



**User guide to activate
Hydro-Québec's Web services and
enable automated reporting of your
consumption data to ENERGY STAR
Portfolio Manager® (ESPM)**



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Introduction

ENERGY STAR Portfolio Manager (ESPM) is a free tool for measuring, tracking and benchmarking energy consumption data. It allows organizations, businesses and rental space owners to evaluate the energy performance of their buildings against similar buildings in Canada.

This guide presents:

- The steps for connecting your ESPM account to Hydro-Québec's Web Services
- The procedure for retrieving the required identifiers from your Hydro-Québec Customer Space
- The way to enable automated reporting of some of your consumption data to ESPM
- Answers to frequently asked questions about this service

NOTE

Before proceeding, you must create an account in the ESPM tool and set up your building profiles. For more information, please check the following resources:

[Guide to using ENERGY STAR Portfolio Manager in the Context of the City of Montréal's Bylaw 21-042 on the Mandatory Disclosure of Energy Consumption Data](#) (link to French site)

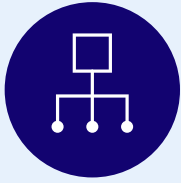
[Ville de Montréal webinar on the use of the ENERGY STAR Portfolio Manager tool](#) (available in French only)

[Natural Resources Canada's ENERGY STAR Portfolio Manager Quick Start Guide](#) (link to French site)

IN CASE OF DIFFICULTY

If you have trouble, you can write to hqespm@hydroquebec.com. Make sure you provide the following information:

- Name of the organization
- First and last name of the person submitting the request
- Addresses targeted by the Ville de Montréal by-law
- Telephone number
- Language code: FR (French) or AN (English)
- When we can reach you: morning, afternoon or all day
- Email
- Reason for request: Customer Space or ESPM



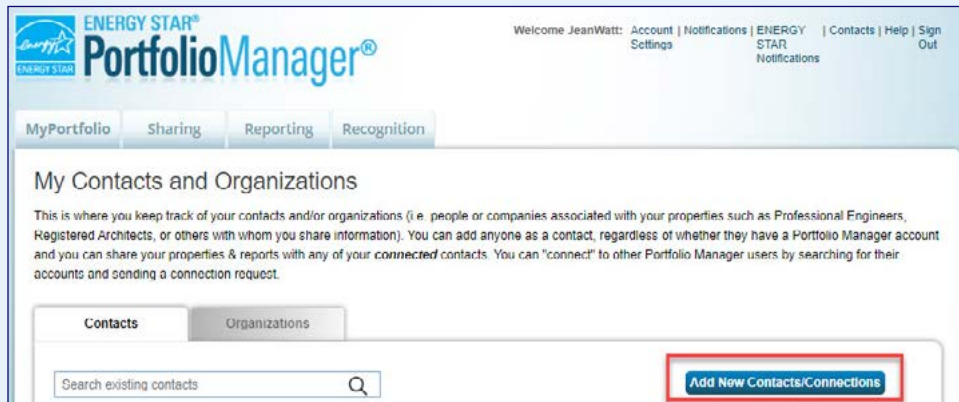
Connect your ESPM account to Hydro-Québec Web Services

This section describes the procedure for submitting a connection request to Hydro-Québec's Web Services from your ESPM account.

1. Log into your ESPM account.
2. Go to the Contacts tab.



3. Click Add New Contacts/Connections.



4. In the Username field, enter "Hydro-Quebec" (with no accent) and then click Search.

Connect with an Existing User for Sharing

Search using any of the criteria below.

Name:

Organization:

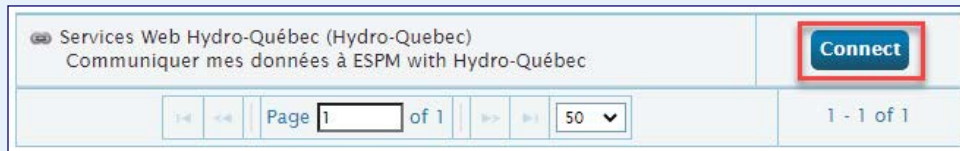
Username:

Email:

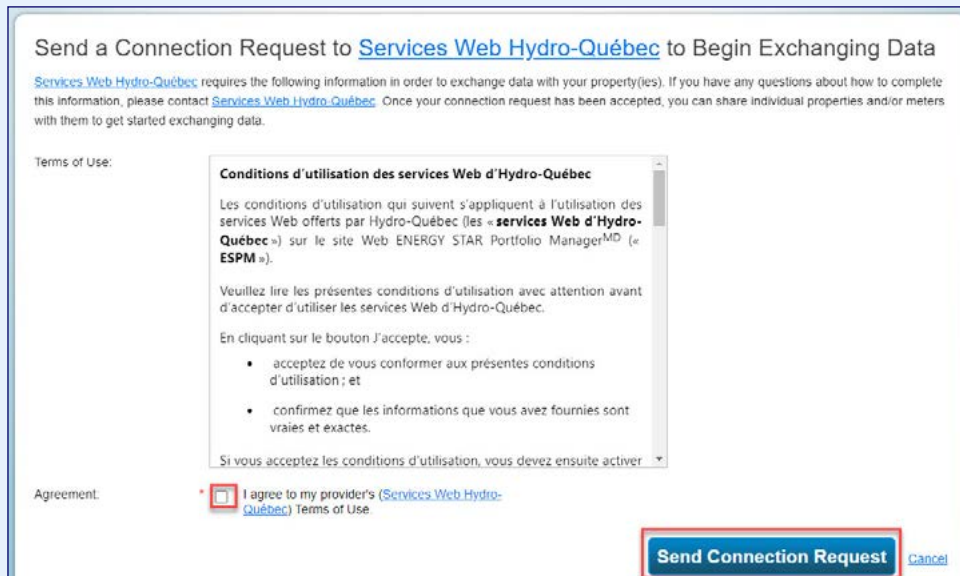


Connect your ESPM account to Hydro-Québec Web Services (continued)

- Click the Connect button next to "Services Web Hydro-Québec."



- Read the Terms of Use, check the box to accept the terms, and then click "Send Connection Request." The connection will be active within five minutes.





Retrieve your identifiers from your Hydro-Québec Customer Space

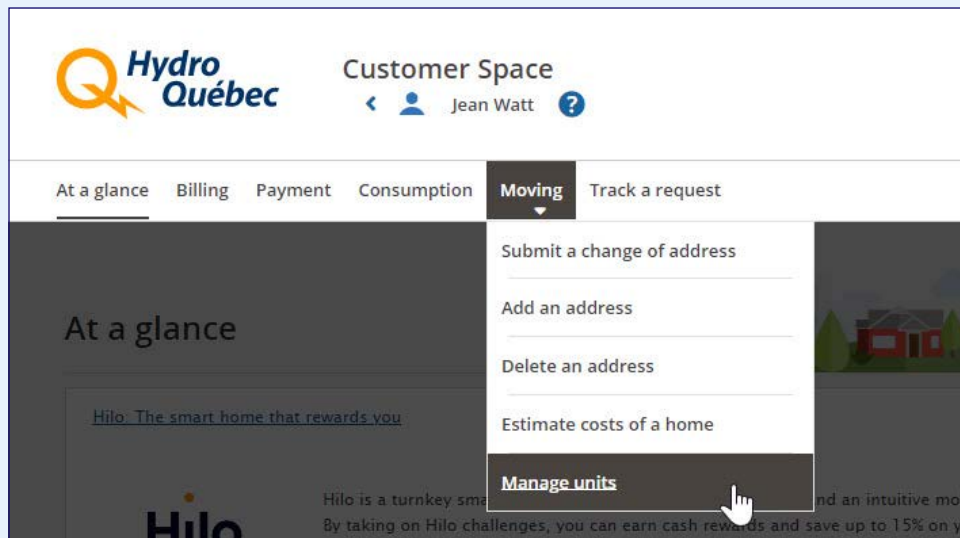
This section outlines the process for obtaining an ID token and, if necessary, an aggregation code. These identifiers will allow you to activate the communication of your consumption data to ESPM.

BEFORE YOU BEGIN

- If the account is associated with an organization, such as a property management company or condominium corporation, you must be the person designated to act in one of the following capacities:
 - Account Manager, i.e., authorized representative of your organization, for all its accounts. For more information on designating an authorized representative for this purpose, visit the [Account Manager](#) page on the Hydro-Québec Website.
 - Duly authorized person with a valid power of attorney, i.e., you are authorized to act on behalf of this organization. For more information, visit the [Consent to disclosure or proxy](#) page on the Hydro-Québec website.

In either of these situations, you must also have access to the Hydro-Québec Customer Space associated with the account.

- If you are the account holder, either as an individual or as a designated person for a group, your properties must be registered in the Manage units section, under the Moving tab of your Hydro-Québec Customer Space.

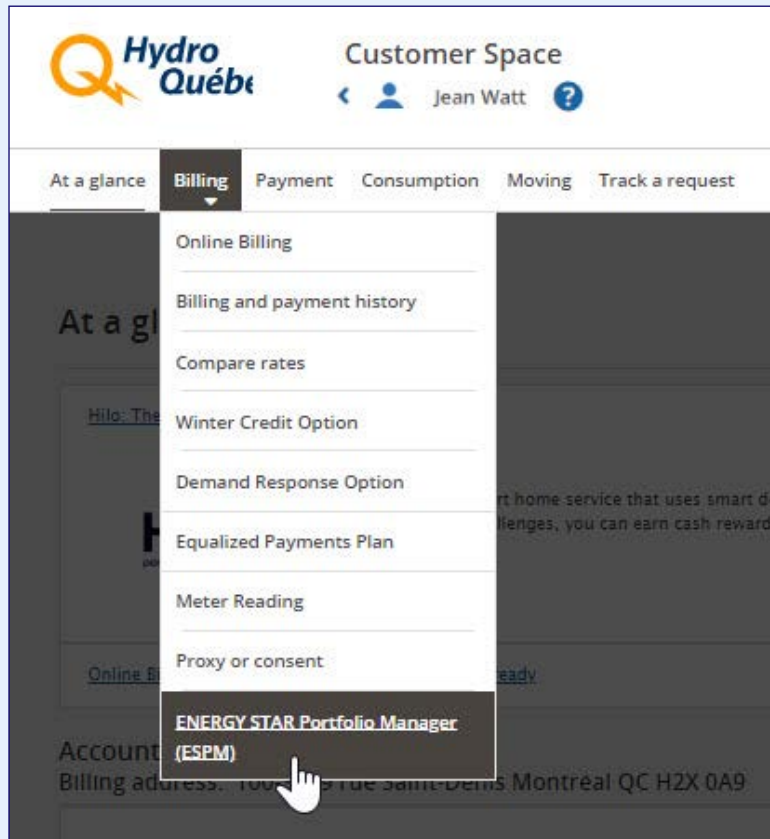




Retrieve your identifiers from your Hydro-Québec Customer Space (continued)

PROCEDURE

1. Log into your Hydro-Québec [Customer Space](#).
2. Under the Billing tab, click on ENERGY STAR Portfolio Manager (ESPM).



3. Read the legal provisions. Check the box to authorize your data to be communicated to ESPM, and then click Accept.

This consent will remain in effect as long as you do not withdraw it and as long as your relationship as an Account Manager is valid.

ENERGY STAR Portfolio Manager® (ESPM)

Authorization to communicate certain energy use data with ESPM

To help improve the energy management practices of commercial and institutional buildings as well as multi-unit buildings, the Québec government wants to make comparative examples of energy efficiency available to all companies, organizations and rental building owners in the province.

In this context, the Québec government and the Ville de Montréal asked Hydro-Québec to communicate certain energy use consumption data with ESPM. The Ville de Montréal is the first municipality to adopt a by-law to measure the use of fossil fuels in buildings in order to reduce GHG emissions and requires owners to better manage the energy their buildings use ([by-law concerning greenhouse gas emission disclosures and ratings of large buildings, Ville de Montréal, City Council, by-law 21-042](#)).

ESPM is the national cloud service selected by the federal government to help certain customers better manage their energy use and make their buildings more energy efficient.

Currently, only the owners of buildings that are subject to the Ville de Montréal's by-law are obliged to disclose their energy use data. In the future, this obligation could apply to buildings located in other municipalities if by-laws or initiatives of this kind are implemented.

Where available, Hydro-Québec will communicate the following energy use data regarding your building with ESPM:

I authorize Hydro-Québec to communicate with ESPM the above-mentioned energy use data associated with the Hydro-Québec electricity service contract(s) under my responsibility or for which I am authorized to submit this request.

[Refuse](#)



Retrieve your identifiers from your Hydro-Québec Customer Space (continued)

- Your ID token and aggregation codes, if applicable, will be displayed. Take note of them.

ENERGY STAR Portfolio Manager® (ESPM)

In ESPM, at the Share a property step, use your ID token to configure how your electricity use data will be communicated.

ID token

VDTJRWUP

ESPM is an electricity use data measurement, tracking and comparative analysis tool. Your data will only be communicated if you make such a request from this application.

To learn more about this tool and about configuring how you want your electricity use data to be communicated, [visit our website](#).

Obtain an aggregation code for a multi-unit building or a commercial building

This code is required to communicate electricity use data for spaces for which the electricity bill is not covered by the owner or when individual meters are used for an entire building whose electricity is paid for by the owner.

1 Address

123 energy-efficient street

[53 meters \(residential use\)](#)

Aggregation code

601324616RE



RECOMMENDATIONS

- Click the link below the building address. This will give you a list of the meters associated with the aggregation code. If you are responsible for meters that do not appear in this list, use your bills to find the numbers and write them down.
- If no aggregation code is provided, you may not be eligible for this service. The following message will appear: "The aggregation function is not available. This address presents fewer than 10 meters associated with the same type of use (commercial or residential) and for which consumption is not under your responsibility." You can contact the tenants in your building to ask them to provide their consumption data, but you will not be able to automate the transfer between Hydro-Québec Web Services and ESPM.
- If the "Obtain an aggregation code for a multi-unit building or a commercial building" section is missing, check your bills to find your meter numbers and write them down.



Activate the automated communication of your data to ESPM

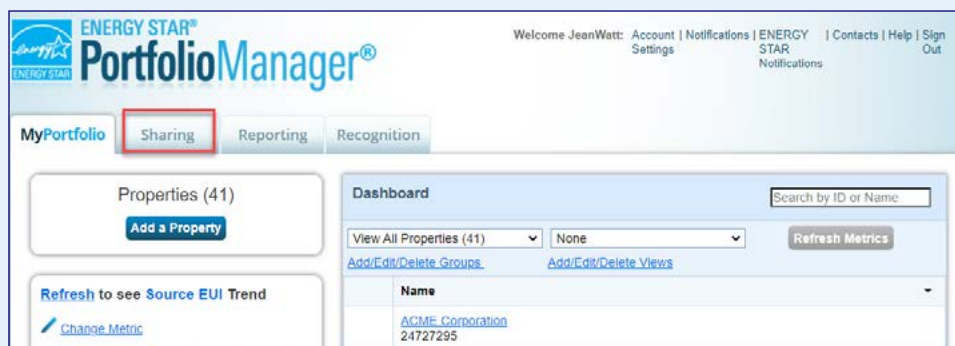
This section describes the steps that will allow you to set up the automated transfer of your consumption data to ESPM.

BEFORE YOU BEGIN

- Make sure you have created your property profile in ESPM. If you haven't already done so, refer to the resources provided in the introduction to this document.
- Check that the number of meters linked to your properties in ESPM is the same as in the information provided in the Hydro-Québec Customer Space.
 - Each aggregation code corresponds to a meter in ESPM.
Example: If two aggregation codes are available in your Hydro-Québec Customer Space, you must enter two meters in ESPM.
 - A meter number for a facility that you own and are responsible for and that is not included in an aggregation code corresponds to a meter in ESPM.
Example: If you are the owner responsible for the accounts of 20 units in a building, you must enter 20 meters in ESPM.
- If you have already registered meters in ESPM and transmitted consumption data associated with them, you can use them. However, once the automated transmission of data from Hydro-Québec to ESPM is activated, you will have to delete the duplicate consumption periods that cause overlap.

PROCEDURE

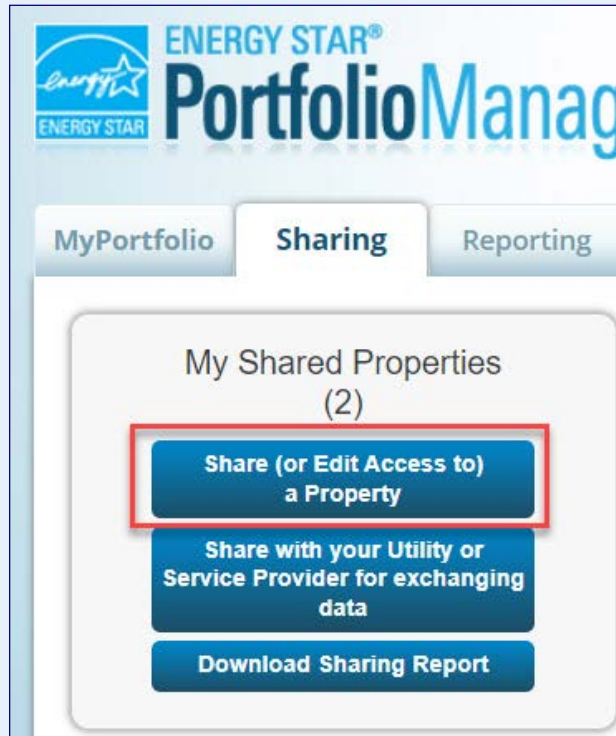
1. In ESPM, go to the Sharing tab.



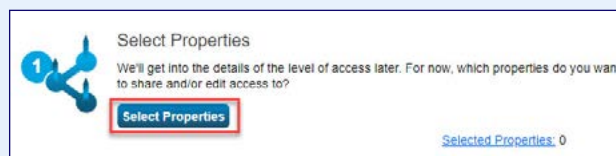


Activate the automated communication of your data to ESPM (continued)

2. Click Share (or Edit Access to) a Property.



3. Click Select Properties.





Activate the automated communication of your data to ESPM (continued)

- In the list of properties, select the ones for which you want to activate communication of the consumption data to ESPM.

Select Properties

Search:

<input type="checkbox"/>	CF Distribution-999
<input type="checkbox"/>	CS Anjou - 7800
<input type="checkbox"/>	CS Baie-Comeau
<input type="checkbox"/>	CS Fullum
<input type="checkbox"/>	CS Jarry_1
<input type="checkbox"/>	CS Pierre-de-Coubertin
<input type="checkbox"/>	CS Saint-Laurent - 7575
<input type="checkbox"/>	Immeuble à Logement - 2200 rue Alice-Nolin
<input type="checkbox"/>	Laboratoires Lionel-Boulet
<input type="checkbox"/>	LTE Shawinigan
<input checked="" type="checkbox"/>	Propriété - Exemple
<input type="checkbox"/>	Siège social Hydro-Québec

- Click Apply Selection.

<input checked="" type="checkbox"/>	Propriété - Exemple	Other	QC
<input type="checkbox"/>	Siège social Hydro-Québec	Office	QC

First Previous Page 1 of 1 Next Last 100 ▾

Selected Properties: 1 ([View Selection](#))

[Apply Selection](#)



Activate the automated communication of your data to ESPM (continued)

- Click Services Web Hydro-Québec to highlight it.

Select People (Accounts)

Which people (accounts) do you want to share these properties with (or modify their current access to)? The access for each can be different and you'll be able to specify that on the next page.

Select contacts from my contacts book.

Services Web Hydro-Québec (Hydro-Quebec)
--

- Select Personalized Sharing & Exchange Data ("Custom Orders"), then click Continue.

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 of your shares), select "Bulk Sharing." If you need to assign different permissions, select the 2nd option.

Bulk Sharing ("One-Size-Fits-All") - I only need to choose one permission (either because I am doing a single share OR I want to choose the same permission for all of my share requests).

Personalized Sharing & Exchange Data ("Custom Orders") - I need to give different permissions for different share requests, and/or I need to give Exchange Data permission.

Continue [Cancel](#)

- For the selected property or properties, choose Full Access. In the table, on the "Services Web Hydro-Québec" line, select Exchange Data.

Name (ID)	No Access	Read Only Access	Full Access	Custom Access	Exchange Data
Propriété - Exemple (25969967)	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>		
Services Web Hydro-Québec	<input type="radio"/>				<input checked="" type="radio"/>

Share Property(ies) [Cancel](#)



Activate the automated communication of your data to ESPM (continued)

9. Define the permissions based on the following terms:

- Property Information: Full access.
- All Meter Information: Full access.
- Goals, Improvements and Checklists: Read-only access.
- Recognition: No access.
- Share Forward: NO.

In the Meter number or Aggregation code and Identification token fields, enter the information obtained from your Hydro-Québec Customer Space.

Note: If multiple meters are registered for your property, the ID token number will be the same for all meters. The meter numbers or aggregation codes are always separate.

Numéro de compteur ou Code d'agrégation ¹	Jeton d'identification ²
G4SH0000000	AAAA0000
G4SH0000001	AAAA0000
G4SH0000002	AAAA0000
G4SH0000003	AAAA0000



Activate the automated communication of your data to ESPM (continued)

10. Click Apply Selection & Authorize Exchange.

Item	None	Read Only Access	Full Access	Numéro de compteur ou Code d'agrégation ¹	Jeton d'identification ²
Property Information	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>		
▼ All Meter Information					
▼ Energy Meters					
Meter	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="text"/>	<input type="text"/>
Goals, Improvements, & Checklists	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>		
Recognition	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>		

¹ Numéro de compteur ou Code d'agrégation: Exemple: G9SJ1234567; Vous trouverez cette information sur votre facture ou dans votre Espace client; Between 11 and 11 Characters [More Information](#)

² Jeton d'identification: Exemple: 12345678; Vous trouverez ce jeton dans votre Espace Client; Between 8 and 8 Characters [More Information](#)

Additional Options:

Item	Yes	No
* Share Forward Allow Services Web Hydro-Québec 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](#)

11. Click Share Property(ies).

Name (ID)	No Access	Read Only Access	Full Access	Custom Access	Exchange Data
▼ Propriété - Exemple (25969967)					
Services Web Hydro-Québec	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/> Edit

Share Property(ies) [Cancel](#)

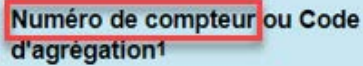
Questions and answers

1. How often will my data be transferred to ESPM?

The first transmission will contain the consumption data for the last three years. It will take place within 24 hours of your request.

Subsequent transmissions will be made at the following intervals:

- Single meter numbers: 30 days after the date of each bill.



Numéro de compteur ou Code
d'agrégation¹

- For aggregation codes: every 90 days.



Numéro de compteur ou Code
d'agrégation¹

Corrections made to bills outside these time frames will not be reflected in ESPM.

2. If my relationship as agent or account manager expires, what will happen to my organization's ESPM account?

The data will still be available in ESPM, but access to the ESPM self-service in the Hydro-Québec Customer Space will end as soon as the relationship ends. If the relationship is reactivated, the applicant must log into the ESPM self-service section of the Hydro-Québec Customer Space to give consent again. The identification token and aggregation codes will be the same. No changes in ESPM will be required.

3. Does everyone with access to the information in the ESPM self-service of the Hydro-Québec Customer Space see the same identification token and the same aggregation code?

No, the identification token and the aggregation code are exclusive.

Questions and answers (continued)

4. How do I know whether I should enter the aggregation code or the meter number in the Meter Number or Aggregation Code field on the authorization selection screen?

If the aggregation code is available in the ESPM self-service section of the Hydro-Québec Customer Space, you must use it. However, you must use the meter number in the following situations:

- The number of the meter you are responsible for is not included in the list of aggregated meters (see the first recommendation at the end of the [Retrieve your identifiers from your Hydro-Québec Customer Space](#) section of this guide).
- If the “Obtain an aggregation code for a multi-unit building or a commercial building” section does not appear, use your meter numbers (see the second recommendation at the end of the [Retrieve your identifiers from your Hydro-Québec Customer Space](#) section of this guide).

5. Are the identification token and aggregation codes dynamic or static?

They are static and specific to each applicant-owner relationship.

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