



# Multifamily Monthly Cost Estimate Reporting

## Energy Data Portal (EDP) by CenterPoint Energy

- Step-by-step instructions
- Where to find required information on your CenterPoint Energy bill
- FAQ
- Contact information for support

# STEP-BY-STEP INSTRUCTIONS



The Energy Data Portal, allows property owners and managers of multifamily buildings to request a monthly cost estimate report to present to prospective renters.

Visit [minneapolismn.gov/renter-energy-disclosure](https://www.minneapolismn.gov/renter-energy-disclosure) for [step-by-step](#) instructions on how to request this report for the City of Minneapolis energy disclosure ordinance.

The Energy Data Portal is available at <https://www.CenterPointEnergy.com/EnergyDataPortal>

# WHAT TYPE OF BILL DO I HAVE?



Single Account Bill → **USE NEXT PAGE**

Multiple Accounts Summary Bill → **USE PAGE 5**

**CenterPoint Energy** CUSTOMER MO'S TAVERN DUFF ACCOUNT NUMBER 3113113-1 DATE DUE Jan 07, 2019 AMOUNT DUE \$ 8.19

SERVICE ADDRESS 311 Walnut St. Minneapolis, MN 55414-1029

**Gas leak or emergency** Leave immediately, then call 800-296-9815, 24 hours a day

**Customer service** 612-321-4939 or 800-245-2377 Monday - Friday, 7 am - 7 pm

**Call before you dig** Call 811 24 hours a day

**Comments** PO Box 1144 Minneapolis, MN 55440-1144

**Your usage in a glance**

Pay your next bill without lifting a finger. To enroll in AutoPay, just sign and date the back of your bill stub.

**ACCOUNT SUMMARY**

|   |                             |
|---|-----------------------------|
| Previous gas amount due                 | \$ 17.77                    |
| Payment                                 | No payment received. - 0.00 |
| Balance forward                         | \$ 17.77                    |
| MN Interim Refund Dec 6, 2018           | - 27.43                     |
| Current gas charges (Details on page 2) | + 17.85                     |
| <b>Total amount due</b>                 | <b>\$ 8.19</b>              |

Your account is ready to view now. Register for free online account access. View balance, usage history, make an online payment, view recommendations for saving energy and money with My Energy Analyzer, and much more. Register at CenterPointEnergy.com/myaccount.

**If only one account appears on each bill: SEE NEXT PAGE OF THIS DOCUMENT**

**How to pay your bill**

Online: Visit CenterPointEnergy.com/paybill Pay immediately, schedule a payment or set up automatic monthly payments.

Phone: Call 612-321-4939 and make a payment using your checking or savings account, or by debit or credit card.

In person: To find a payment location, visit CenterPointEnergy.com/paybill or call 612-321-4939.

Mail: Return the payment stub below, with your check or money order, using the return envelope.

Enroll in AutoPay today. See form on the back of this stub.

ACCOUNT NUMBER 3113113-1 DATE DUE Jan 07, 2019 AMOUNT DUE \$ 8.19

Write account number on check and make payable to CenterPoint Energy. Please enter amount of your payment.

MO'S TAVERN  
DUFF  
104 E GOODBUDDY, #100  
MINNEAPOLIS, MN 55414-1002

1600139734335 007200005319476400000008190000000081950

**CenterPoint Energy** CUSTOMER ACME SERVICES ACCOUNT NUMBER 9999999-1 BILLING DATE 06/11/2018 DATE DUE Jul 06, 2018 AMOUNT DUE \$ 3,927.91

**Gas leak or emergency** Leave immediately, then call 800-296-9815, 24 hours a day

**Customer service** 612-372-4727 or 800-245-2377 Monday - Friday, 7 am - 7 pm

**Call before you dig** Call 811 24 hours a day

**Comments** PO Box 1144 Minneapolis, MN 55440-1144

**ACCOUNT SUMMARY**

|                         |                        |
|-------------------------|------------------------|
| Previous amount due     | \$ 16,376.06           |
| Payment May 31, 2018    | Thank you! - 16,376.06 |
| Current gas charges     | + 3,927.91             |
| <b>Total amount due</b> | <b>\$ 3,927.91</b>     |

**Summary of current charges by account**

| ACCOUNT NUMBER | ACCOUNT NAME SERVICE ADDRESS                        | BILLING PERIOD          | USAGE    | CURRENT CHARGE |
|----------------|---|-------------------------|----------|----------------|
| 1 9909101      | ACME 1234 Main Street Isle, MN56342                 | 05/02/2018 - 05/31/2018 | 0 THM    | \$ 16.37       |
| 2 9909108      | ACME DATA 5432 Smith Parkway Isle, MN 56342         | 05/02/2018 - 05/31/2018 | 8 THM    | 21.43          |
| 3 9999999      | ACME DANCE COMPANY 86753 Jones Road Isle, MN 56342  | 05/02/2018 - 05/31/2018 | 149 THM  | 126.54         |
| 4 5151515      | ACME INSTITUTE 100 Broadway Isle, MN 56342          | 05/02/2018 - 05/31/2018 | 23 THM   | 60.12          |
| 5 9911999      | ACME DANCE COMPANY 86753 Jones Road Isle, MN 56342  | 05/02/2018 - 05/31/2018 | 1031 THM | 587.65         |
| 6 8675309      | JENNY 1477 Paradiso Highway Isle, MN 56342          | 05/02/2018 - 05/31/2018 | 45 THM   | 48.90          |
| 7 1234567      | ACME DESIGNS 8887 E Blanco Blvd Isle, MN 56342      | 05/02/2018 - 05/31/2018 | 46 THM   | 72.34          |
| 8 3216548      | YANNY AND LAUREL 20202 W Whicway Ave Isle, MN 56342 | 05/02/2018 - 05/31/2018 | 216 THM  | 161.43         |

**If multiple account numbers appear on one bill: SEE PAGE 5 OF THIS DOCUMENT**

**How to pay your bill**

Online: Visit CenterPointEnergy.com/paybill Pay immediately, schedule a payment or set up automatic monthly payments.

Phone: Call 612-321-4939 and make a payment using your checking or savings account, or by debit or credit card.

In person: To find a payment location, visit CenterPointEnergy.com/paybill or call 612-321-4939.

Mail: Return the payment stub below, with your check or money order, using the return envelope.

Enroll in AutoPay today. See form on the back of this stub.

ACCOUNT NUMBER 999900099-1 DATE DUE Jul 06, 2018 AMOUNT DUE \$ 3,927.91

Write account number on check and make payable to CenterPoint Energy. Please enter amount of your payment.

ACME SERVICES  
ATTN: JERRY DAVID  
1555 N FEDERAL BLVD  
MINNEAPOLIS MN 55450-2100

071014889673 0072000000139073400000039279100000039279150

Look at the first page of your bill to determine which type you have, then use the Single Account Bill Guide (**next Page**) or a Multiple Accounts Bill Guide (**Page 5**) to find the information required to register for the Energy Data Portal and add additional accounts to your profile.

## Required bill information for Energy Data Portal: Single Account Bill



### STREET NUMBER

Use the **street number** listed in the service address at the top of the bill.

*Helpful Hint - Do not enter the street name, only the numbers. E.g. enter only "311" if your address is 311 Walnut St. Ensure you do not enter a "space" character after the street number.*

*Do not use the address listed in the mailing address (noted below with a red X). This number may cause an error in the Energy Data Portal Tool.*

### CUSTOMER NAME

Use the Customer Name listed in the mailing address.

*Helpful Hint - Use the top line only, if the customer name appears in two separate lines.*

**CenterPoint Energy** CUSTOMER MO'S TAVERN  
DUFF  
SERVICE ADDRESS 311 Walnut St, Minneapolis, MN 55414-1029

ACCOUNT NUMBER 3113113-1 DATE DUE Jan 07, 2019  
BILLING DATE Dec 10, 2018 AMOUNT DUE \$ 8.19

**Gas leak or emergency** Learn more immediately, then call 800-296-9815, 24 hours a day  
**Customer service** 612-321-4939 or 800-245-2377 Monday - Friday, 7 am - 7 pm  
**Call before you dig** Call 811 24 hours a day  
**Comments** PO Box 1144 Minneapolis, MN 55440-1144

**Your usage in a glance**  
Usage this month: 7 Therms, Average daily temperature: 34  
Previous month: 1 Therms, Average daily temperature: 32

**ACCOUNT SUMMARY**  
Previous gas amount due \$ 17.77  
Payment No payment received. - 0.00  
Balance forward \$ 17.77  
MN Interim Refund Dec 6, 2018 - 27.43  
Current gas charges (Details on page 2) + 17.85  
**Total amount due \$ 8.19**

**How to pay your bill**  
Online: Visit CenterPointEnergy.com/paybill Pay immediately, schedule a payment or set up automatic monthly payments.  
Phone: Call 612-321-4939 and make a payment using your checking or savings account, or by debit or credit card.  
In person: To find a payment location, visit CenterPointEnergy.com/paybill or call 612-321-4939.  
Mail: Return the payment stub below, with your check or money order, using the return envelope.

**CenterPoint Energy** ACCOUNT NUMBER 3113113-1  
DATE DUE Jan 07, 2019  
AMOUNT DUE \$ 8.19

MO'S TAVERN  
DUFF  
MO'S TAVERN #100  
MINNEAPOLIS, MN 55414-1002

1600139734335 0072000053194767400000000619000000061950

### ACCOUNT NUMBER

Use the account number listed at the top of the bill for registration.

*Helpful Hint - Only enter the numbers before the dash, not the dash or the number after it.*

## Required bill information for Energy Data Portal: Multiple Accounts Summary Bill



### ACCOUNT NUMBER

Use the listed account for the service location you would like to register.

*Helpful Hint - Do not use the account number listed at the top of the bill (noted at right with a red X). This number may cause an error in the Energy Data Portal Tool.*

CenterPointEnergy.com

CUSTOMER  
ACME SERVICES

ACCOUNT NUMBER  
999900909-1

BILLING DATE  
06/11/2018

DATE DUE  
Jul 06, 2018

AMOUNT DUE  
\$ 3,927.91

Page 1 of 15

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**Gas leak or emergency**  
Leave immediately, then call  
800-296-9815, 24 hours a day

**Customer service**  
612-372-4727 or 800-265-2377  
Monday - Friday, 7 am - 7 pm

**Call before you dig**  
Call 811  
24 hours a day

**Comments**  
PO Box 1144  
Minneapolis, MN 55440-1144

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**ACCOUNT SUMMARY**

|                         |            |                    |  |
|-------------------------|------------|--------------------|--|
| Previous amount due     |            | \$ 16,376.06       |  |
| Payment May 31, 2018    | Thank you! | - 16,376.06        |  |
| Current gas charges     |            | + 3,927.91         |  |
| <b>Total amount due</b> |            | <b>\$ 3,927.91</b> |  |

**How to pay your bill**

Online Visit: [CenterPointEnergy.com/paybill](http://CenterPointEnergy.com/paybill) Pay immediately, schedule a payment or set up automatic monthly payments.

Phone Call 612-321-4939 and make a payment using your checking or savings account, or by debit or credit card.

In person To find a payment location, visit: [CenterPointEnergy.com/paybill](http://CenterPointEnergy.com/paybill) or call 612-321-4939.

Mail Return the payment stub below, with your check or money order, using the return envelope.

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Summary of current charges by account

| ACCOUNT NUMBER | ACCOUNT NAME<br>SERVICE ADDRESS                         | BILLING PERIOD          | USAGE                         | CURRENT CHARGES |
|----------------|---|-------------------------|-------------------------------|-----------------|
| 1 → 9909101    | ACME<br>1234 Main Street Isle, MN56342                  | 05/02/2018 - 05/31/2018 | 0 THM<br>Com/Ind Firm Rate    | \$16.98         |
| 2              | ACME DATA<br>5432 Smith Parkway Isle, MN 56342          | 05/02/2018 - 05/31/2018 | 8 THM<br>Com/Ind Firm Rate    | 21.78           |
| 3              | ACME DANCE COMPANY<br>86753 Jones Road Isle, MN 56342   | 05/02/2018 - 05/31/2018 | 149 THM<br>Com/Ind Firm Rate  | 126.57          |
| 4              | ACME INSTITUTE<br>100 Broadway Isle, MN 56342           | 05/02/2018 - 05/31/2018 | 23 THM<br>Com/Ind Firm Rate   | 60.72           |
| 5              | ACME DANCE COMPANY<br>86753 Jones Road Isle, MN 56342   | 05/02/2018 - 05/31/2018 | 1031 THM<br>Com/Ind Firm Rate | 587.65          |
| 6              | JENNY<br>1477 Paradisio Highway Isle, MN 56342          | 05/02/2018 - 05/31/2018 | 45 THM<br>Com/Ind Firm Rate   | 48.96           |
| 7              | ACME DESIGNS<br>8887 E Blanco Blvd Isle, MN 56342       | 05/02/2018 - 05/31/2018 | 46 THM<br>Com/Ind Firm Rate   | 72.71           |
| 8              | YANNY AND LAUREL<br>20202 W Whichway Ave Isle, MN 56342 | 05/02/2018 - 05/31/2018 | 216 THM<br>Com/Ind Firm Rate  | 161.60          |

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Please keep this portion for your records

Please return this portion with your payment. Please do not include letters or notes.

ACME SERVICES  
ATTN: PERRY DAVID  
1234 FEDERAL BLVD  
MINNEAPOLIS MN 55450-2100

Enroll in AutoPay today. See form on the back of this stub.

ACCOUNT NUMBER 999900909-1

DATE DUE Jul 06, 2018

AMOUNT DUE \$ 3,927.91

Write account number on check and make payable to CenterPoint Energy

Please enter amount of your payment

0710148898673      007200800001390734000003927910000039279150

### STREET NUMBER

Use the street number from the service address affiliated with the account number selected from the list of accounts.

*Helpful Hint – Do not enter the street name, only the numbers. E.g. enter only "1234" if your address is 1234 Main Street. Ensure you do not enter a "space" character after the street number.*

*Do not use the street number/service address listed in the mailing address (noted at left with a red X). This number may cause an error in the Energy Data Portal Tool.*

### CUSTOMER NAME

If you receive a bill with a **single account**, use the Customer Name listed in the mailing address.

*Helpful Hint - Use the top line only, if the customer name appears in two separate lines.*

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# FAQ 1 – REGISTRATION AND ADDING ACCOUNTS



**Q: I am trying to register for the Energy Data Portal, or add an account but the Energy Data Portal keeps giving me an error message (e.g. “account number, street number or customer name does not match our records”). What am I doing wrong?**

A: Check that you are using the correct information on your bills –see Page [3-5](#) for guidance and helpful hints on how to locate and input billing information.

Also check that you are following the special instructions for account authentication shown in the visual guide and in the portal.

Make sure there is no space after the street number and that the number zero (0) and letter o (O) are not interchanged when used; CenterPoint Energy account numbers only contain numeric characters.

## FAQ 2 – ADDING MULTIPLE ACCOUNTS



**Q: Why do I need to check that all my *common meter* accounts have been added to my Energy Data Portal Profile?**

A: In order to avoid later being prompted to require authorization, confirm all accounts (i.e., meters) **for which you pay the bill at the property** have been added to your profile before you request whole-building data.

If you do not add all your **common meter** accounts prior to this step, you are likely to receive a “further authorization required” error, and data will not be released. You will still be able to add accounts at this point, but the release of whole-building data will be delayed by up to an hour.

You do NOT need to add any accounts associated with residential units, if you pay for any. The energy usage from those meters will be accounted for during the “request whole-building data” step.



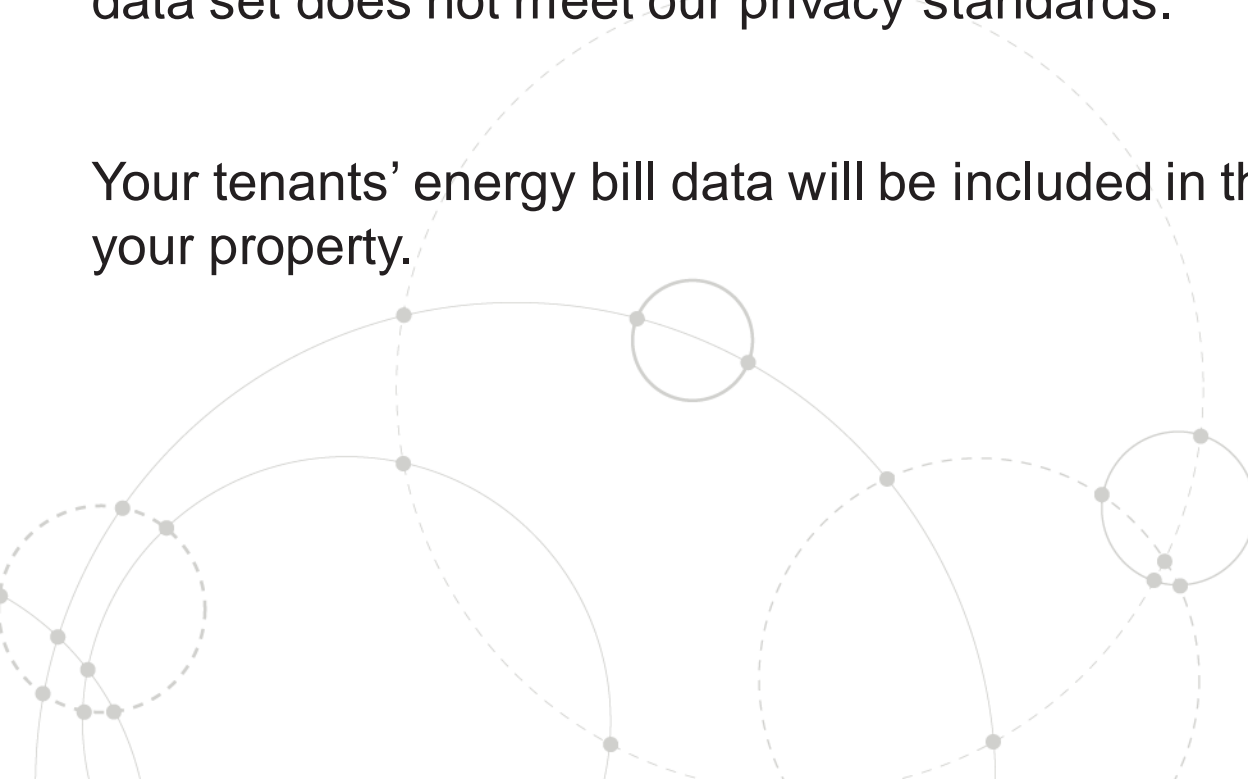
## FAQ 3 – TENANT ACCOUNTS



**Q: My tenants pay their own CenterPoint Energy Bill, do I need to add their accounts to my profile?**

A: No. Your tenants' energy use data will be accounted for during the "request whole-building data" step. You may be prompted (during a later step) to request consent from one or more tenants at the building if the data set does not meet our privacy standards.

Your tenants' energy bill data will be included in the energy cost report for your property.





## FAQ 4 – ADDING ADDITIONAL ACCOUNTS



**Q: When I attempt to add an account to my profile, the Energy Data Portal tells me it has already been added, even though I have not attempted to add it.**

A: Depending on how your accounts were created with CenterPoint Energy, some or all of your accounts may already have been added to your profile, in addition to the account used for registration, because they are associated to the same customer identifier in the CenterPoint Energy system.

Similarly, adding a new account using the “add account” feature may add one or more additional accounts if they are associated with the same customer identifier as the newly-added account.

## FAQ 5 – DETERMINING EXPECTED NUMBER OF METERS



**Q: How do I know that my entire building's energy use is included in the aggregated data?**

**A:** When you request whole-building data, the Energy Data Portal will display the number of meters contained in the requested data, and ask you to confirm that this meets your expectations. To determine expected number of meters, some things to consider are:

- How many house meters/master meters are at the property (typically these bills are paid by property owners/managers)
- Does each unit/suite have its own gas meter (if tenants pay their own gas bill then this is very likely)? If so, how many of these types of meters are there?
- For mixed use properties, do retail tenants pay their own gas bill? If so, it is likely that they have a separate meter as well.
- If you are unsure, you can verify the number of gas meters at your property by physically counting the meters on-site.

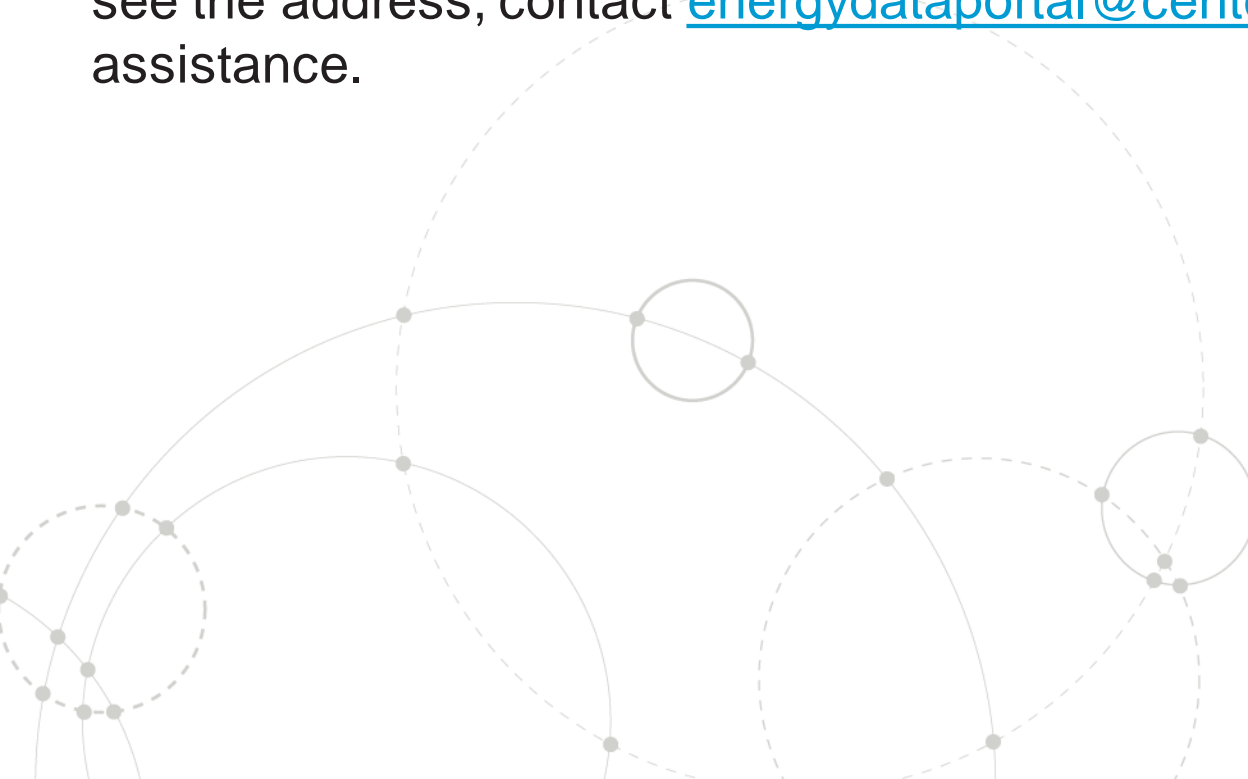
Energy Data Portal support staff cannot help to determine the number of expected meters at the building, this information must come from you.

## FAQ 6 – SERVICE ADDRESS NOT DISPLAYED



**Q: When attempting to request whole-building data, I do not see my building's service address in the list.**

**A:** You must first add all your CenterPoint Energy accounts associated with the building to your Energy Data Portal profile by clicking the “Add Account” button. Once you have added all accounts, if you still do not see the address, contact [energydataportal@centerpointenergy.com](mailto:energydataportal@centerpointenergy.com) for assistance.

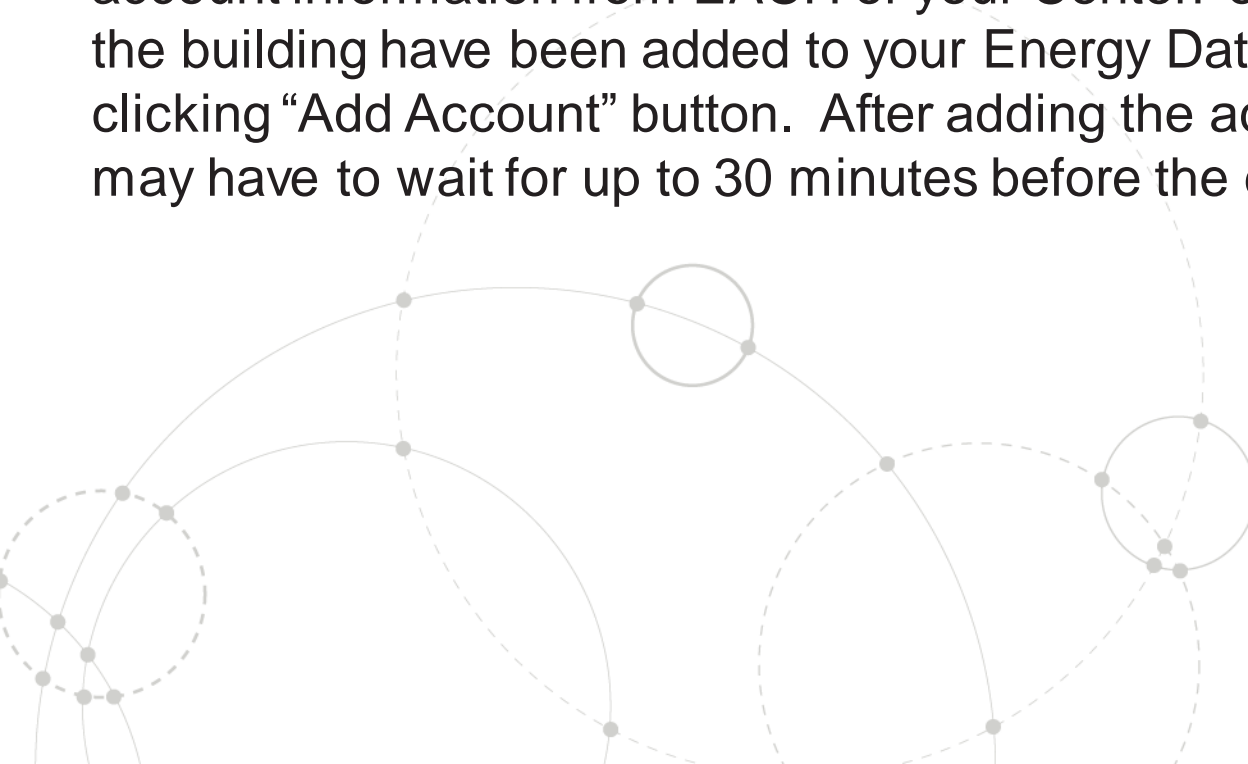


## FAQ 7 – FURTHER AUTHORIZATION REQUIRED



**Q: I am getting a “further authorization required” message after I request whole-building data, but I do not have any tenant-paid meters in my building.**

**A:** There is an additional account that YOU pay at the building that must be added to the Energy Data Portal before proceeding. Check that account information from EACH of your CenterPoint bills associated with the building have been added to your Energy Data Portal Profile by clicking “Add Account” button. After adding the additional account, you may have to wait for up to 30 minutes before the data will display.

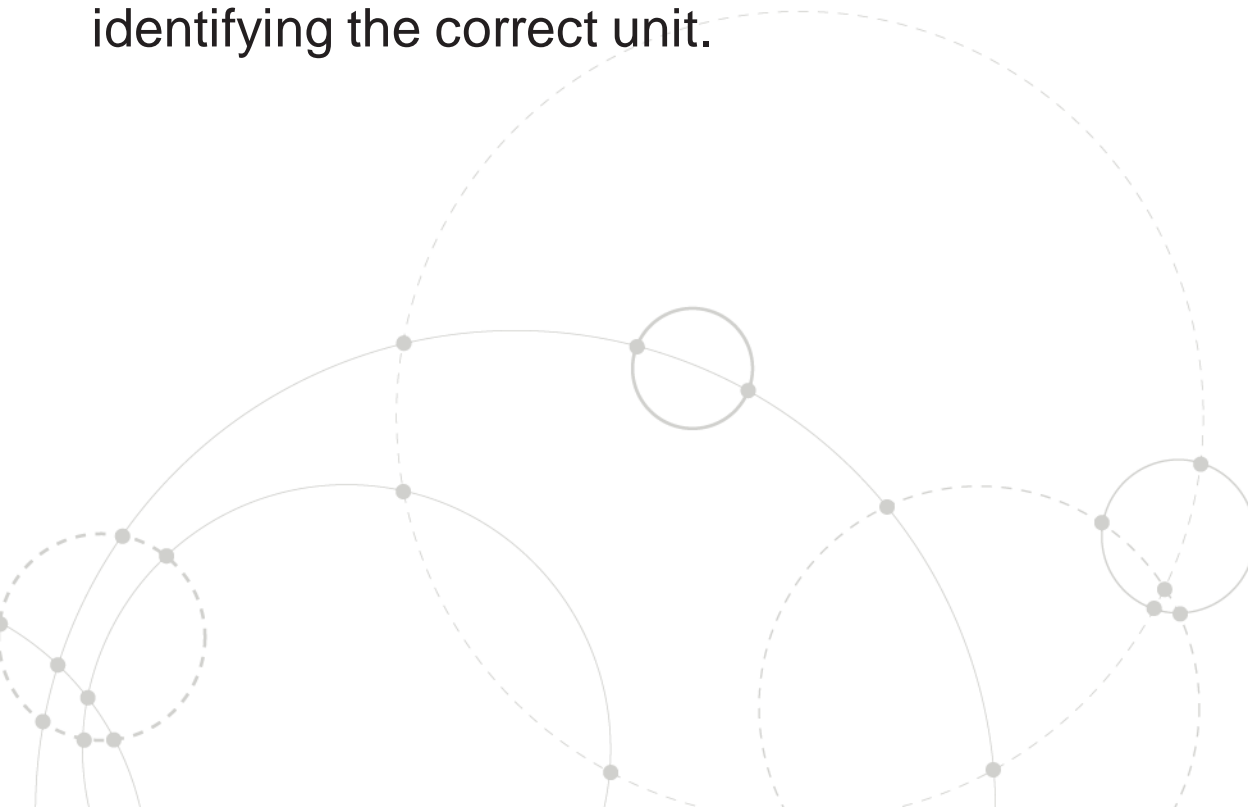


## FAQ 8 – IDENTIFYING TENANTS FROM WHOM CONSENT IS REQUIRED



**Q: I am getting a “further authorization required” message for my building. I have tenants, but no unit or suite numbers are shown in the consent needed list, so I can’t tell from which unit further authorization is needed.**

**A: Contact [energydataportal@centerpointenergy.com](mailto:energydataportal@centerpointenergy.com) for assistance in identifying the correct unit.**



## FAQ 9 – COST DATA “NOT AVAILABLE”



**Q: Why does my monthly cost estimate report show “Not Available” for the energy cost fields?**

**A:** This can happen for one of two reasons:

1. Your building is less than 2 years old. The Energy Data Portal requires at least two years’ data to create a cost estimate report.
2. You use a natural gas marketer to purchase gas for one or more natural gas accounts at your building. In this case, you must request the monthly cost data from your natural gas marketer, as CenterPoint Energy does not have this information available.

# CONTACT INFORMATION AND USEFUL LINKS



User support:

[energydataportal@centerpointenergy.com](mailto:energydataportal@centerpointenergy.com)

Energy Data Portal:

<https://www.CenterPointEnergy.com/EnergyDataPortal>