

Whole-building Water Data Access in Calgary Commercial, Multi-unit Residential, and Industrial Properties

Reporting and managing whole-building water performance is becoming increasingly important for building owners aiming to:

- Effectively allocate capital investments
- Implement building performance upgrades
- Reduce water costs

To achieve these goals, building owners must measure and track annual water usage. This data enables benchmarking, which helps prioritize buildings across a portfolio for water efficiency projects.

How to collect whole-building water use data for benchmarking

ENMAX Customer Care manages historical water data requests on behalf of The City of Calgary.

Steps:

1. Contact ENMAX Customer Care at 310-2010 (or 1-877-571-7111 if calling from outside Alberta) and select Municipal Services.
2. Request historical monthly water usage bills for up to three years (e.g., Jan 2022 – Dec 2024).
**Availability may vary.*
3. You will receive PDF copies of your bills. Enter the water usage values into your ENERGY STAR Portfolio Manager account.

Note: Only whole-building water usage data should be submitted to BenchmarkYYC.

How to collect tenants' water usage?

If tenant-occupied spaces are metered separately, a **signed letter of authorization** may be required to access their water usage data. Please discuss this process directly with the ENMAX Customer Care representative.



BenchmarkYYC helps building owners and operators measure, track, and disclose the year-over-year energy, water and emissions performance of their buildings. Find out more at www.calgary.ca/benchmarkyyc or send an email to energybenchmarking@calgary.ca.