to request for two (2) additional years of aggregate whole building usage information.

All fields are required unless otherwise indicated.

Your Information

Portfolio Manager
Username:

 ?

Select Year:

☐ 2024 ☐ 2023

Property ID:

☐ Please confirm EPA connection and Property is shared with Nationalgrid with read-write access

Click the checkbox below if you're human (anti-spam verification)

☐ I'm not a robot
reCAPTCHA is changing its terms of service.
[Take action.](#)



Terms and conditions

☐ By checking the box and entering your full name in the Electronic Signature text box, you acknowledge that you have read, understand and agree to the [terms and conditions](#).

Electronic Signature
(Enter Your Full Name)

NOTE: If you have any questions or issues with your web submissions contact The Energy Efficiency team.

- Massachusetts customers use NE.energyefficiency@nationalgrid.com
- All other customers use energyefficiency@nationalgrid.com

Reminder: you must have an active EPA portfolio manager web share request with National Grid to receive two (2) additional years of aggregate whole building usage information. This additional data may take up to 7 business days to get uploaded into your portfolio

Submit

National Grid Benchmarking Portal Contact Center:

NY Customers- energyefficiency@nationalgrid.com MA Customers- NE.energyefficiency@nationalgrid.com

Or call **855-563-7448**, 8:00 am to 5:00 pm EST Monday through Friday

Frequently Asked Questions

1. What is EPA's ENERGY STAR® PORTFOLIO MANAGER® (EPM)?

- The Energy Star Portfolio Manager (EPM) is a federal website in the United States, managed by the Environmental Protection Agency (EPA). It is a web-based energy management tool that allows building owners and property managers to monitor and evaluate energy and water usage across a portfolio of buildings. Additionally, EPA Portfolio Manager enables users to estimate their carbon footprint, track energy management objectives over time, and pinpoint strategic opportunities for savings.

2. What type of data does National Grid upload into EPM?

- National Grid provides monthly aggregated usage information and uploads the data to the EPA'S ENERGY STAR Portfolio Manager site:
 - **Gas**
 - Heating and water heating aggregate usage
 - Cooking account aggregate usage
 - **Electric**
 - **Aggregated Electric usage data**

3. How long does it take National Grid to accept the EPM share requests?

- **First-Time Share Request:** National Grid can take up to 24 hours to validate and accept an initial share request.
- **Resharing Data Request:** **Contact** National Grid Benchmarking Portal Call Center at the email or phone number listed at the bottom of every page. They will open a ticket with the IT department to initiate the manual acceptance of the reshare. This process can take up to 7 business days and may require additional information.

4. Will the EPM send an email to confirm that the share request was accepted?

- Energy Star does not send out email notifications regarding share acceptance. Please check Energy Star site for acceptance notifications.

5. How long do I need to wait after submitting a share request to submit a National Grid Benchmarking webform?

- **First-Time Share Request:** Please wait 24 hours before submitting a webform.
- **Resharing Data Request:** **Contact** National Grid Benchmarking Portal Call Center at the email or phone number listed at the bottom of every page. They will open a ticket with the IT department to initiate the manual acceptance of the reshare. This process can take up to 7 business days and may require additional information.

6. Does National Grid use a tax lot — Block and Lot number (BBL), Building Identification Number (BIN) or BERDO ID?

- No, our customer systems do not currently have the option to add BBL, BIN or BERDO ID.
- Customers should obtain all service address(es) included in each BBL, BIN or BERDO ID prior to webform submission.

7. How many months of data will National Grid provide?

- National Grid will provide 12 calendar months of aggregate usage information per service address at the initial upload. Data will be uploaded quarterly following the initial upload.

8. How long does it take for me to get my aggregate usage information uploaded?

- Usage data uploads will be processed and uploaded within 3 – 5 business days.
 - If consent was needed the time line of 3-5 business days does not start until you receive an acceptance and data release email from our **Benchmarking Portal Call Center**.

9. Does National Grid provide an option for customers to receive additional usage information through the benchmarking web portal?

- Building owners that have already received their prior aggregated usage data can request an additional two (2) years of usage information.

National Grid Benchmarking Portal Contact Center:

NY Customers- energyefficiency@nationalgrid.com MA Customers- NE.energyefficiency@nationalgrid.com

Or call **855-563-7448**, 8:00 am to 5:00 pm EST Monday through Friday

10. Does National Grid provide quarterly or monthly usage data updates?

- We will be providing quarterly data updates, as long as the EPA'S ENERGY STAR Portfolio Manager connection request is active and the EPA Portfolio Manager Online Form "Webform" has not expired.

11. How long will the quarterly uploads last?

- Quarterly updates will continue for up to 4 years if building owners maintain their EPA Portfolio Manager web share link as active. Deactivating the EPA'S ENERGY STAR Portfolio Manager property share link will disable the upload process.
- Prior to the 4 year mark an email will be sent out to advise you of the pending expiration of the property. At that time a new EPA Portfolio Manager Online Form "Webform" is needed. You do not need to touch the share in Energy Star as long as it has remained active.

12. Is there a cost associated with using the new National Grid Data Upload process?

- No, this is a free service offered to National Grid customers.

13. Is the usage information provided based on a per meter basis or per building?

- National Grid provides aggregate whole building usage information based on the Service address(es) and account number(s) provided on the EPA Portfolio Manager Online Form "Webform".

14. Who is required to submit Energy Usage Release Forms?

- **In MA and UNY regions:**
 - Properties that have a combined THREE (3) active accounts or fewer per service type (electric and/or gas) are required to complete, sign and submit an Energy Usage Release Form for each tenant, in PDF format. Email the Energy Usage Release Form to:
 - **Upstate NY Customers:** energyefficiency@nationalgrid.com
 - **MA Customers:** NE.energyefficiency@nationalgrid.com
 - Properties with FOUR (4) or more active accounts per service type are not required to submit a separate Energy Usage Release Form per tenant; only online consent is required.
- **In NYC and LI:** Customers are not required to submit an Energy Usage Release Form; only online consent is required.

15. Why is there only 1 electric and 2 gas meters uploaded when there are more physical meters at the property?

- National Grid uploads aggregated data. All of the accounts at the service address(es) provided will be uploaded to the virtual meters we create in Energy Star.
- Individual physical meter data will not be uploaded to its own meters in Energy Star.

16. Will I need to submit a new National Grid webform to restart usage data uploads after I reshare my EPM property share access?

- Yes, you will need to complete the following 3 steps.
 - Step 1: reshare the property please
 - Step 2: Contact the contact center to verify share acceptance.
 - Step 3: submit a webform

17. Can property owners receive usage data on properties with multiple services addresses?

- Customers can receive combined aggregated usage up to 10 service addresses per Property ID.

18. What aggregate usage information will I receive if I submit my request on January 1st?

- National Grid systems is designed to provide prior year aggregate usage data. Customers that submitted their data requests on or after January 1, 2027.
 - Will receive 2026 aggregate usage data.
- Customers that submitted their data request on or before December 31, 2026.
 - Will receive 2025 aggregate usage data.

19. Can National Grid upload individual tenant usage information?

- National Grid provides whole building usage information only. If a property owner wants individual tenant usage information, they would need to contact customer service for their region. Visit Nationalgrid.com for more information.

National Grid Benchmarking Portal Contact Center:

NY Customers- energyefficiency@nationalgrid.com MA Customers- NE.energyefficiency@nationalgrid.com

Or call **855-563-7448**, 8:00 am to 5:00 pm EST Monday through Friday

20. What happens if I mistakenly unshare our EPM property share with National Grid?

- If you do mistakenly deactivate your National Grid's shared access to the property, that will disable National Grid access to the gas meters that we have been populating with usage data. In this case, you will need to reshare following the steps below.
 - Go into the Portfolio Manager record for this property.
 - From the "Property Summary" tab, scroll down to the box labeled "Sharing this Property."
 - Next to the name "National Grid Web Services," select "Edit Contact's Permissions" from the drop-down box.
 - From the next screen, click on the link to "Edit" under the "Exchange Data" column.
 - From here, a window will pop up where you can select "Full Access" for the Energy Meter called "Natural Gas Main Meter"/ "Electric Main Meter"/ "Gas Cooking Meter"
 - After making that selection, click "Apply Selections & Authorize Exchange."
- 4. After you have re-shared your property, you will need to contact National Grid Benchmarking Portal Call Center at the email or phone number listed at the bottom of every page. They will open a ticket with the IT department to initiate the manual acceptance of the reshare. This process can take up to 7 business days and may require additional information from you.

National Grid Benchmarking Portal Contact Center:

NY Customers- energyefficiency@nationalgrid.com MA Customers- NE.energyefficiency@nationalgrid.com

Or call **855-563-7448**, 8:00 am to 5:00 pm EST Monday through Friday