# Ann Arbor

Commercial and Multifamily Benchmarking

# WATER DATA GUIDE

Step-by-step instructions to upload water data to ENERGY STAR Portfolio Manager.

Ann Arbor's Benchmarking Ordinance requires commercial buildings to annually benchmark and report their water consumption and performance over the previous calendar year.

If you have questions at any point in the process, please email **benchmarking@a2gov.org** .

The City of Ann Arbor provides water services to Ann Arbor residents.

There are two ways you can upload water data to ENERGY STAR Portfolio Manager.

Step-by-step instructions for each way are included below.

1   **Set up automatic water data transfers from the City of Ann Arbor**

This one-time setup will enable monthly water consumption data to be automatically uploaded to ENERGY STAR Portfolio Manager, streamlining the benchmarking process.

**Step 1**   Set up an AquaHawk account if you have not already
**Step 2**   Gather information from AquaHawk
**Step 3**   Set up water meter in ENERGY STAR Portfolio Manager
**Step 4**   Connect to the City of Ann Arbor Water Account
**Step 5**   Share meter with the City of Ann Arbor Water Account

2   **Manually download water consumption data from AquaHawk and upload to ENERGY STAR Portfolio Manager**

This option will require action at least once a year to gather and upload water consumption data.

**Step 1**   Set up an AquaHawk account if you have not already
**Step 2**   Gather information from AquaHawk
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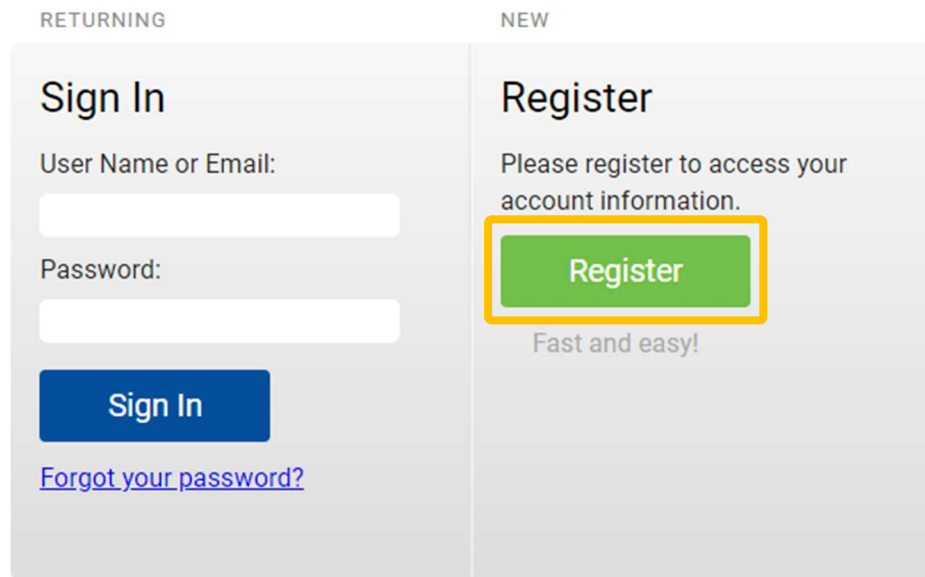# Set up automatic water data transfers from the City of Ann Arbor

**Step 1**   **Set up an AquaHawk account if you have not already**

AquaHawk is a free online tool that helps City of Ann Arbor water customers to view and track water consumption and get water alerts.

You will need both the Customer Name and Number to set up an AquaHawk account. The Customer Number is the last six digits of your account number (5XXXXX-<mark>1XXXXX</mark>).

Users with multiple accounts with the same customer number only need to add one account per customer number and the remaining accounts with that customer number will be linked within 24 hours.

**Step 1.1**         Go to **AquaHawk** to **Register an Account**



Enter your email address (used to log in), password, a phone number, and contact and notification preferences. If you don't enter a password, a temporary one will be emailed to you.

**Step 1.2**      **Sign in to** your account.

**Step 1.3**      Add the pop up menu, **add the Customer Number and Customer Name** for your account.

## Add Account

*Required Field

*Customer Number: [            ]      *Customer Name: [        ]

(Your customer number is last 6 digits of your account number 5XXXXX-<mark>1XXXXX</mark>)

[ Add ]      [ Sign Out ]

Repeat this for as many accounts as you would like to set up automatic data transfers for.

Multiple users can register an account with the same customer number and name.

**Step 2    Gather information from AquaHawk**

You'll now need to collect the following information for each water meter:

1   Account Number
2   Meter Number
3   Radio Number

It can be helpful to record all these numbers in a single place for future reference and to easily search, such as with the Water Meter Tracker available on the [Benchmarking Resources](#) page.

**Step 2.1**    **Account Number:**  Listed on the home page of the account. This is the first six (6) digits of the Account #, which starts with a 5.



**Step 2.2**    **Meter Number:** Access the meter numbers for this account by clicking on the drop-down menu in the upper right corner.

This is a five to eight (5 – 8) digit number that is unique for each meter, which may include leading zeros.

Your building may have multiple meters, including ones that are no longer active. If the previous calendar year has water use over multiple meters, take note of all these numbers.

**Step 2.3**     **Radio Number:**  From the drop-down menu, click on each meter to view the Radio Number. This is a seven (7) digit number, which may include leading zeros.



Current Billing Period
Apr 10, 2022 - Jul 11, 2022 (Day 52 of 93)

**Estimated Bill** (as of 5/31/2022 8:00 PM)
Projected Bill (at last reported use rate)

**Water Use** (as of 5/31/2022 8:00 PM)
Projected Water Use (at last reported use rate)
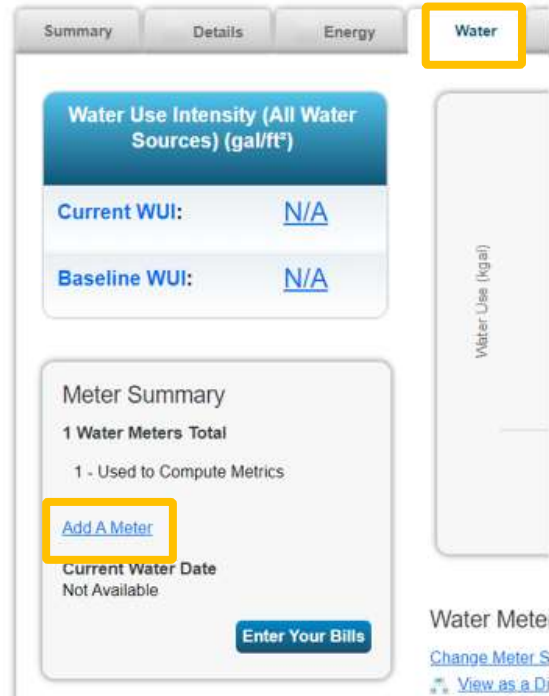Last 24 Hours: 7.75                    Last Day: 6.88

Export   My Thresholds

**Meter #** 12345  Radio # 0123456  Domestic Water-Non-Residential-Active

**Step 3**    **Set up water meter in ENERGY STAR Portfolio Manager**



**Step 3.1**    Login to ENERGY STAR Portfolio Manager.

**Step 3.2**    Select your building from your portfolio, then click on the "Water" tab.

**Step 3.3**    On the left-hand side, select "Add A Meter."

**Step 3.4**    Check "Municipally Supplied Portable Water" and whether your water meter(s) are indoor, outdoor (irrigation), or mixed indoor/outdoor (indoor and used for irrigation). Enter how many meters of each type you have. For example:

**Step 3.5**      Enter details for each meter.

In the table the appears, enter the following information for each meter:

| Information | Required/Optional | Input |
|---|---|---|
| Meter Name | Optional | Note: *You can rename meters for your convenience* |
| Units | **Required** | **CCF** (hundred cubic feet) |
| Data Meter Became Active* | **Required** | 12/1/2019** |
| Custom Meter ID 1 Name | **Required** | **Account** |
| Custom Meter ID 1 Value | **Required** | [[**Account#** (from **Step 2.1**)]] |
| Custom Meter ID 2 Name | **Required** | **Meter** |
| Custom Meter ID 2 Value | **Required** | [[**Meter#** (from **Step 2.2**)]] |
| Custom Meter ID 3 Name | **Required** | **Radio** |
| Custom Meter ID 3 Value | **Required** | [[**Radio#** (from **Step 2.3**)]] |

\* If you are adding a meter that is no longer active, you should also enter **the Date Meter Became Inactive.**

\** The automatic data transfer can include data as far back as 12/1/2019, if the meter has data for that date range. When data is transferred, if the actual start date of the data is different from 12/1/2019, **you can edit this value to match it.**



| | Meter Name | Type | Other Type | Units | Date Meter became Active | In Use? | Date Meter became Inactive | Custom Meter ID 1 Name | Custom Meter ID 1 Value |
|---|---|---|---|---|---|---|---|---|---|
| ☐ | Potable Indoor Meter | Potable Indoor | | ccf (hundred cubic feet) | 12/1/2019 | ☑ | | Account | 12345 |

✖ Delete Selected Entries
➕ Add Another Entry

[Back]                   [**Create Meters**]  Cancel

**Step 3.6**      On the next page, click **"Continue."**

**Step 3.7**      On the next page, **check which meters to include in metrics**  (this likely is all of the meters you've added, but uncheck any that might lead to double counting or don't represent water consumption).

**Step 3.8** **Select "These meter(s) account for the total water consumption** " for your building. *If this is not true, you'll need to add the meter(s) to complete the total.*

**Step 3.9** Select **"Apply Selections."**

**Step 4 Connect to the City of Ann Arbor Water Account**

**Step 4.1** Click **"Contacts"** in the upper-right hand corner and select "Add New Contacts/Connections"
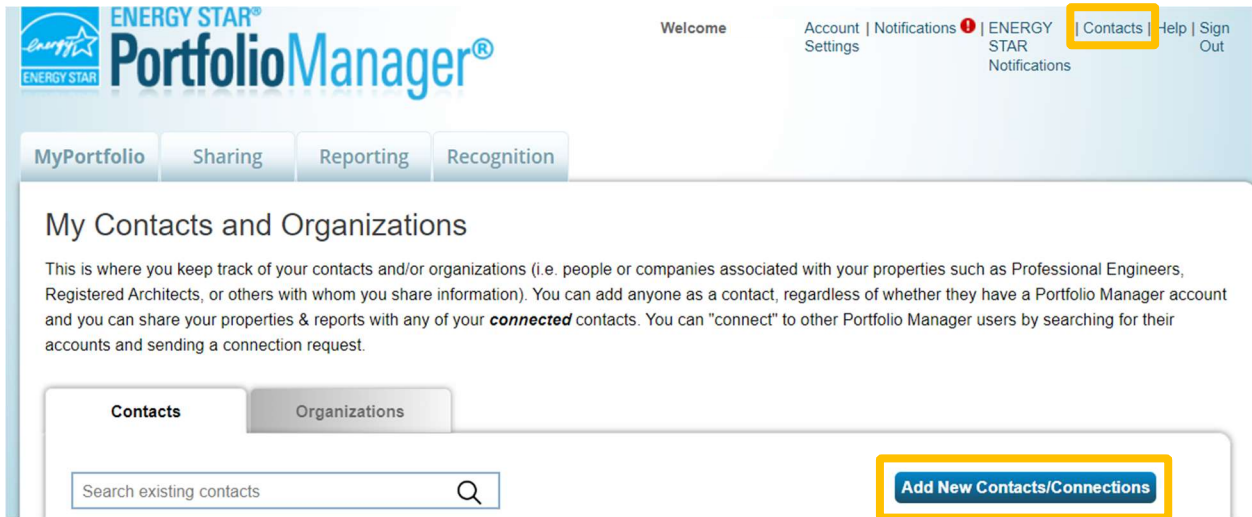


**Step 4.2** Search for the City of Ann Arbor Water Account using the Username **CityofAnnArbor** .

**Step 4.3**     Next to the result, **select "Connect"** to send a connection request**. It may take a day for the connection to be accepted.**

**Step 5    Share meter with the City of Ann Arbor Water Account**

**Step 5.1**     Once the connection has been accepted, select the **"Sharing"** tab and **"Share with your Utility or Service Provider for exchanging data."**
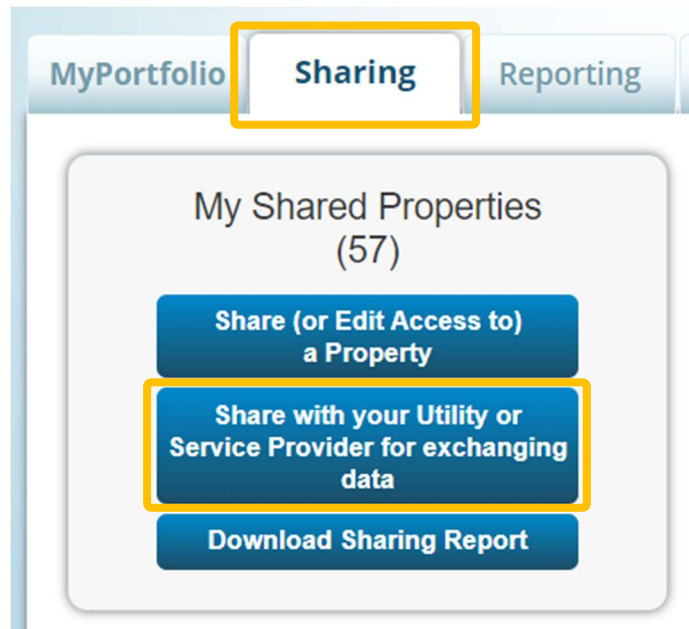
**Step 5.2**     Under Select Web Services Provider, select **"City of Ann Arbor Water Government Account."** If this option isn't available yet, your connection to the contact has not yet been accepted. If it has been over one business day, please email **benchmarking@a2gov.org** .

**Step 5.3**     Under **"Select Properties"**, select the properties that have water meters that you would like to establish automatic data uploads for.

**Step 5.4**     Under **"Choose Permissions",** select **"Personalized Sharing ("Custom Orders")**

**Step 5.5**     Select **"Set Permissions".**

**Step 5.6**    Next, select **"Exchange Data".** This will open a pop-up menu. You will have to select a permission level for each category.

To streamline this, for **"Property Information," select "None".**

Then, **change the water meters you would like to connect to "Full Access."** (Note: When you make this change, the Property Information permission level will change to "Read Only". This is expected).

This enables the City of Ann Arbor to upload water consumption data to these meters.

For **"Share Forward", Select "No."**

Click **"Apply Selections & Authorize Exchange".**



Your water meters are now set up for automatic consumption data uploads. If you do not receive data within a week, or if your water meter data is inaccurate, please email **benchmarking@a2gov.org.**

# Manually download water consumption data from AquaHawk and upload to ENERGY STAR Portfolio Manager

### Step 1    Set up an AquaHawk account if you have not already

AquaHawk is a free online tool that helps City of Ann Arbor water customers to view and track water consumption and get water alerts.

You will need both the Customer Name and Number to set up an AquaHawk account. The Customer Number is the last six digits of your account number (5XXXXX-1XXXXX).

Users with multiple accounts with the same customer number only need to add one account per customer number and the remaining accounts with that customer number will be linked within 24 hours.

### Step 1.1         Go to AquaHawk to Register an Account



Enter your email address (used to log in), password, a phone number, and contact and notification preferences. If you don't enter a password, a temporary one will be emailed to you.

**Step 1.2**      **Sign in to** your account.

**Step 1.3**      Add the pop up menu, **add the Customer Number and Customer Name** for your account.



Repeat this for as many accounts as you would like to set up automatic data transfers for.

Multiple users can register an account with the same customer number and name.

**Step 2**    **Download water consumption data from AquaHawk**

**Step 2.1**      If you have more than one building, search for your building's address using the top right search bar

**Step 2.2**      In the drop-down menu, note how many meters your building has and their classifications – this will determine how they should be entered in ENERGY STAR Portfolio Manager.

You can use the Water Meter Tracker available on the **Benchmarking Resources** page.
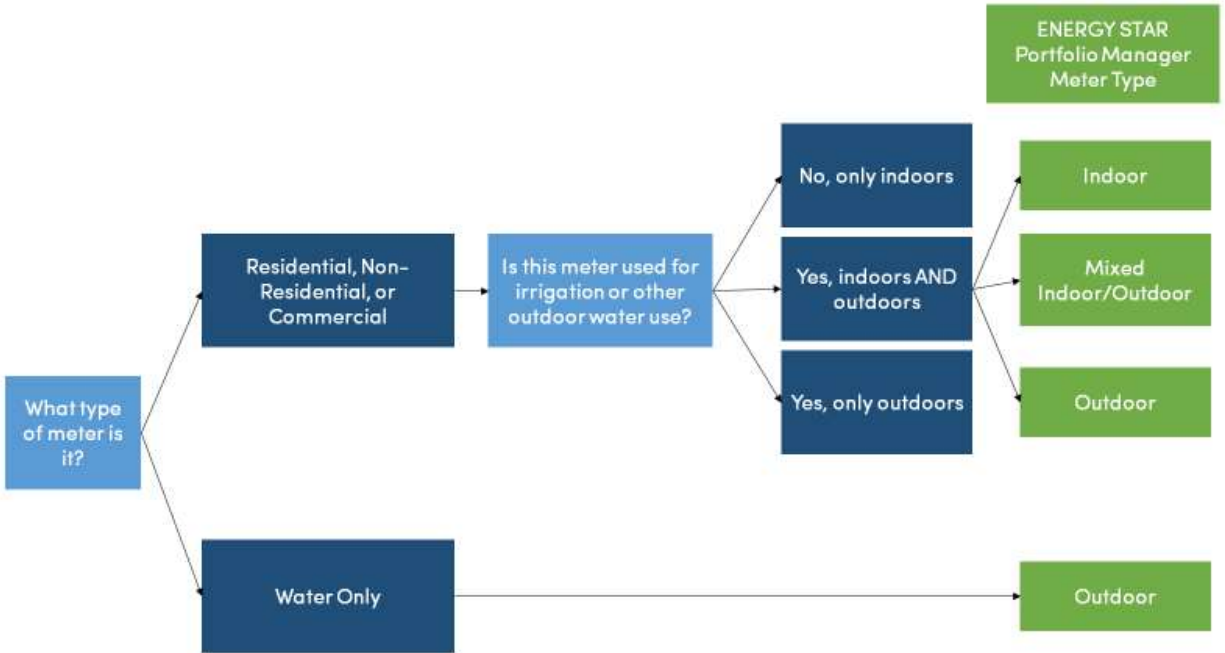
**Step 2.3**        Select "Export"

**Step 2.4**        In the pop-up menu, make the following selections:

Select **"Selected"**
Set the **Start Time and End Time** to include the previous calendar year's data (e.g., 01/01/2021 to 12/31/2021)
Select **"1 Month"**
Select **"Download"**

The following steps use a spreadsheet software like Excel. If you do not have access to this software or need support using this software, please email benchmarking@a2gov.org .

**Step 3    Format water consumption data**

    **Step 3.1**    Open the downloaded AquaHawk report

    **Step 3.2**    Open the AquaHawk Data Template available on the **Benchmarking Resources** page.

    *If your building has multiple meters, repeat these steps for each meter:*

      i.  Copy **Column J ("Timestamp")** from the AquaHawk Report and paste into cell **A2 of the AquaHawk Data Template**

      ii.  Copy **Column K ("Water Use CCF")** and paste into cell **C2 of the AquaHawk Data Template**

      iii.  Click **Cell B2** and drag  so that the length of Column B matches Column A

      iv.  Enter **"No" for "Estimation Required"**

**Step 4**    Upload water consumption data into ENERGY STAR Portfolio Manager

    **Step 4.1**    **Log in** to **ENERGY STAR Portfolio Manager**

    **Step 4.2**    Click on the name of your building to **go to the property page**

    **Step 4.3**    Select the **"Water"** tab

**Step 4.4**     If you have not already **created a water meter** in ENERGY STAR Portfolio Manager for this building:

    **i.** Select **"Add A Meter"**

    **ii.** On the next page, enter the following information:

    Select **"Municipally Supplied Portable Water"**

    Select the **types of water meters** you have at this property and enter the number of meters for each type

    Select **"Get Started"**

    **Enter the following information** to your water meter(s):

| Information | Required/Optional | Input |
|---|---|---|
| Meter Name | Optional | Note: *You can rename meters for your convenience* |
| Units | **Required** | **CCF** (hundred cubic feet) |
| Data Meter Became Active* | **Required** | 1/1/2021** |

\* If you are adding a meter that is no longer active, you should also enter **the Date Meter Became Inactive.**
\*\* Or whatever date is the first date of data you have, for at least one calendar year.

    **iii. Select "Create Meters"**

**Step 4.5**     On the next page, select **"Click to add an entry"**

**Step 4.6**     In the **AquaHawk Data Template**, copy the data in **columns A through E** that include data

**Step 4.7**     Select the first cell on the ENERGY STAR Portfolio Manager Upload page and **paste the data.** The data will automatically format itself.

    If you experience any problems, you can also upload as a spreadsheet on this page.

**Step 5.7**   On the next page, **check which meters to include in metrics** (this likely is all of the meters you've added, but uncheck any that might lead to double counting or don't represent water consumption).

**Step 5.8**   **Select "These meter(s) account for the total water consumption**" for your building. *If this is not true, you'll need to add the meter(s) to complete the total.*

**Step 5.9**   Select **"Apply Selections."**

You have now set up water meters with water consumption data. Repeat for as many meters and buildings as you have.