

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
- Step 3** Set up water meter in ENERGY STAR Portfolio Manager
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Set up automatic water data transfers from the City of Ann Arbor

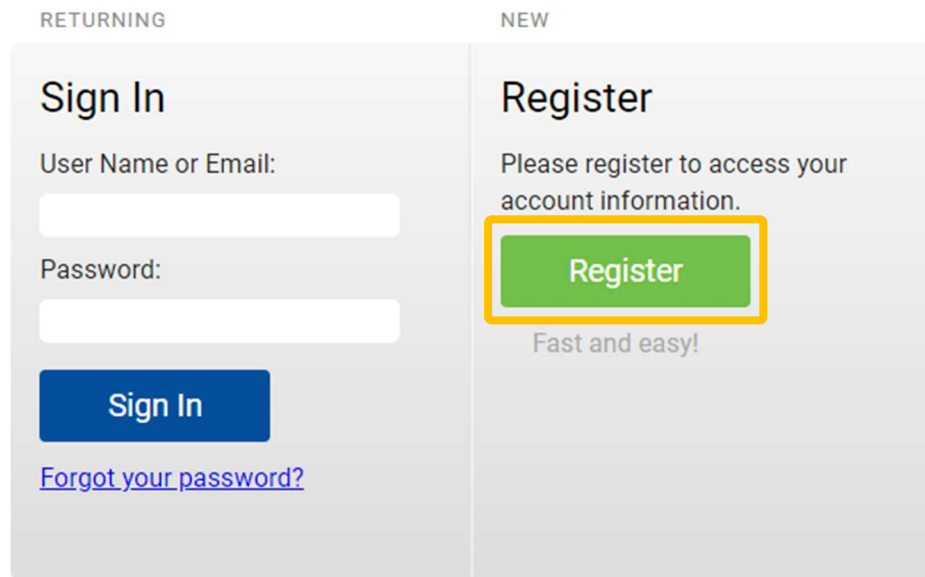
Step 1 Set up an AquaHawk account if you have not already

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 (5XXXXXX-1XXXXXX).

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



The screenshot shows a user interface with two main sections: 'RETURNING' and 'NEW'. The 'RETURNING' section is titled 'Sign In' and contains two input fields: 'User Name or Email:' and 'Password:'. Below these fields is a blue 'Sign In' button and a link that says 'Forgot your password?'. The 'NEW' section is titled 'Register' and contains the text 'Please register to access your account information.' Below this text is a green 'Register' button, which is highlighted with a yellow border. Underneath the 'Register' button is the text 'Fast and easy!'.

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-**1XXXXX**)

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.

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

Export My Thresholds

Account # **512345-123456** 1111 MY STREET

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.

Help My Username

512345-123456 Search

Accounts
512345-123456 • 1111 MY STREET

Meters
12345678 • Fire Service-Non-Residential-Active
12345 • Domestic Water-Non-Residential-Active
1234567 • Fire Service-Non-Residential-Inactive

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	

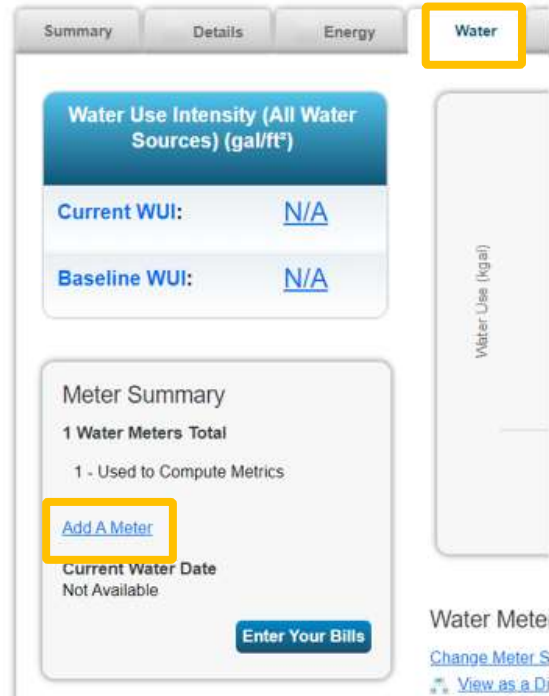
Meter # 12345 Radio # 0123456 Domestic Water-Non-Residential-Active

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 Potable 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:

 **Your Property's Water Usage**
What kind of **water** do you want to track? Please select all that apply.

- Municipally Supplied Potable Water**
 - Indoor**
How Many Meters?
 - Outdoor**
How Many Meters?
 - Mixed Indoor/Outdoor**
- Municipally Supplied Reclaimed Water**
- Well Water**
- Other:**

Get Started! [Cancel](#)

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: <i>You can rename meters for your convenience</i>
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.**

<input type="checkbox"/>	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
<input type="checkbox"/>	Potable Indoor Meter	Potable Indoor		ccf (hundred cubic feet)	12/1/2019	<input checked="" type="checkbox"/>		Account	12345

[✖ Delete Selected Entries](#)
[+ Add Another Entry](#)

[Back](#)

[Create Meters](#) [Cancel](#)

Step 3.6 On the next page, click **“Continue.”**

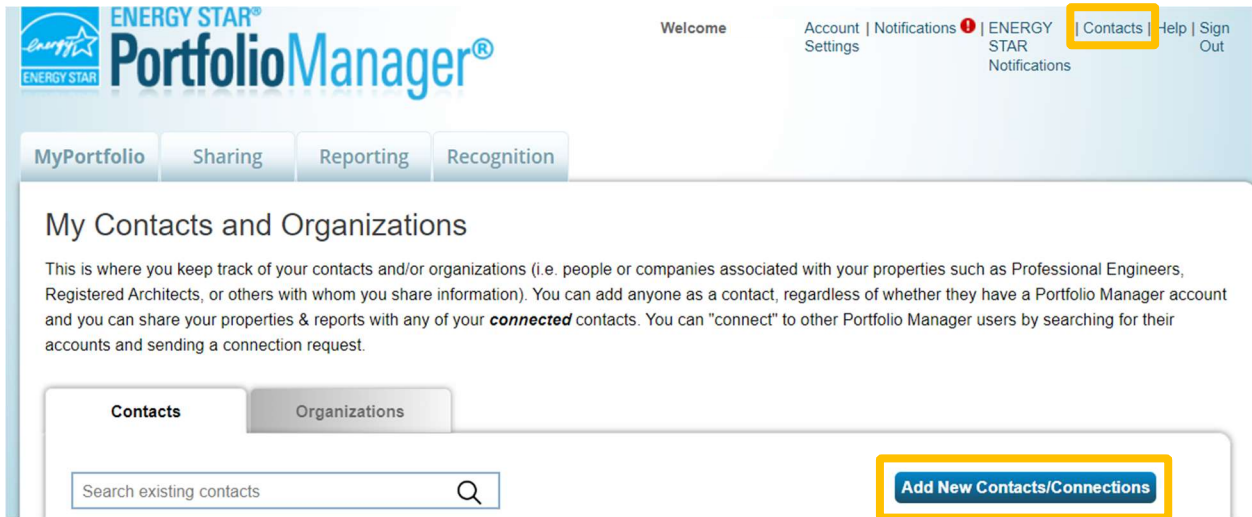
Step 3.7 On the next page, **check which meters to include in metrics** (this likely is all of the meters you’ve added, but uncheck any that might lead to double counting or don’t represent water consumption).

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**.

Add Contact

There are two ways to add a contact. First, search below to see if the contact you would like to add has a Port Connection Request, and when they accept the request, they will be added to your Contacts. Second, if the Manager contacts, then you can create an entry within your personal contacts.

Find Contact in Portfolio Manager

Search using any of the criteria below.

Name:

Organization:

Username:

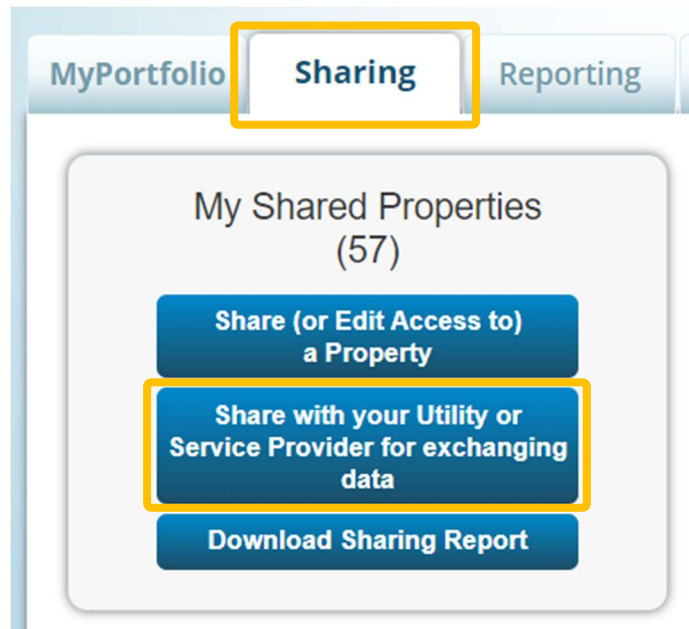
Email:

[Cancel](#)

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”**.

Share Properties for Exchanging Data



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:

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.

[Selected Properties: 1](#)

3 **Choose Permissions**
If you only need to choose one permission (because you are giving 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.

Bulk Sharing (Simple Option) - I want to give all my properties and meters the same permissions.

Personalized Sharing (“Custom Orders”) - I want to give different permissions for each property and/or meter.

[Cancel](#)

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”**.

Item	None	Read Only Access	Full Access
Property Information	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
▼ All Meter Information			
▼ Water Meters			
Inactive Water Meter	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Potable Indoor Meter	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Potable Indoor Meter	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Additional Options:

Item	Yes	No
* Share Forward Allow City of Ann Arbor Water Government Account to share this property with others and give them any permissions that he/she has, including the right to share with more people.	<input type="radio"/>	<input checked="" type="radio"/>

Apply Selections & Authorize Exchange Cancel

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).

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The screenshot shows a user interface with two main sections: 'RETURNING' and 'NEW'. The 'RETURNING' section is titled 'Sign In' and contains two input fields: 'User Name or Email:' and 'Password:'. Below these fields is a blue 'Sign In' button and a link that says 'Forgot your password?'. The 'NEW' section is titled 'Register' and contains the text 'Please register to access your account information.' Below this text is a green 'Register' button, which is highlighted with a yellow border. Underneath the 'Register' button is the text 'Fast and easy!'.

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-1XXXXX)



The image shows a screenshot of a web form titled "Add Account". Below the title, there are two input fields: "*Customer Number:" and "*Customer Name:". Below these fields is a note in parentheses: "(Your customer number is last 6 digits of your account number 5XXXXX-1XXXXX)". At the bottom of the form, there are two buttons: a green "Add" button and a grey "Sign Out" button. The "Add" button is highlighted with a yellow border.

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

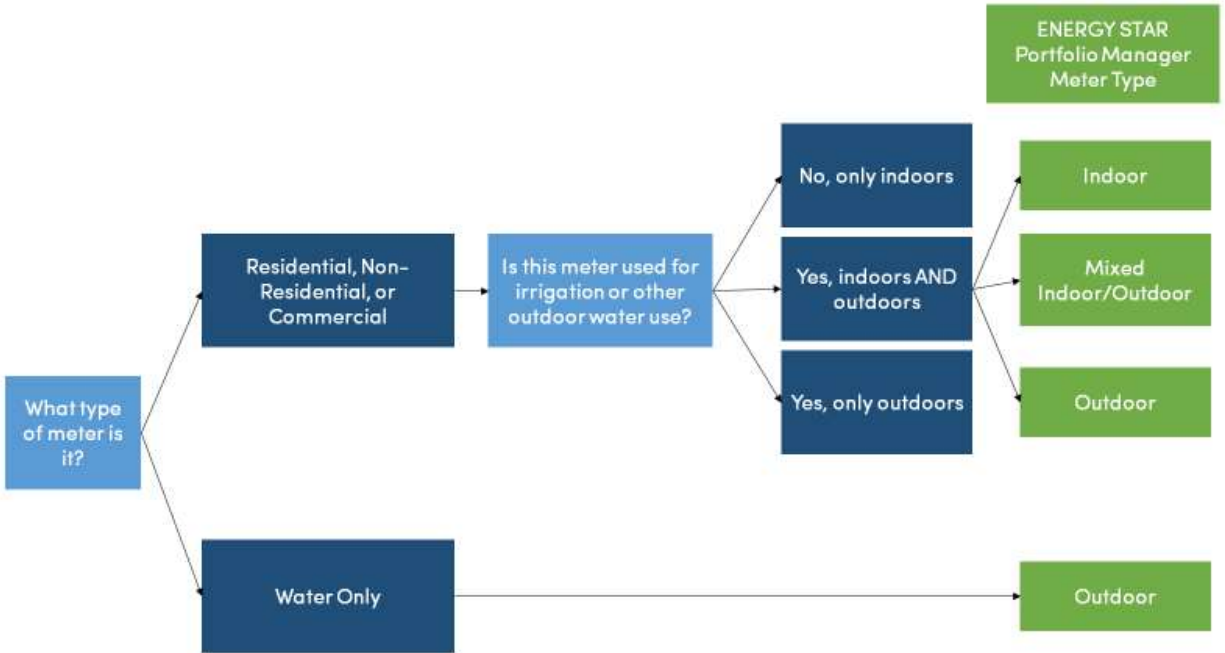
Multiple users can register an account with the same customer number and name.

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"**

Selected All Registered Accounts

Start Time End Time

1 Hour 1 Day 1 Month


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: <i>You can rename meters for your convenience</i>
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.