

# City of San Diego Benchmarking Ordinance



# City of San Diego Benchmarking Team



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Building Decarbonization  
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## Today's Presenters

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NORESKO



Rachel Truttmann, Sustainability Consultant I  
NORESKO



# Agenda

- Overview of Benchmarking
- How to Benchmark your Building
- Q&A



# Trainings and Resources Available

## Visit the City's Benchmarking Website:

- Benchmarking Guide
- Training Modules
- Recorded Webinars
- Office Hours
- And more

**URL:**

<https://www.sandiego.gov/sustainability-mobility/climate-action/bd/benchmarking>

The screenshot shows the City of San Diego website's 'Sustainability and Mobility' section. The header includes the city logo, a 'CONNECT with the City' button, and a search bar. A navigation menu lists categories like LEISURE, RESIDENT RESOURCES, DOING BUSINESS, LIBRARY, PUBLIC SAFETY, and CITY HALL. The main content area features a 'Sustainability and Mobility Home' tab and a 'Climate Action' sidebar. The main text includes 'How to Submit Data' and 'How to Benchmark Your Building' with a three-step numbered list:

1. Set up [Portfolio Manager® account](#) using your basic building information.
2. Collect energy data from the past calendar year using [SDG&E's benchmarking portal](#).
3. Add the City of San Diego as a [Contact](#) in Energy Star Portfolio Manager

Below the list, there is explanatory text about 'Connected' contacts and a link to 'Here are the steps to make a connection and share your properties with the City of San Diego's Benchmarking team:'. The sidebar on the right lists 'Climate Action' resources such as 'Climate Action Home', 'Climate Action Plan', and 'Building Decarbonization'.

# What is Benchmarking?

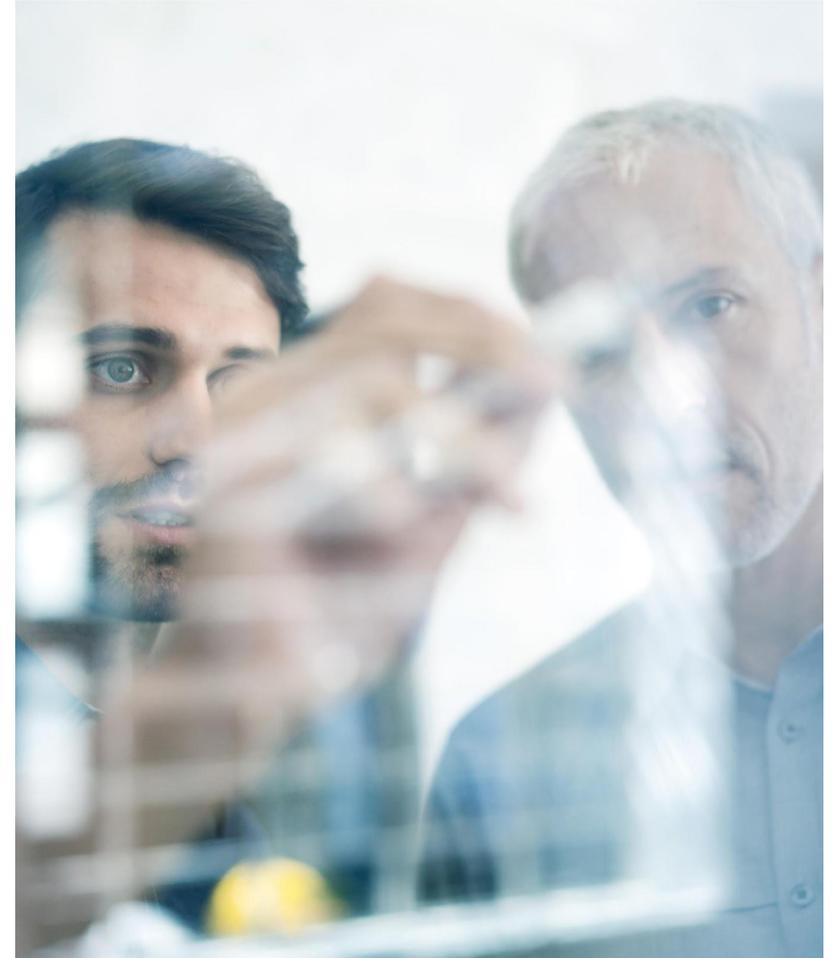
Benchmarking is the process of measuring a building's energy use to understand its performance and identify opportunities to reduce building owners' energy expenses.



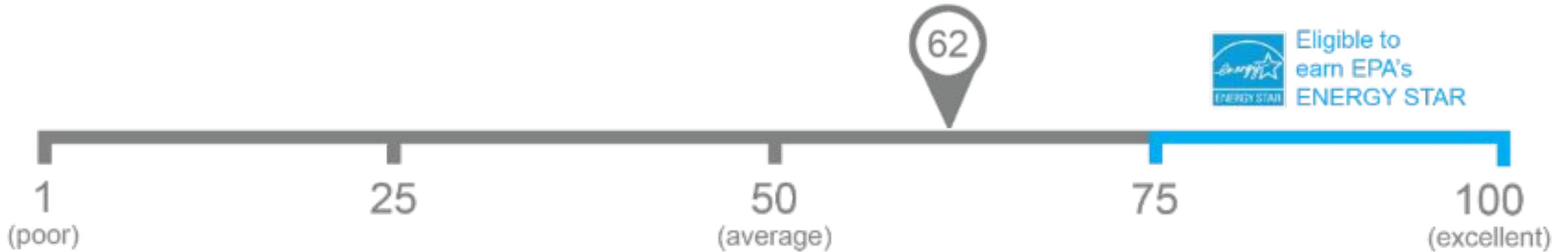
# Why Benchmark?

## *Building Owner Perspective*

- Compare a building's energy consumption to peers or to itself at a past point
- **Receive ENERGY STAR Recognition**
- Understand a building's operating costs when buying or leasing a property
- Use information to justify retrofit projects
- Opportunity for building owners to distinguish themselves in the marketplace as energy efficient



# The 1-100 ENERGY STAR Score



One simple number understood by ALL stakeholders.

# The Benefits of Benchmarking



By simply measuring your building's consumption, you could reduce energy use an average of

**2.4% per year**

An MIT Energy Initiative survey of hundreds of facility managers found:

**70%** used Portfolio Manager to inform energy efficiency upgrade plans

**67%** used Portfolio Manager to help justify the cost of an energy efficiency project

# Examples of Energy Efficiency Projects



LED lighting and  
Controls retrofits



Electrification of  
HVAC and domestic  
hot water heating

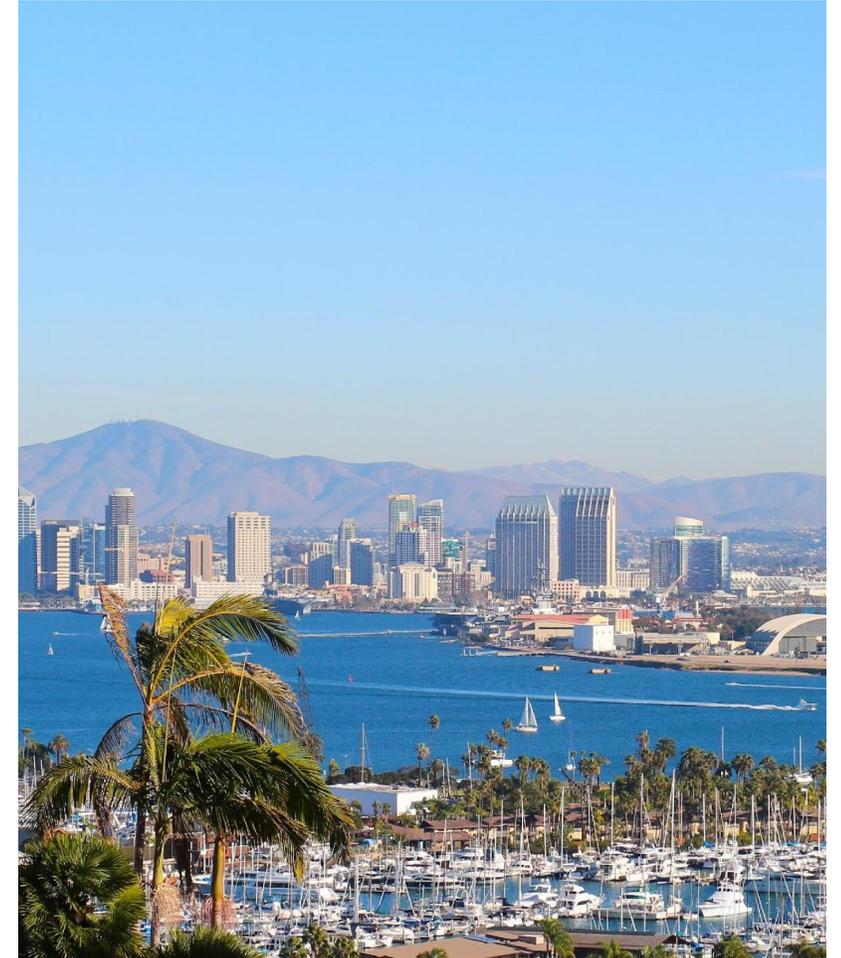


Building envelope  
improvements and  
new glazing

# Why Benchmark?

## City Perspective

- Supports CAP Strategies to reduce residential, commercial, and municipal building energy use
- Aligns with California State Law AB 802 which requires benchmarking for commercial, mixed use and multifamily buildings 50,000 sq. ft. or greater
- **Provides the city with the ability to direct funds towards locally-based resources**
- Allows the City to build and foster relationships with its building owner and business community





# San Diego's Benchmarking Ordinance

# Requirements



Applies to buildings 50,000 sq. ft. or greater (with 17+ residential accounts) with some exemptions



Track and report energy use data to the City using ENERGY STAR<sup>®</sup> Portfolio Manager<sup>®</sup> annually by June 1.

# Ordinance Goals

- Compliance with CAP/State Mandates
- Identify buildings with low energy performance
- Increase energy efficiency of SD building stock
- Identify buildings in Communities of Concern that could be eligible for supporting energy efficiency funding

# Ordinance Exemptions

- Automatic
  - Buildings with more than half their gross floor area used as dedicated lab space or for industrial or manufacturing purposes.
  - Buildings owned by certain governmental agencies
  - Condominiums
- Must File an Exemption
  - Trade Secrets
  - Unable to access whole-building energy data
  - Building been unoccupied for more than half a year or is about to be demolished

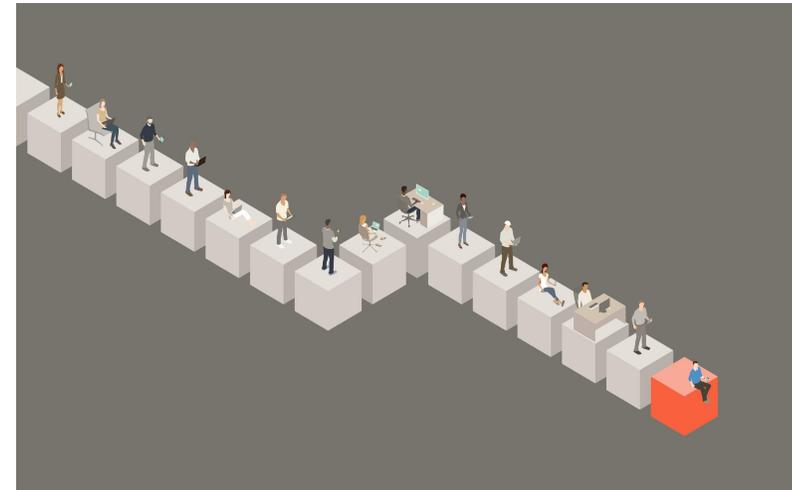
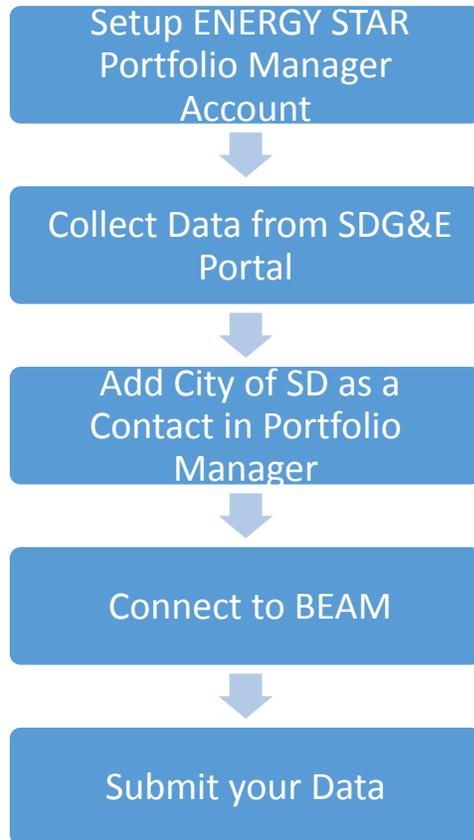
# Benchmarking Timeline

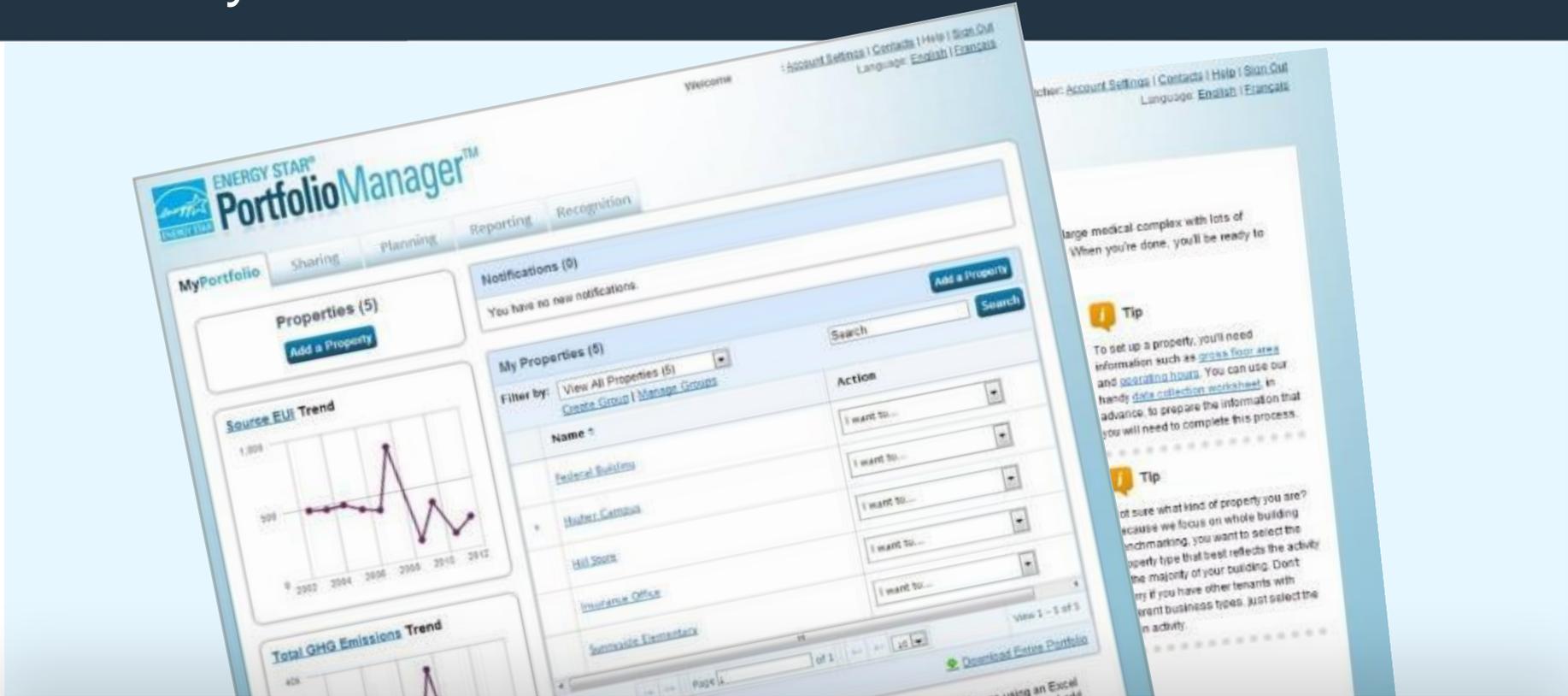
**March 31, 2025: Exemption Request Deadline**

**June 1, 2025: Deadline for all reported data to the City**

**September 1, 2025: Building owners receive energy scorecards**

# Compliance Process





# ENERGY STAR® PortfolioManager®



## Data Input

- Property address
- County
- Year built
- Primary use type
- Gross floor area
- Latitude and longitude
- Property or building name, if any
- Property floor area (building and parking)
- Open “comments” field for the building Owner or Owner’s Agent to provide additional information about the building
- ENERGY STAR Portfolio Manager Property ID
- Percentage of space occupied (Occupancy)
- Number of occupants
- Number of buildings (if served by one common Energy meter without submetering)

## Data Output

- *ENERGY STAR* score, for eligible buildings
- Monthly and/or annual site *Energy* use by *Energy* type
- **Monthly and/or annual weather-normalized site and/or source energy use intensity**
- Monthly and/or annual peak electricity demand
- Total annual greenhouse gas emissions
- Monthly and/or annual Site energy use intensity
- Compliance or noncompliance with this ordinance.

# Four main steps to reporting your data

- 1. Create Energy Star Portfolio Manager (ESPM) Account**
2. Add your buildings in ESPM
3. Request energy data from SDG&E
4. Connect your ESPM account/buildings with the City of San Diego



- Commercial Buildings**
- Benchmark**
  - Get Started
  - Find Utilities that Provide Energy Data for Benchmarking
  - Understand Metrics
  - Document Performance
  - Analyze Results
  - Portfolio Manager Login
  - Portfolio Manager Upgrade
  - Realice una evaluación comparativa
- Save Energy
- Earn Recognition

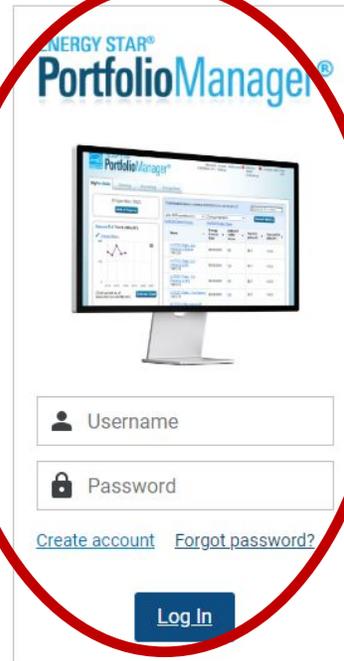
# Benchmark Your Building With Portfolio Manager

## What is Benchmarking?

The first step to saving energy at your building is to benchmark — that is, to measure and compare your building's energy to similar buildings, past consumption, or a reference performance level.

Benchmarking turns the information on your utility bill into knowledge you can act on.

**ENERGY STAR® Portfolio Manager®**  
—the Industry Standard for Benchmarking Commercial Buildings



# Create or Login to Portfolio Manager Account

<https://www.energystar.gov/buildings/benchmark>

**Create a username and password, then log in**



# Four main steps to reporting your data

1. Create Energy Star Portfolio Manager (ESPM) Account
- 2. Add your buildings in ESPM**
3. Request energy data from SDG&E
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# Add a Property

The screenshot shows the 'MyPortfolio' section of the Portfolio Manager interface. The 'Add a Property' button is circled in red. The interface includes tabs for 'MyPortfolio', 'Sharing', 'Reporting', and 'Recognition'. The 'Properties (0)' section contains the 'Add a Property' button. The 'Manage Portfolio' section lists several actions: 'Upload and/or update multiple properties', 'Download your entire portfolio to Excel or create a custom download', 'Set a portfolio baseline and/or target', 'Add sample properties', and 'Delete properties from your account'. A large text box on the right explains that the user currently has no properties and provides instructions on how to set up a first property or add up to five sample properties.

MyPortfolio | Sharing | Reporting | Recognition

Properties (0)  
[Add a Property](#)

Manage Portfolio

- [Upload and/or update multiple properties](#) at once using an Excel spreadsheet if you are a pro. This can be done to create new properties, add use details, create meters and add meter consumption data.
- [Download your entire portfolio to Excel](#) or create a [custom download](#).
- [Set a portfolio baseline and/or target](#) to help measure progress.
- [Add sample properties](#) to your account. Up to five sample properties with pre-populated data will be added to your portfolio for testing purposes.
- [Delete](#) properties from your account.

You currently do not have any properties within your Portfolio Manager account. You can set up your first property or add up to five sample properties with pre-populated data to your portfolio. If this is your first time using Portfolio Manager, you may want to add sample properties to your portfolio in order to test out available features and see the look of a complete property.

[Set up your first property](#)

[Add up to five sample properties](#)

# Add a Property: Existing Building

Select property type



Select number of buildings



Select construction status



**ENERGY STAR® PortfolioManager®**

Welcome | Account | Notifications | ENERGY STAR | Contacts | Help | Sign Out  
RW\_Processor: Settings | STAR Notifications

### Set up a Property: Let's Get Started!

Properties come in all shapes and sizes, from a leased space in a large office building, to a K-12 school with a pool, to a large medical complex with lots of buildings. Since there are so many choices, Portfolio Manager can walk you through getting your property up and running. When you're done, you'll be ready to start monitoring your energy usage and pursue recognition!

**Your Property Type**  
We'll get into the details later. For now, overall, what main purpose does your property serve?  
Select a property type  
[Learn more about Property Types.](#)

**Your Property's Buildings**  
How many physical buildings do you consider part of your property?  
 **None:** My property is part of a building (e.g., a Tenant Space)  
 **One:** My property is a single building  
 **More than One:** My property includes multiple buildings ([Campus Guidance](#))  
How many?

**Your Property's Construction Status**  
Is your property already built or are you entering this property as a construction project that has not yet been completed?  
 **Existing:** My property is built, occupied and/or being used. I will be using Portfolio Manager to track energy/water consumption and, perhaps, pursue recognition.  
 **Design Project:** My property is in the conceptual design phase (pre-construction); I will be using Portfolio Manager to evaluate the energy efficiency of the design project.  
 **Test Property:** This is not a real property. I am entering it to test features, or for other purposes such as training.

**Tip**  
To set up a property, you'll need information such as [gross floor area](#) and [operating hours](#).

**Tip**  
Not sure what kind of property you are? Because we focus on whole building benchmarking, you want to select the property type that best reflects the activity in the majority of your building. Don't worry if you have other tenants with different business types, just select the main activity.

**Test Properties**  
You may want to enter a property into Portfolio Manager that isn't actually a "real" property, either to familiarize yourself with features or maybe to train other people. By telling us this a "Test" property, we can give the option of including this property in your portfolio-level metrics, charts and table or not, depending what your needs are. This can be configured on your [Account Settings](#).

**Get Started!** [Cancel](#)

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[Contact Us](#) | [Privacy Policy](#) | [Browser Requirements](#) | ENERGY STAR **PortfolioManager®**

# Enter Basic Property Information

## 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:](#)

Occupancy: \*  %



# Check the statements that apply

Do any of these apply?

- My property's energy consumption includes parking areas
- My property has a Data Center that requires a constant power load of 75 kW or more
- My property has one or more retail stores
- My property has one or more restaurants/cafeterias

Back Continue [Cancel](#)

Answering these simple questions will help us guide you in entering your property correctly.

.....

These use details will change depending on the property type you specify.

# Enter Required Building Characteristics

Add Another Type of Use

**▼ Building Use** / [Edit Name](#)

Supermarket/Grocery Store refers to buildings used for the retail sale of primarily food and beverage products, and which may include small amounts of preparation and sale of ready-to-eat food. Buildings where the primary business is the onsite preparation and sale of ready-to-eat food should use one of the Restaurant property types.

Gross Floor Area should include all space within the building(s), including the sales floor, offices, storage areas, kitchens, staff break rooms, and stairwells.

Property Use Detail	Value	Current As Of	Temporary Value
★ Gross Floor Area	* 100,000 <input type="text"/> Sq. Ft. <input type="text"/>	1/1/1990 <input type="text"/>	<input type="checkbox"/>
★ Weekly Operating Hours	<input type="text"/> <input type="checkbox"/> Use a default	1/1/1992 <input type="text"/>	<input type="checkbox"/>
★ Number of Workers on Main Shift	<input type="text"/> <input type="checkbox"/> Use a default	1/1/1992 <input type="text"/>	<input type="checkbox"/>
Number of Cash Registers	<input type="text"/> <input type="checkbox"/> Use a default	1/1/1992 <input type="text"/>	<input type="checkbox"/>
Number of Computers	<input type="text"/> <input type="checkbox"/> Use a default	1/1/1992 <input type="text"/>	<input type="checkbox"/>
★ Number of Open or Closed Refrigeration/Freezer Units	<input type="text"/> <input type="checkbox"/> Use a default	1/1/1992 <input type="text"/>	<input type="checkbox"/>
Length of All Open or Closed Refrigeration/Freezer Units	<input type="text"/> Ft. <input type="text"/> <input type="checkbox"/> Use a default	1/1/1992 <input type="text"/>	<input type="checkbox"/>
★ Number of Walk-in Refrigeration/Freezer Units	<input type="text"/> <input type="checkbox"/> Use a default	1/1/1992 <input type="text"/>	<input type="checkbox"/>
Area of All Walk-in Refrigeration/Freezer Units	<input type="text"/> Sq. Ft. <input type="text"/>	1/1/1992 <input type="text"/>	<input type="checkbox"/>
Cooking Facilities	<input type="text"/> <input type="checkbox"/> Use a default	1/1/1992 <input type="text"/>	<input type="checkbox"/>
★ Percent That Can Be Heated	<input type="text"/> <input type="checkbox"/> Use a default	1/1/1992 <input type="text"/>	<input type="checkbox"/>
★ Percent That Can Be Cooled	<input type="text"/> <input type="checkbox"/> Use a default	1/1/1990 <input type="text"/>	<input type="checkbox"/>

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

**▼ Building Use** / [Edit Name](#)

Supermarket/Grocery Store refers to buildings used for the retail sale of primarily food and beverage products, and which may include small amounts of preparation and sale of ready-to-eat food. Buildings where the primary business is the onsite preparation and sale of ready-to-eat food should use one of the Restaurant property types.

Gross Floor Area should include all space within the building(s), including the sales floor, offices, storage areas, kitchens, staff break rooms, and stairwells.

Property Use Detail	Value	Current As Of	Temporary Value
★ Gross Floor Area	* 12,000 <input type="text"/> Sq. Ft. <input type="text"/>	1/1/1992 <input type="text"/>	<input type="checkbox"/>
★ Weekly Operating Hours	<input type="text"/> <input type="checkbox"/> Use a default	1/1/1992 <input type="text"/>	<input type="checkbox"/>
★ Number of Workers on Main Shift	<input type="text"/> <input type="checkbox"/> Use a default	1/1/1992 <input type="text"/>	<input type="checkbox"/>

# Property Added Successfully!

View the Property Summary Tab

MyPortfolio
Sharing
Reporting
Recognition

## Supermarket A-1

1214 Main Street, Arlington, VA 22201 | [Map It](#)

Portfolio Manager Property ID: 6836065

Year Built: 1992

[Edit](#)

Not eligible to apply for ENERGY STAR Certification

[Change Metric](#)

Summary
Details
Energy
Water
Waste & Materials
Goals
Design

Refresh to see Source EUI Trend

[Change Metric](#)

[Change Metrics](#)

[Change Time Periods](#)

Metric	Not Available (Energy Baseline)	Not Available (Energy Current)	Change
ENERGY STAR Score (1-100)	Not Available	Not Available	N/A
Source EUI (kBtu/ft <sup>2</sup> )	Not Available	Not Available	N/A
Site EUI (kBtu/ft <sup>2</sup> )	Not Available	Not Available	N/A
Energy Cost (\$)	Not Available	Not Available	N/A
Total GHG Emissions Intensity (kgCO <sub>2</sub> e/ft <sup>2</sup> )	Not Available	Not Available	N/A
Water Use (All Water Sources) (kgal)	Not Available	Not Available	N/A
Total Waste (Disposed and Diverted) (Tons)	Not Available	Not Available	N/A

**Weather Normalized Source EUI (kBtu/ft<sup>2</sup>)** Why not score?

**Current:** N/A

**Baseline:** N/A

sandiego.gov

# Four main steps to reporting your data

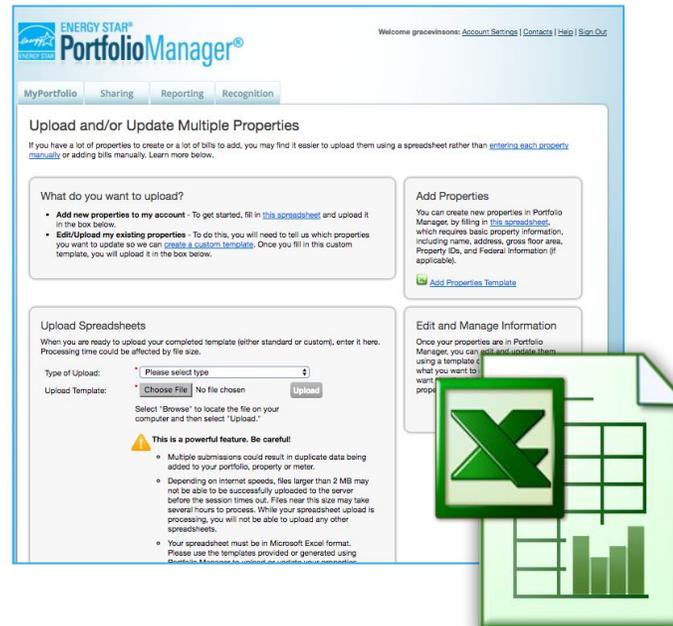
1. Create Energy Star Portfolio Manager (ESPM) Account
2. Add your buildings in ESPM
- 3. Request energy data from SDG&E**
4. Connect your ESPM account/buildings with the City of San Diego Sustainability Department

# Enter Energy Data into Portfolio Manager

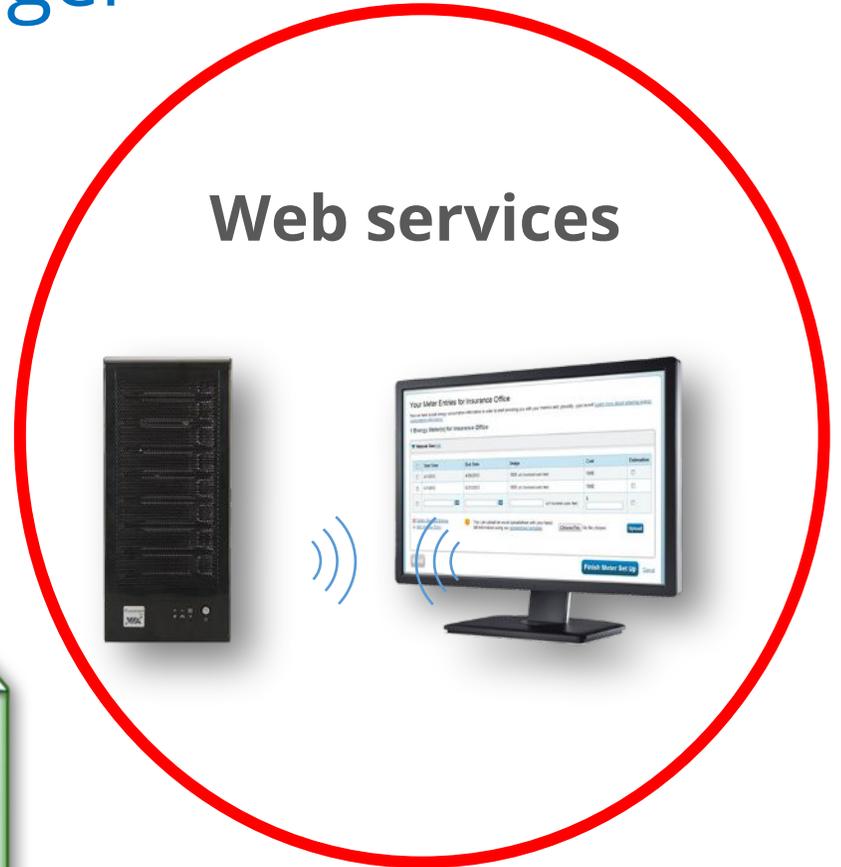
Manual entry



Spreadsheet upload



Web services



## AB 802: Data Access

- Utilities must provide aggregated whole-building energy use data to building owners upon request starting Jan 1, 2017
- Building owner does NOT need permission from tenant when there are:
  - 3 or more accounts (all commercial)
  - 5 or more accounts (1+ residential accounts)
- For buildings with fewer tenants, utility may be asked to verify it has tenant permission to provide the building owner data

# Aggregated Data

- For building owners with multiple tenants, you can request whole-building energy consumption data from utility for prior year
- Aggregated data can be obtained for:
  - Commercial buildings with 3+ utility accounts
  - Multifamily buildings with 5+ utility accounts
- If your building falls under these thresholds, you can still obtain aggregated data with letters of authorizations from tenants.

# Requesting Data from SDG&E

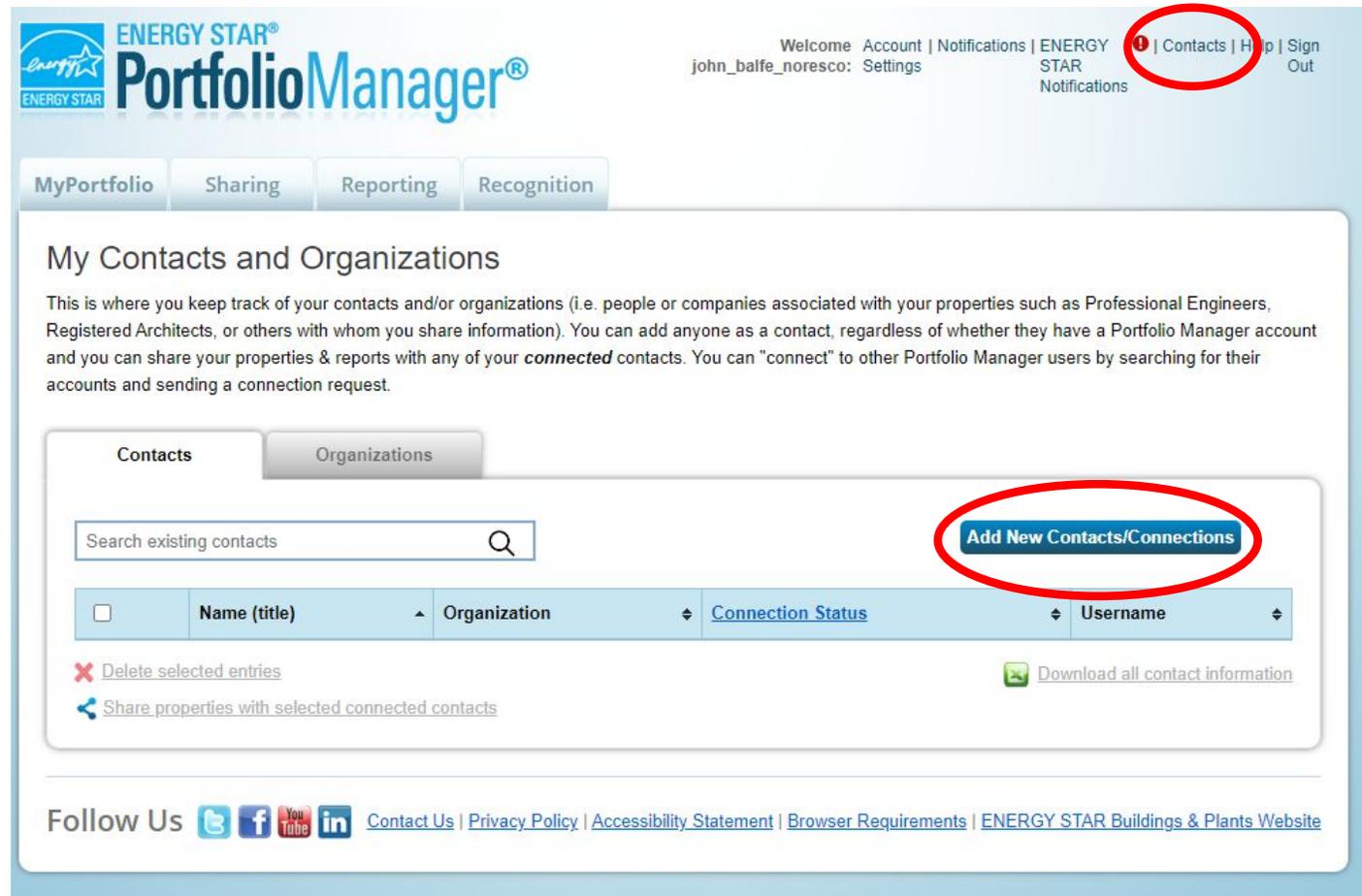
Non-aggregated  
Data Request

Aggregated  
Data Request

# Requesting Data from SDG&E

- In 2018, SDG&E launched an integrated benchmarking data request portal
- Streamlines the process for data requests and obtaining authorizations
- Learn more at [SDGE.com/benchmarking](https://sdge.com/benchmarking)

# Connect with SDG&E in Portfolio Manager



ENERGY STAR® Portfolio Manager®

Welcome john\_balfe\_noresco: Account Settings | Notifications | ENERGY STAR Notifications | **Contacts** | Help | Sign Out

MyPortfolio | Sharing | Reporting | Recognition

### My Contacts and Organizations

This is where you keep track of your contacts and/or organizations (i.e. people or companies associated with your properties such as Professional Engineers, Registered Architects, or others with whom you share information). You can add anyone as a contact, regardless of whether they have a Portfolio Manager account and you can share your properties & reports with any of your **connected** contacts. You can "connect" to other Portfolio Manager users by searching for their accounts and sending a connection request.

Contacts | Organizations

Search existing contacts

<input type="checkbox"/>	Name (title)	Organization	Connection Status	Username
--------------------------	--------------	--------------	-------------------	----------

[Delete selected entries](#) [Download all contact information](#)  
[Share properties with selected connected contacts](#)

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## Step #1:

### Add SDG&E as a contact

- On the Contacts tab
- Select "Add New Contacts/Connections" Button
- Enter "SDGE BENCHMARKING" into the Name Field
- Click Search and then Connect

# Connect with SDG&E in Portfolio Manager

Manage Bills (Meter Entries) for Test Property\_1

Meter Selection: 01234567 - 63127823

**Basic Meter Information** (click on the arrow to the left to expand this section)

Name:	* 01234567	<a href="#">Delete Meter</a>
Meter ID:	63127823	
Type:	Electric - Grid <a href="#">Need to change?</a>	
Units:	* kWh (thousand Watt-hours)	
Date Meter became Active:	* 01/01/2018	
	<input checked="" type="checkbox"/> Still In Use	
Date Meter became Inactive:		
Custom Meter IDs	None	<a href="#">+ Add Another Custom Meter ID</a>

**Save Changes**

## Step #2:

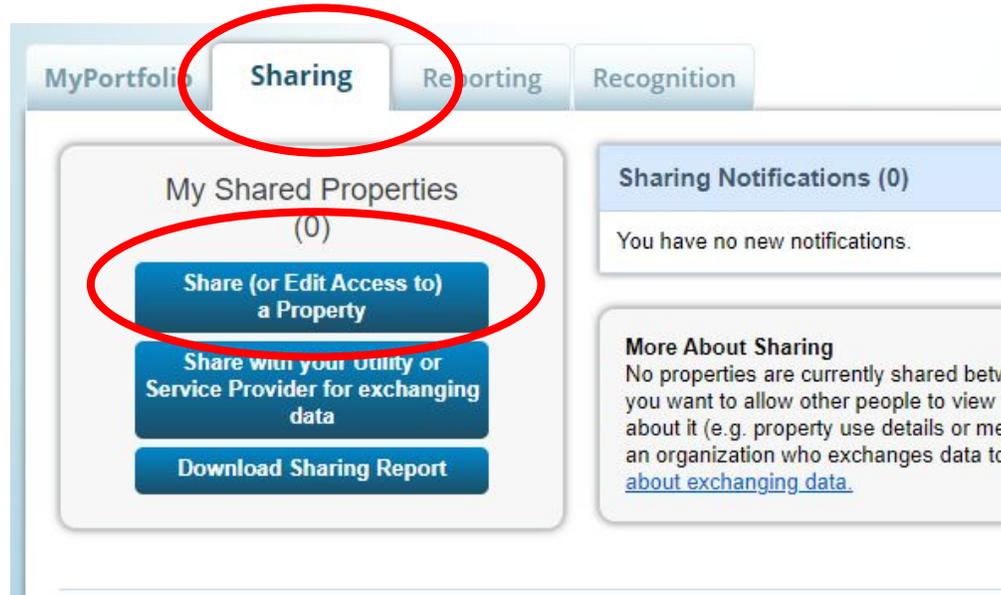
If you have existing meters, edit the account meter name to match the 8-digit SDG&E meter number

If you have not added meters, SDG&E will create them for you

# Connect with SDG&E in Portfolio Manager

## Step #3:

### Submit share request



- Navigate to Sharing Tab
- Click **Share (or Edit Access to) a Property** Button
- Select your Property
- Choose "**SDGE Benchmarking (SDGE)**"
- Select PERSONALIZED SHARING & DATA EXCHANGE button; Continue

# Connect with SDG&E in Portfolio Manager

## Share Your Property(ies)

To finish up, tell us what type of access the people you have selected should have for each of the properties that you have selected. The option to exchange data is only available for authorized accounts.



### Select Permissions for Each Contact

The access levels you select do not have to be the same for each property or each person.

### Who gets to Share Forward?

**Full Access** - Automatically includes "Share Forward" rights

**Read Only** - Automatically does NOT include "Share Forward" rights

**Custom** - You decide, along with the individual permissions for property, meter, goals and recognition permissions.

**Exchange Data** - You decide, along with the individual permissions for property, meter, goals and recognition permissions.

Sort by: Property Name

Name (ID)	No Access	Read Only Access	Full Access	Custom Access	Exchange Data
Test Property 1 (6016668)	<input type="radio"/>				
SDGE Benchmarking	<input type="radio"/>				

Share Property(ies)

Cancel

## Step #3 (Cont.):

### Submit share request

- Select Exchange Data radio button; then click Share Property
- A new pop-up window will appear

# Connect with SDG&E in Portfolio Manager

Select Access Permissions to Test Property 1 for SDGE Benchmarking.  
 The following information is required by SDGE Benchmarking in order to provide service to your property(ies). If you have any questions about how to complete this information, please contact them directly.

Select the permission level below that you would like to grant SDGE Benchmarking for each category.

Item	None	Read Only Access	Full Access
Property Information	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
▼ All Meter Information			
Goals, Improvements, & Checklists	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recognition	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional Options:

Item	Yes	No
* Share Forward Allow SDGE Benchmarking 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"/>

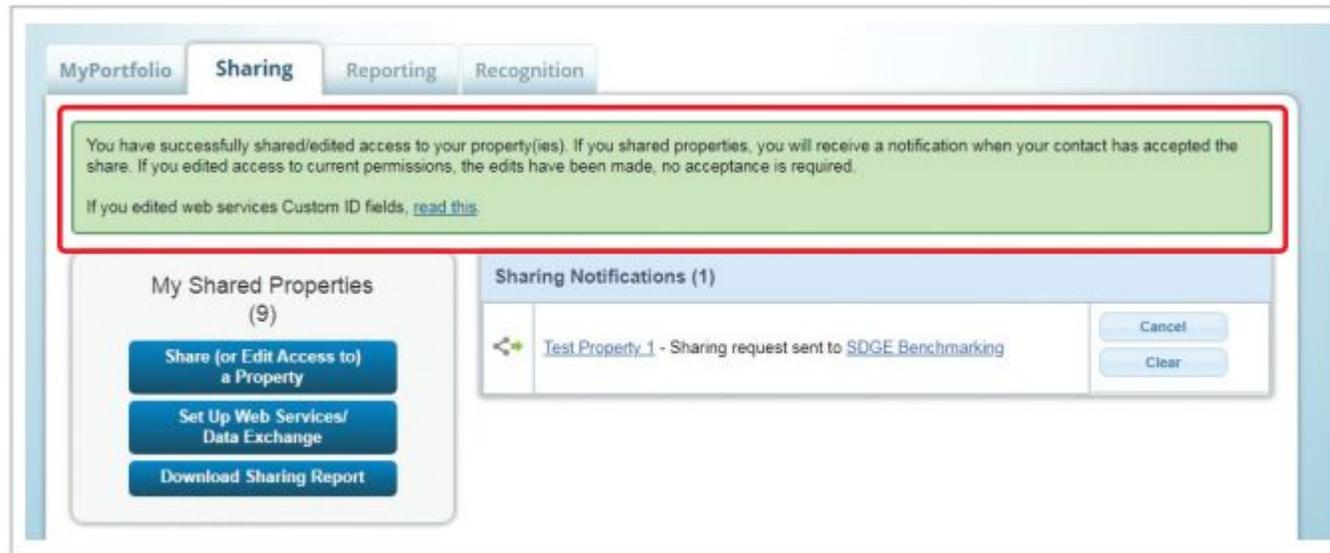
**Apply Selections & Authorize Exchange** Cancel

## Step #3 (Cont.):

### Submit share request

- Set access permissions as follows:
  - Property Information: FULL ACCESS
  - Goals, Improvements and Checklists: NONE
  - Recognition: NONE
- Click Apply Selections & Authorize Exchange
- Click Share Property

# Connect with SDG&E in Portfolio Manager



**A Message should appear indicating a successful share**

# SDG&E Request Portal

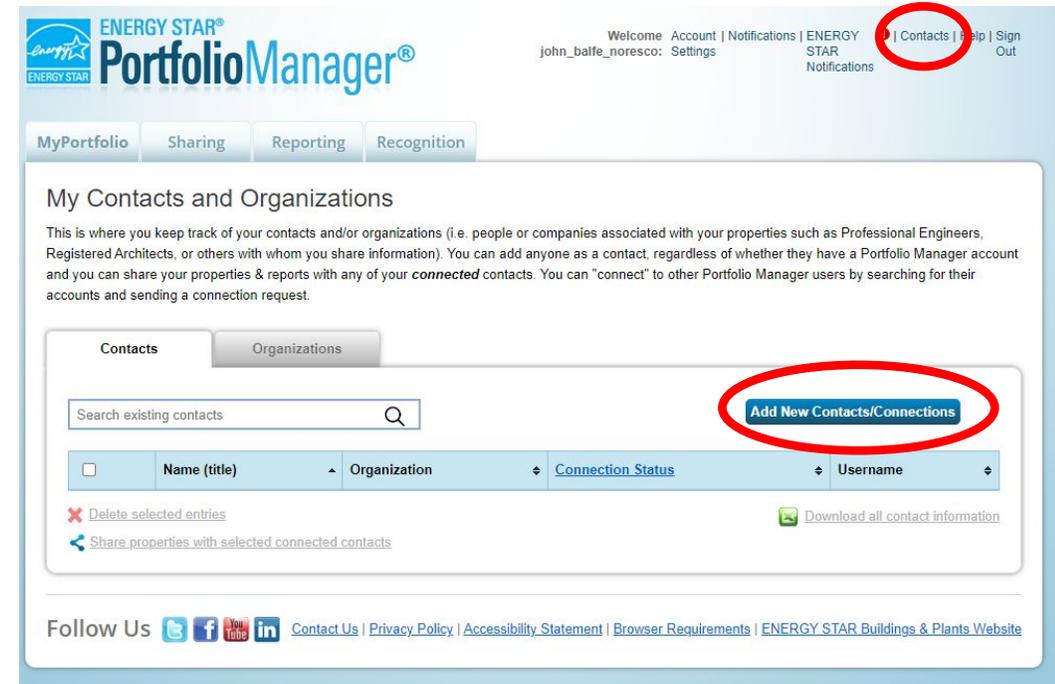
- Navigate back to the SDG&E Request Portal and select **Step 2: Start your Benchmarking Request**
- Follow the prompts and input all required information
- You will need your ENERGY STAR Portfolio Manager Username accessible
- You will receive a confirmation when your request is submitted successfully

# Four main steps to reporting your data

1. Learning to Navigate Energy Star Portfolio Manager(ESPM)
2. Adding your buildings in ESPM
3. Requesting energy data from SDG&E
4. **Connecting your ESPM account/buildings with the City of San Diego Sustainability Department**

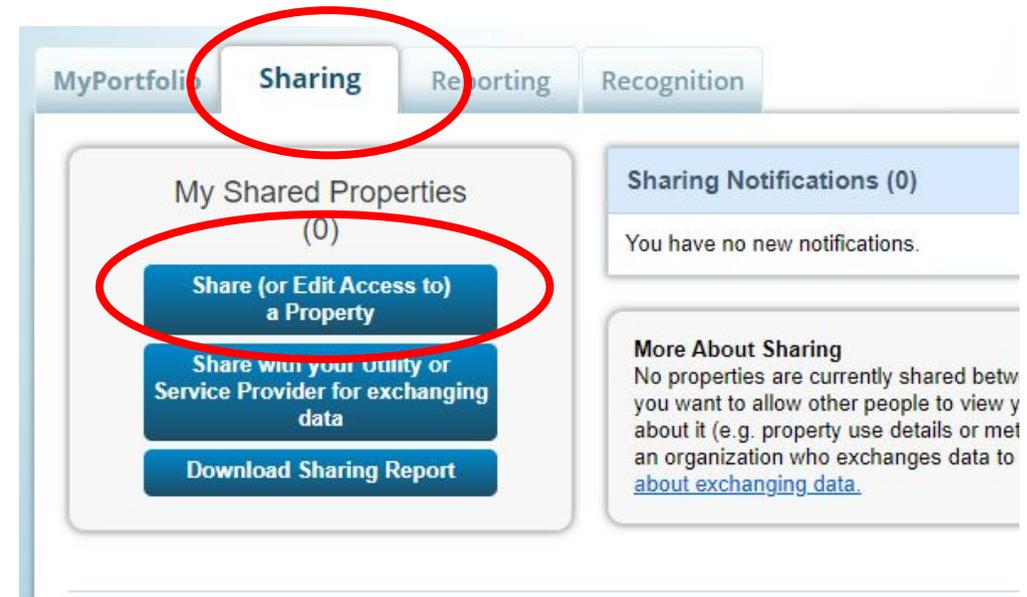
# Connect with the City in ESPM

- Complete this step after your data has been shared by SDG&E to ESPM
- Login to your ESPM Account
- Select the Contacts tab
- Click Add New Contacts/Connections
- In the Username field, type: “CoSD\_Sustainability” and select Connect, Send Connection Request
- CoSD\_Sustainability will now appear in your list of connected contacts



# Share Your Property's Data with the City

- Navigate to Sharing Tab
- Click **Share (or Edit Access to) a Property** Button
- Select your Property
- Choose **"CoSD\_Sustainability"**
- Select PERSONALIZED SHARING & DATA EXCHANGE button; Continue
- Select Exchange Data radio button; then click Share Property
- In pop-up window, select Read Only Access for Property Information and All Meter Information; Select None for Goals, Improvements & Checklists, and Recognition; and Select No for Share Forward
- Select Apply Selections & Authorize Exchange
- Click Share Property and wait for confirmation email





# New Benchmarking Platform: BEAM

# What is BEAM?

- A platform the City will use to manage/analyze the data from all benchmarked buildings
- Help Desk with knowledgebase of FAQs
- Ticket submittal system
  - Request Exemption or Extension
  - Ask a question

# BEAM Knowledgebase

Knowledgebase / Overview

## Knowledgebase

We have listed a number of Knowledgebase articles for your perusal in the following categories. Please check to see if any of these articles address your problem prior to opening a support ticket.

### Benchmarking

The Building Energy Benchmarking Ordinance was enacted by the San Diego City Council in February 2019. The ordinance is a key step in efforts to reduce San Diego's greenhouse gas emissions.

[Building Energy Benchmarking Ordinance \(BEBO\)](#)

[View articles ↗](#)

### Resource Library

Access information about the BEAM Building Owner Portal, user guides, instructional videos, and recordings from past webinars.

[View articles ↗](#)

### Upcoming Events

Upcoming trainings and webinars to assist building owners in benchmarking compliance.

[View articles ↗](#)

**Link to BEAM Knowledgebase:** <https://sandiego.beam-portal.org/helpdesk/kb/>

# Submitting a Ticket

The screenshot displays the 'Building Performance Helpdesk' website. On the left, a dark navigation menu is shown with a red arrow pointing to the 'New Ticket' option, which is also circled in red in the main page view. The main page features a blue header with the City of San Diego logo and the text 'Building Performance Helpdesk'. Below the header, the 'Knowledgebase / Overview' section is visible, containing a 'Knowledgebase' heading and a list of articles under the 'Benchmarking' category. A 'View articles' button is present for each article. The footer of the page indicates it is 'Powered by django-helpdesk'.

Building Performance Helpdesk

City of San Diego **SAN DIEGO**

Knowledgebase / Overview

**Knowledgebase**

We have listed a number of Knowledgebase articles for your perusal in the following categories. Please check to see if any of these articles address your problem prior to opening a support ticket.

**Benchmarking**

The Building Energy Benchmarking Ordinance was enacted by the San Diego City Council in February 2019. The ordinance is a key step in efforts to reduce San Diego's greenhouse gas emissions.

Building Energy Benchmarking Ordinance (BEBO)

[View articles ↗](#)

**Events**

Upcoming trainings and webinars to assist building owners in benchmarking compliance.

[View articles ↗](#)

Powered by [django-helpdesk](#).

# Complete Form and Submit

Building Performance Helpdesk

City of San Diego The City of **SAN DIEGO**

Public / Create Ticket

Submit a Exemption Request

Submitter Email\*  
  
This e-mail address will receive copies of all public updates to this ticket.

Primary Contact Name\*

Primary Contact Email\*  
  
This e-mail address will receive copies of all public updates to this ticket.

Building Name\*

Building Address\*

Navigation: Homepage, New Ticket, Knowledgebase, BEAM Inventory

# BEAM Building Owner Portal Registration

- Create an **optional** BEAM account to view:
  - Building energy performance
  - Info in the same way as the program administrators
  - Missing or inaccurate data flags
  - Past communications with the City
  - And more

**Create an account here:**

<https://sandiego.beam-portal.org/helpdesk/tickets/submit>

EnergyStar Portfolio Manager Account Email\*

Note: You MUST register for BEAM using the same email address associated with your properties on Energy Star Portfolio Manager (ESPM). If you use a different email address, the system will not find any of your properties.

You will receive an account invitation link to this email. If you do not have access to this email, please fill out a [general inquiry](#) for support.

This e-mail address will receive public updates to this ticket.

Submitter Name (First & Last)\*

Submitter Email\*

This e-mail address will receive public updates to this ticket.

Submitter Role\*

Building owner, property manager, third-party support, etc.

San Diego Building ID\*

Building Address\*

# Next Steps

Access resources, sign-up for notifications, and report your data all at [SanDiego.gov/Benchmark](https://SanDiego.gov/Benchmark)

Questions or Comments? Contact [Benchmarkingsupport@saniego.gov](mailto:Benchmarkingsupport@saniego.gov)

# Upcoming Events

- Training Webinar #2: May 13
- Office Hours at SD Central Library
  - March 12, 2025 at 9:30 a.m. – 11:30 a.m.PT
  - March 26, 2025 at 9:30 a.m. – 11:30 a.m.PT
  - April 9, 2025 at 9:30 a.m. – 11:30 a.m.PT
  - April 23, 2025 at 9:30 a.m. – 11:30 a.m.PT
  - Additional times in May are to be announced.

# Additional Resources

- [Assembly Bill 802 Benchmarking Program](#)
- [City of San Diego's Benchmarking Website](#)
  - Instructional Videos on how to submit your data
- [Portfolio Manager Help](#)
  - Learn about Portfolio Manager
  - Take or view a training
  - Search FAQs
  - Ask a question
  - Check the glossary



# Thank You!

## Questions?

Email us at

[Benchmarkingsupport@san Diego.gov](mailto:benchmarkingsupport@san Diego.gov)