



NARUC

National Association of
Regulatory Utility Commissioners

Data Access Policy Tools

September 15, 2025

Webinar Series

bit.ly/NARUC-smart-grid



Smart Grid / Grid Modernization

In recent years, state regulators have seen a surge in utility smart grid investments, from advanced metering infrastructure appliances and distributed energy resources. In their role protecting the public interest, state regulators who oversee it seek to balance benefits and costs. One way to prudently leverage new technologies is by ensuring new components are future-proofed. NARUC has partnered with the U.S. Department of Commerce's [National Institute of Standards and Technology](#) to educate regulators on the value of smart grid interoperability and technical standards that support it.

Resources

Activities

Partners

More Information

- **Webinar Series: Customer Data Access, July-September, 2025**

NARUC has developed a series of webinars that will provide detailed information about how customer data access works, some of the key policy and regulatory issues, and the actions that states are taking to facilitate data access and achieve desirable outcomes for regulators.

- 1. Customer Data Sharing: What is it and why do we care? | July 8, 2:00pm – 3:30pm (Eastern)**

The first part of this webinar explained:

- Energy consumption data and associated use cases, particularly in the residential and small commercial sectors
- How utilities collect and manage customer consumption/energy/billing data
- Evolution and status of data standards such as Green Button Connect, Electronic Data Interchange, IEEE2030.5
- Key industry and policy trends in customer data sharing, including data bills of rights and multi-utility data sharing

The second part of the webinar was a live technical assistance session, during which participants had the opportunity to ask questions specific to their situation and jurisdiction.

[Presentation](#)

[Recording](#)

- 2. Consent-based Data Sharing | August 12, 2:00pm – 3:30pm (Eastern)**

A foundational service that utilities can provide customers and their third parties—ranging from retail supply companies—is secure, consent-based ability to share their interval energy data. This webinar will break down the challenges and opportunities associated with this service.



Upcoming CPI Webinars and Trainings

- Thursday, September 25 – Hit Me with Your Best Bot: AI for Regulators
- Friday, September 26 – NCEP Load Growth Series, Webinar #1: Benefits and Stage Agency Roles
- Wednesday, October 15 to Friday, October 17 – Cybersecurity Training for Utility Regulators (in-person)
- Monday, October 20 - NCEP Load Growth Series, Webinar #2: Managing Costs and Risks

NARUC's Annual Meeting, Seattle, Washington
Sunday, November 9 to Wednesday, November 12

Agenda



- Overview of Webinar Series and Today's Session
 - *Jeff Loiter, NARUC, Technical Director*
- Moderator's Opening Remarks
 - *The Honorable Odogwu Obi Linton, Maryland Public Service Commission*
- Expert Presentations
 - *David Farnsworth, Principal, The Regulatory Assistance Project*
 - *Michael Murray, President, Mission:data Coalition*
 - *Jared Lawrence, Senior Vice President of Customer Operations and Digital Strategy, Chief Customer Officer, Eversource*
- Q&A
- State Updates
- Wrap-up



RAP[®]

REGULATORY
ASSISTANCE PROJECT

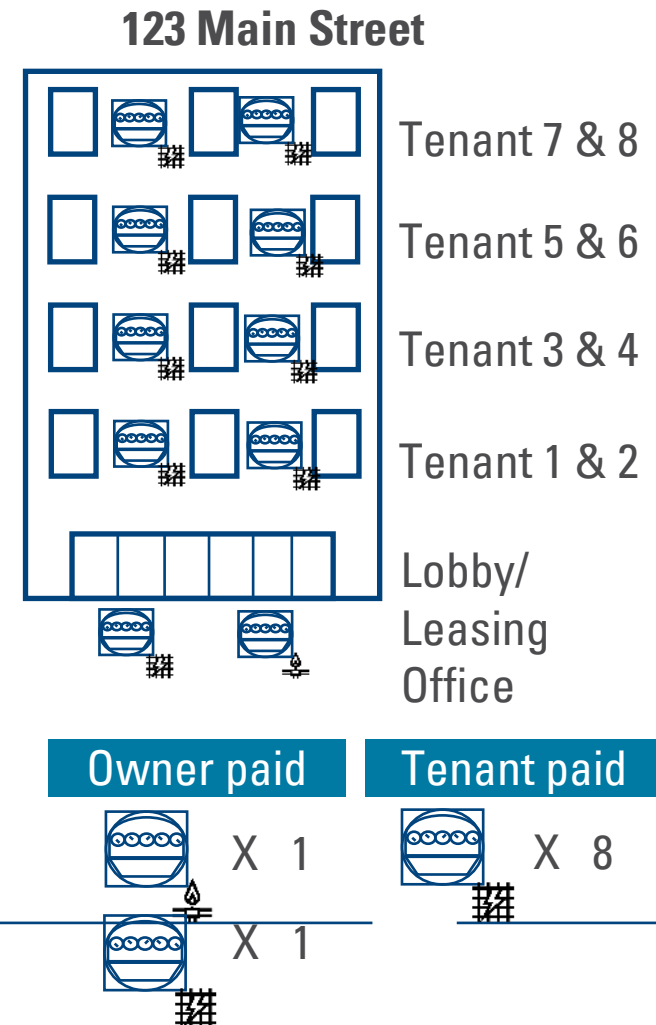
Sep 15, 2025

IMT-RAP Model Utility Data Access Law NARUC Data Access webinar

Dave Farnsworth, RAP

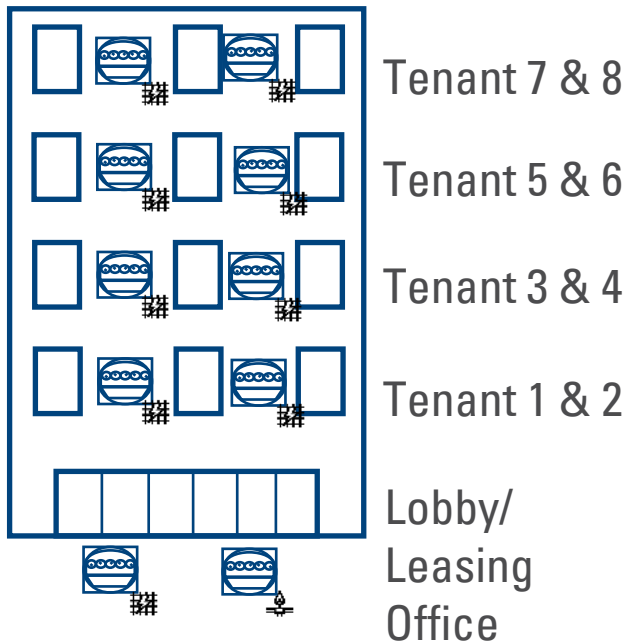
The Problem of Incomplete Energy Use Data

- 123 Main Street is an office building with 8 tenants, where each tenant pays their electric bill
- Owner only knows the energy use from the owner-paid electric meter and owner-paid natural gas meter
- Lack of data limits owner's ability to understand, document, and improve the building's energy performance, and the building's value.
- Many multitenant buildings operating as multifamily housing, offices, warehouses, and certain configurations of retail face the same problem.



Utilities Can Provide Whole-Building Data

123 Main Street

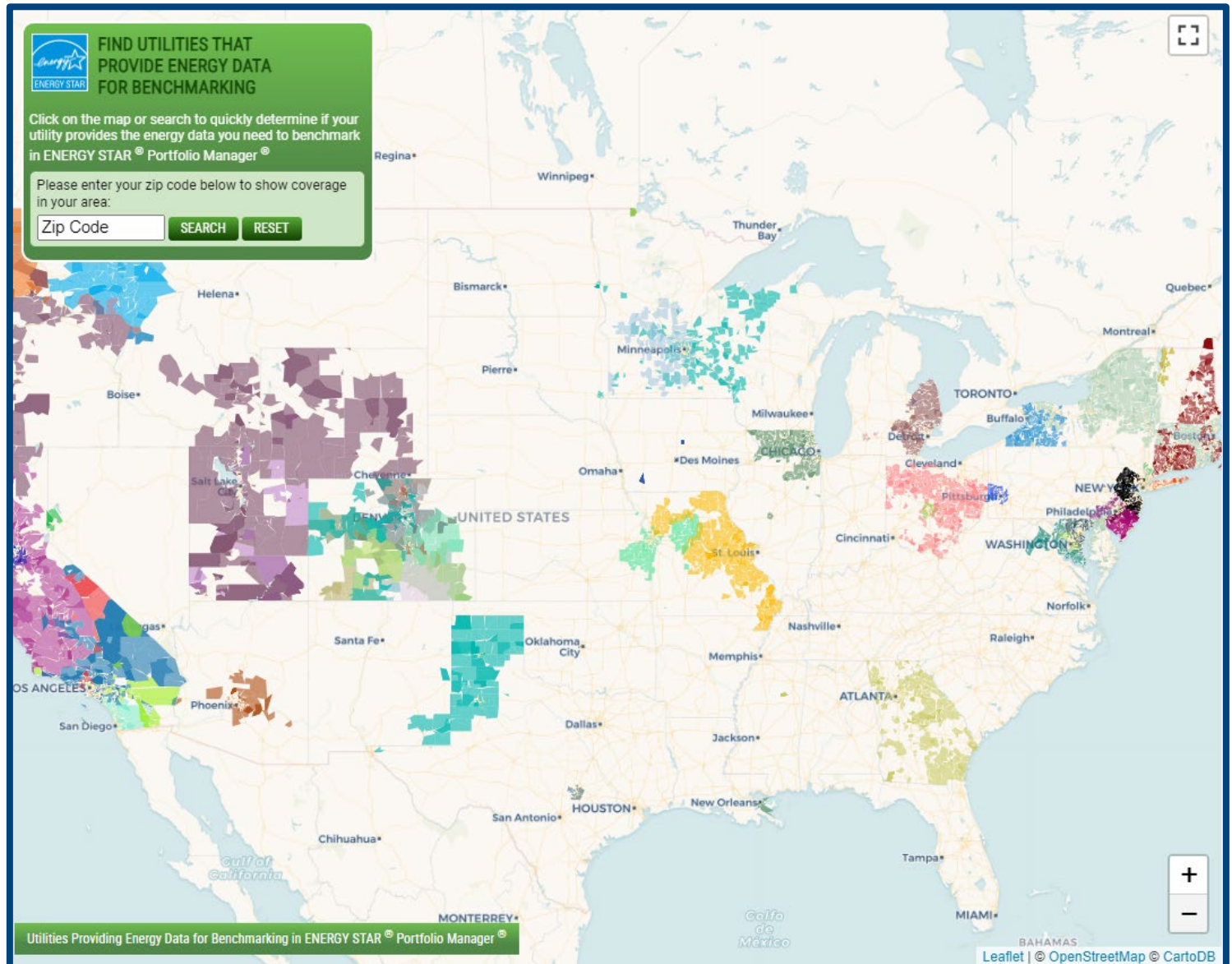


- But wait—the owner of 123 Main Street is in luck! The energy utility serving the property is one of the 80 or so in the U.S. (out of 1,000s of utility companies) that provide whole-building energy data to customers.
- Their utility can add up all the electricity usage at the building and provide the resulting whole-building consumption data to the owner.
- With some basic safeguards, this approach protects tenant data privacy while giving the owner the whole-building data they need.



Where is data available?

energystar.gov/utilitydata



Energy Star Portfolio Manager

- EPA's no-cost **online** tool
- Assess the whole building energy use of existing buildings
- Receive a performance rating (1-100 score) or comparison to national average
- Track changes to energy and water use over time in single buildings, groups of buildings, or entire portfolios
- Track cost savings



IMT-RAP Model Utility Data Access Law (Annotated)



Cliff Majersik (IMT), Julia Eagles (IMT), Camille Kadoch (RAP), David Farnsworth (RAP)



November 2023

- Developed in response to requests from building owners, policymakers, and others; written for adoption by states
- Authored by IMT and Regulatory Assistance Project (RAP), with key input from ENERGY STAR
- Published November 2023
- Model law is a living document
- www.imt.org/UtilityData

Big Picture



- Balances data access and privacy
- Requires utilities to share aggregated consumption data with building owners & digitally share data at account holder request
- Sets agency (usually utility regulator) to write rules guided by stakeholder process
- Codifies best practices from 80+ utilities that provide whole building data
- Puts requirements only on utilities and rule writers; requires nothing of owners
- Provides data access only to owners, landlords, and their designees

Different Contexts/Same Opportunity

- In 2011 **NARUC** adopts a **Resolution** on *Access to Whole-Building Energy Data and Automated Benchmarking*
- In 2024 **NARUC** adopts **Resolution** on *Customer Energy Usage Data for Multi-Tenant Properties*
- Different contexts, but the same opportunity
 - Buildings are responsible for 40% of total US energy use (NREL)
 - Needing to avoid carbon emissions, secure federal funding or simply waste less energy, the cleanest, lowest cost and most readily available MWhs and therms are avoided MWhs and therms.



Thank You

Please, feel free to follow up with me:

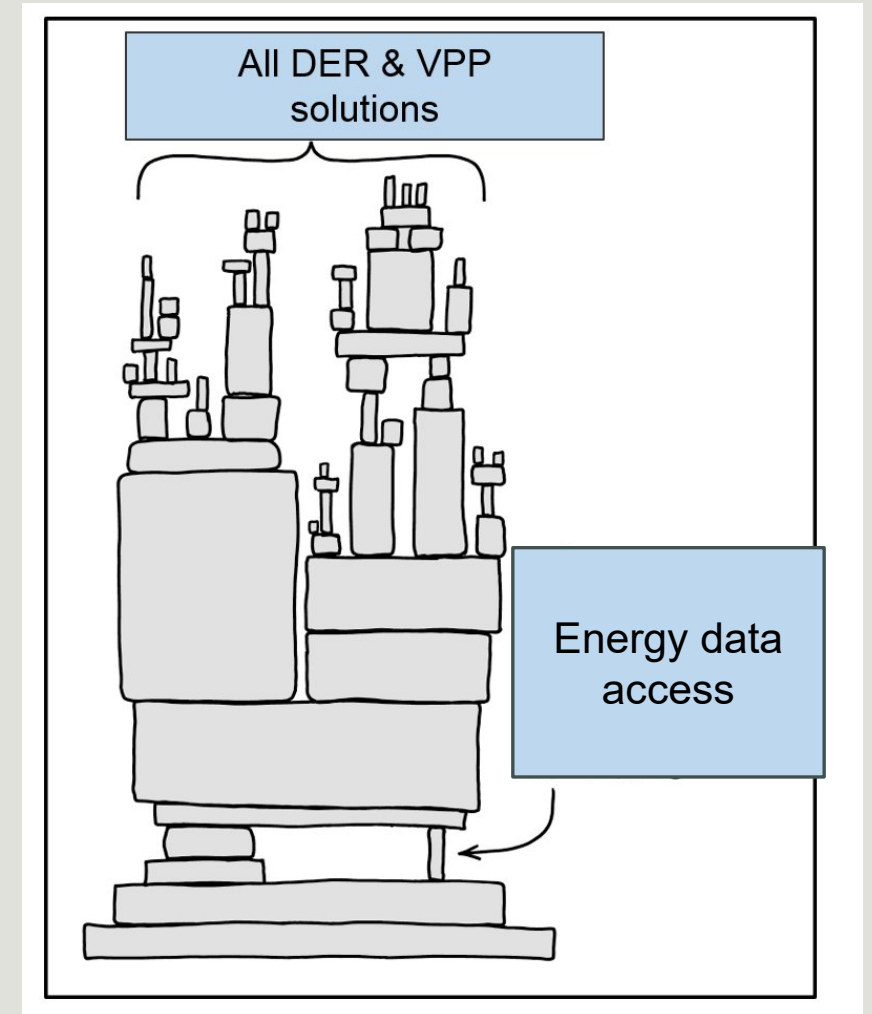
dfarnsworth@raponline.org

MISSION:DATA

empowering energy savings

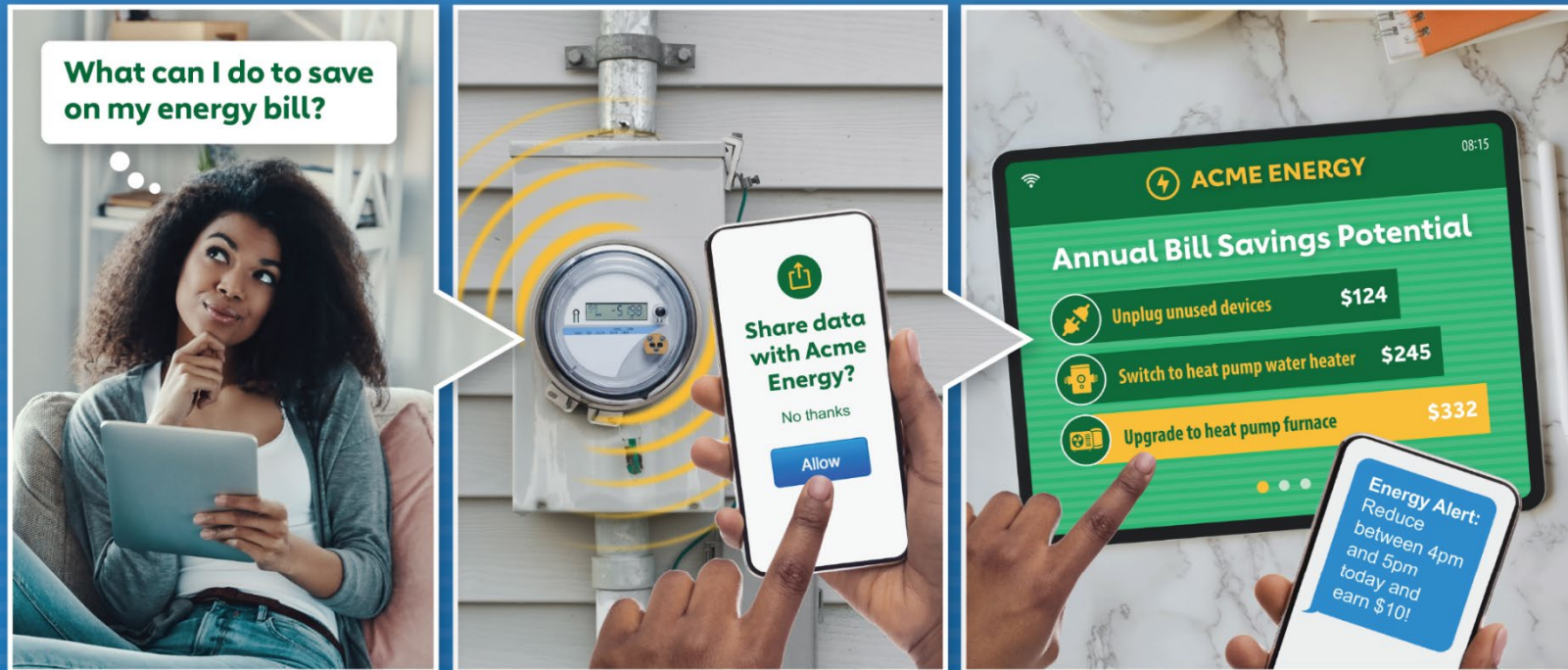
Agenda:

1. Background on data portability
2. Green Button Explorer
3. Policy focus: Who is “eligible” to receive customer data?
4. Lessons learned



1. Background on data portability

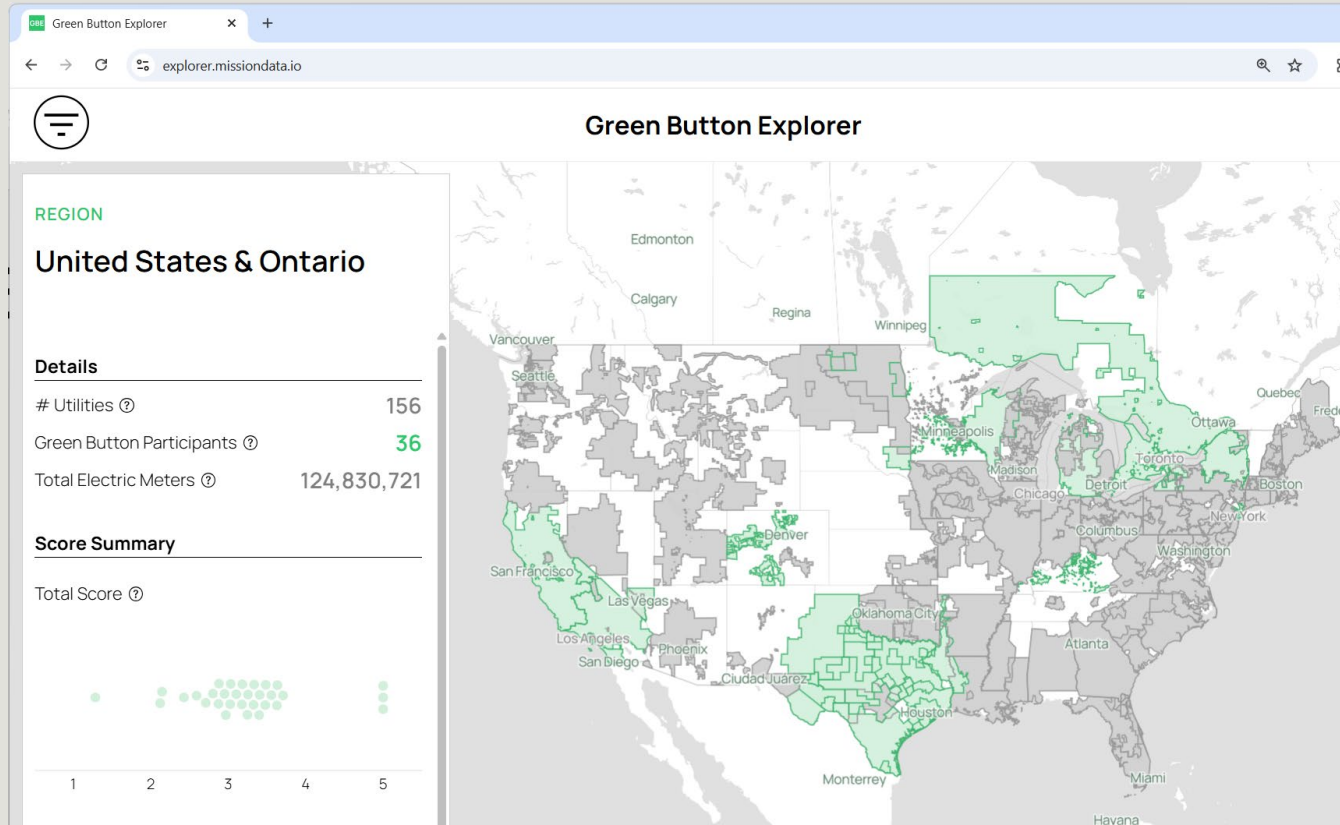
How energy data portability benefits consumers



CC BY-NC 4.0

- **Energy:** ~41 million electric customers have data portability today, some with 9 years of experience (CA, TX)
- **Banking:** ~50% of large bank data requests use secure APIs (100% in UK, Europe, Korea, etc.)
- **Healthcare:** Bipartisan federal law supports consumer-directed exchange; CMS can fine clinics up to \$1M for data-blocking

2. Green Button Explorer



<https://explorer.missiondata.io>

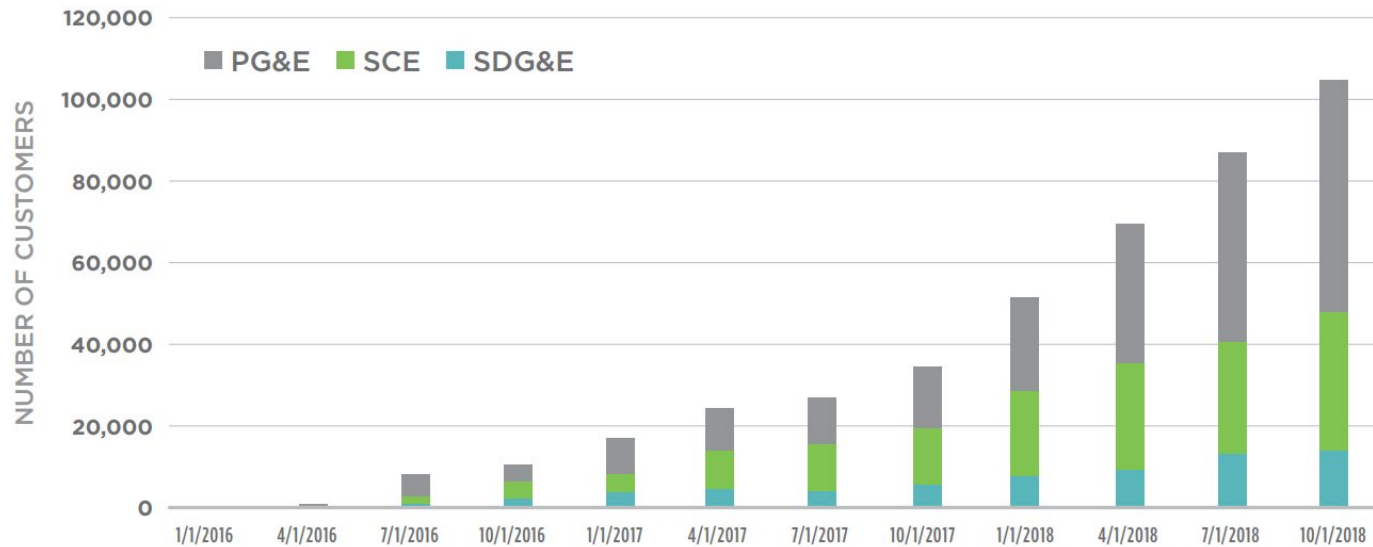
- **Today:** Types of customer data from each utility; ISO/RTO data requirements for DER aggregations
- **Tomorrow:** State-by-state policy comparison by data types, user experience requirements, cost recovery, authorization language, performance metrics, etc.

3. Policy: Who is “eligible” to receive data?

Stringency	State	Requirement
High	Colorado	3027(e): “Nothing in these rules shall limit a customer’s right to provide his or her customer data to anyone.”
High	Michigan	Not specified. Up to the utility’s discretion?
Medium	California	D.11-07-056 & D.13-09-025: Recipients are subject to privacy rules, must provide annual notices to customers and must have reasonable security practices and procedures
Low	New Hampshire	DE 19-197: Recipients must comply with the U.S. DOE DataGuard privacy standard, including reasonable security practices and procedures, and pass risk-based cybersecurity checklist
Low	North Carolina	E-100 Sub 161: Recipients are subject to NDA and must complete a cybersecurity risk assessment administered by the utility (details TBD)
Low	New York	20-M-0082: Recipients are subject to Data Security Agreement, which includes self-attestation of cybersecurity controls

→ More detail coming this winter to <https://explorer.missiondata.io>

4. Lessons learned – the good ones



Number of California customers using Green Button Connect to share data with demand response providers, by electric utility and by quarter, 2016-2018. Source: Quarterly compliance filings, CPUC A.14-06-001 et al.

<https://www.missiondata.io/s/Energy-Data-Portability.pdf>

Attributes of success:

- Complete data set specified in rules
- Streamlined user experience (i.e. from 14 steps to 2-3 steps)
- Alignment with CAISO's DR
- Good technical documentation, FAQs
- A single Green Button Connect platform also serves other users like CCAs

4. Lessons learned regarding low utilization

State	Result	Lesson learned
Colorado	Only 52 customers out of 1.6M have shared their data (0.003%)	<ul style="list-style-type: none">• “Real world” testing is very important (we discovered only single-meter customers are eligible)• Lacks a complete data set (i.e., usage history with older meters is excluded)
Illinois	ComEd and Ameren say their Green Button systems are working, but third parties are not able to register and there is essentially zero usage	<ul style="list-style-type: none">• Buy Green Button software from specialists; don’t build in-house• No oversight from ICC• A complete data set needs to be defined by the Commission

Thank you!

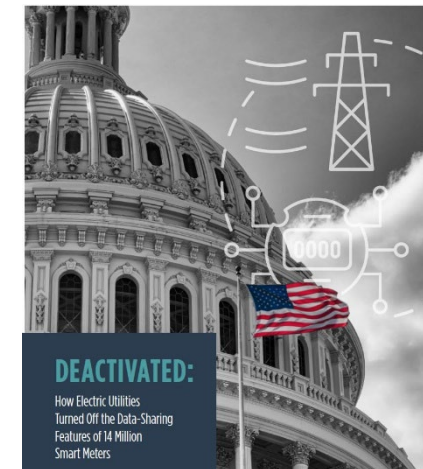
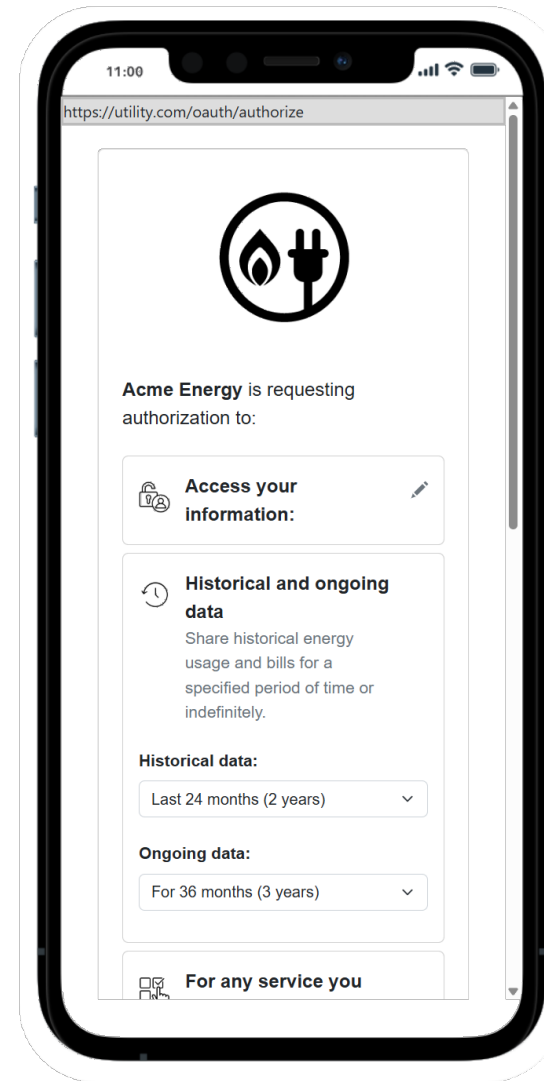
Michael Murray, President

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(510) 910-2281

Interactive Consent Mockup:

<https://labs.missiondata.io/toolkit.html>



<https://www.missiondata.io/reports>



Eversource Perspective on Customer Data Access

Jared Lawrence
SVP and Chief Customer Officer

September 15, 2025

Agenda

- Brief introduction to Eversource
- Customer data access in the context of AMI implementation
- Data access examples
- Customer data sharing policy considerations

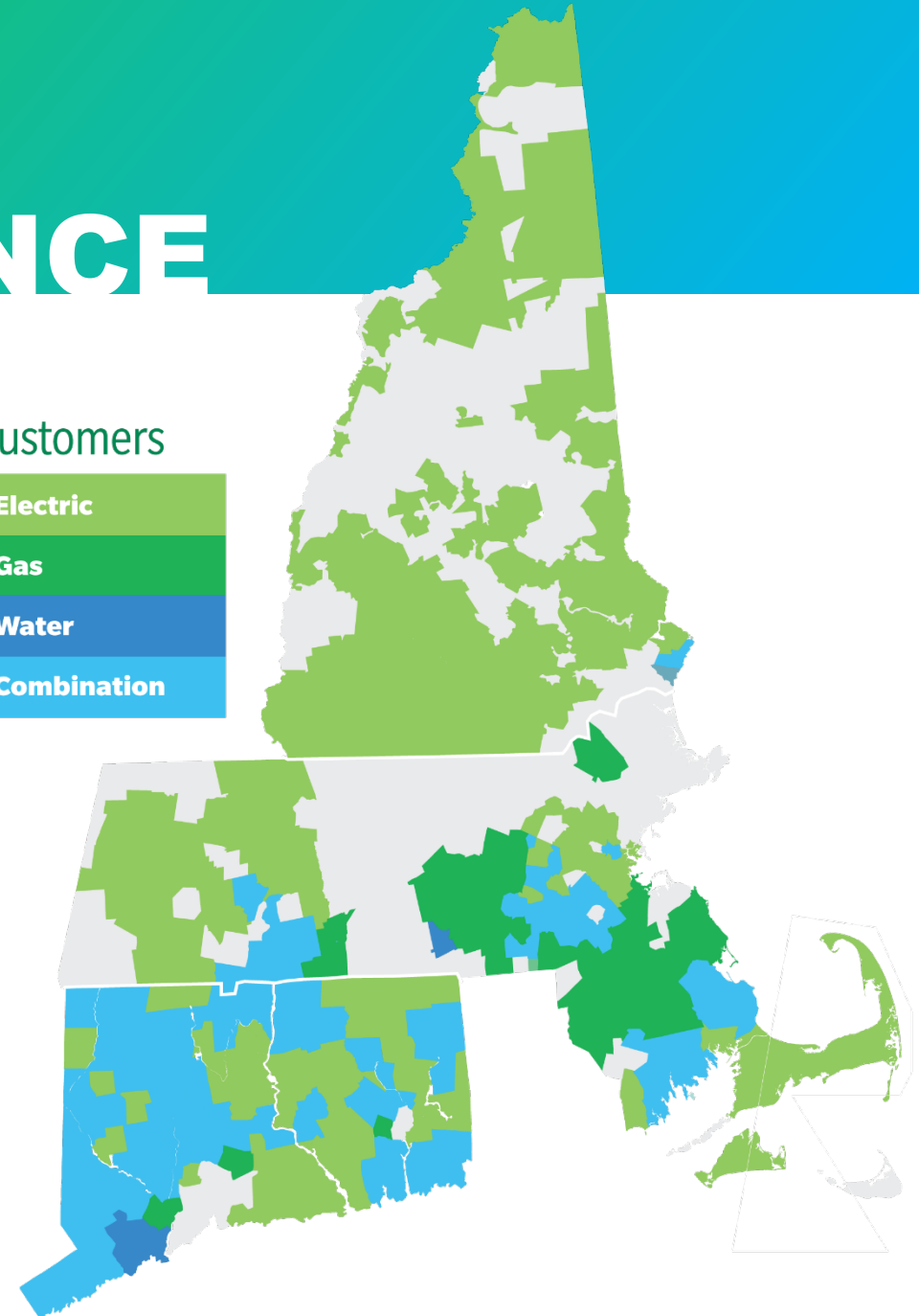
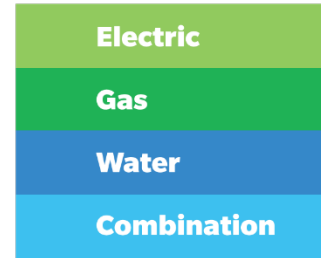
EVERSOURCE AT A GLANCE



4.4 Million electric, gas and water distribution customers across NH, MA and CT



Customers



MA AMI Implementation Timeline

Functions/ & Features Milestones	2024		2025		2026		2027		2028		2029	
	H1	H2	H1	H2	H1	H2	H1	H2	H1	H2	H1	H2
System Integration												
Pre-Deployment	█		█		█							
AMI Initial Launch				☑								
Green Button Connect data sharing active				☑								
Remote Connect/Disconnect						★		★				
Power Outage & Restoration						★		★				
Real Time Payment Processing						★						
Deployment & Operations												
Network Deployment			█		█							
Mass Meter Deployment				█	█		█		█			
Future Capabilities												
Bulk Data Sharing						★						
Complex Billing								★				
Analytics Applications												
Non-technical Line Loss Detection						★						
Energy Efficiency/Demand Management Analytics								★				
Load Research						★						
Transformer Load Management								★				
Volt/Var Optimization & Conservation Voltage Reduction								★				
Time Varying Rate Support												
TVR intake and billing capabilities								★				
TVR design and stakeholder process							█		█		█	
Rate Comparison tool										★		
Interval-based load settlement												★
TVR launch												★

- ☑ Complete
- ★ Target date set
- ★ Target date tentative

Data access capabilities are important components in the broad portfolio of AMI customer benefits under development

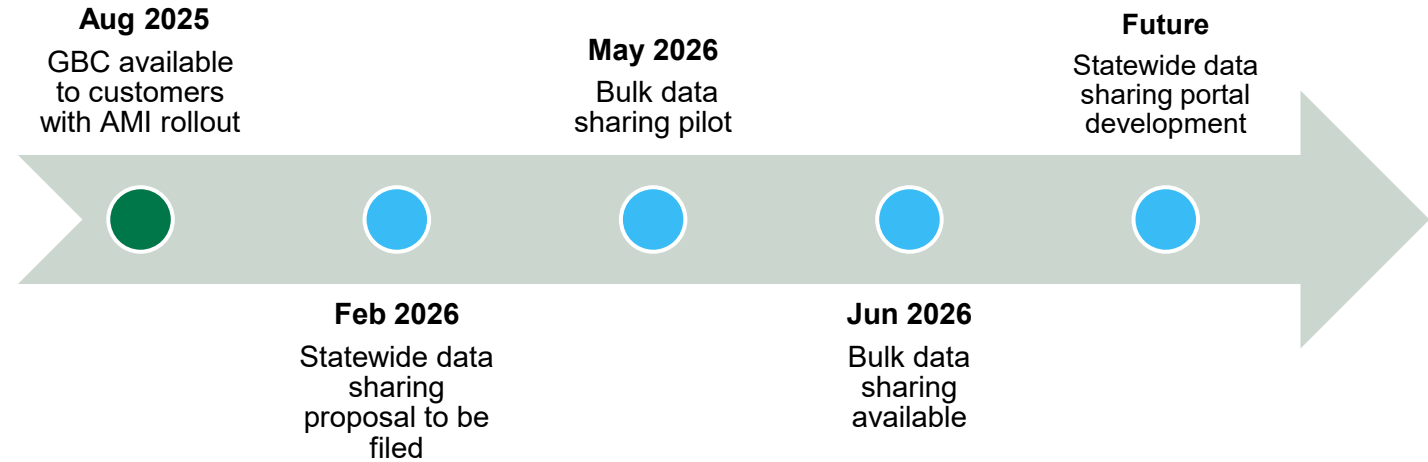
Green Button Connect data sharing active

Bulk Data Sharing

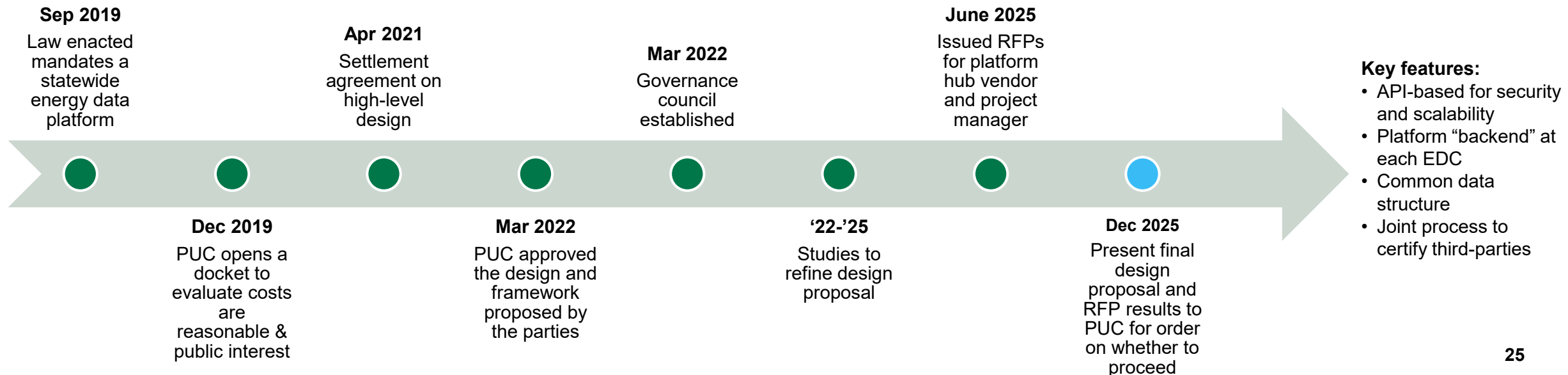
Customer data access

Massachusetts AMI deployment

- Green Button Connect
- Bulk data sharing
- MA statewide data sharing platform



New Hampshire statewide energy data sharing platform



Customer data sharing policy

Guiding principles

Delivering AMI value

Driving customer engagement

Respecting privacy preferences

- Eversource supports customers' ability to fully access their usage data and is developing the tools to efficiently manage their data sharing preferences
- Eversource supports third-party access to data to the maximum extent directed by its respective state regulators
 - Clarity is key to efficient system implementation and customer engagement
- Eversource advocates for data privacy and security standards for third-parties to become 'certified' recipients of customer data
- To avoid customer confusion and ensure accuracy, Eversource is committed to providing access to VEE-processed, billing quality data "near real time" (within 24-48 hours)

Customer data access policy: Maximizing participation versus privacy concerns

Smart Meters



with the smart meters they will know exactly what you are using electricity for and sell that data to corporations and government. Charge you more for certain usage if they believe it's for a legal home business. You have no idea the Trojan horse this thing is.



As required by state law, our customers will maintain control over the data their smart meter produces. Additionally, as a regulated utility, Eversource has rigorous security measures in place to protect and prevent the loss or misuse of customer data.

Default data sharing with authorized third parties (customers may opt out)

Benefits:

- Significantly greater customer participation increases potential value to customers

Risks:

- Perceived lack of control may fuel AMI skepticism

vs.

Customers must opt into data sharing

Benefits:

- Instills greater confidence in AMI in general, and particularly in data privacy

Risks:

- Customers less likely to take action to opt in, thereby reducing beneficial third-party engagement

Customer data access policy: Maximizing participation versus privacy concerns

Keys to success:

- Ease of data sharing preference management
- Third parties must deliver tangible value to customers to continually earn access

EVERSOURCE Service Provider Hub Service Provider Directory My Data

Approved service providers

Massachusetts customers can share their utility data with any approved service provider. Looking for a company that isn't on this list? Ask them to [register](#).

Search for company

Company name	Contact information	Company description	
Direct Energy Business (NRG)	http://nrg.com david.schneider@nrg.com	Third Party Electric Provider	Share data with Direct Energy Business (NRG)
GreenerU	http://greeneru.com nat.a@greeneru.com		Share data with GreenerU
Chaberton Energy	https://www.chaberton.com/ larry.knight@chaberton.com	We are a solar developer providing behind-the-meter and community solar solutions.	Share data with Chaberton Energy
OptiMiser, LLC	http://optimiserenergy.com ryan@optimiserenergy.com	OptiMiser provides advanced energy analytics tools for residential and commercia...	Share data with OptiMiser, LLC
Niche Business Management Systems DBA InstaPull	https://instapull.io/ utilities@instapull.io	Utility data and analytics platform.	Share data with Niche Business Management Systems DBA InstaPull
Stanwich Energy	https://stanwichenergy.com/ mshaw+utilityapi@stanwichenergy.com	Stanwich Energy provides strategic energy management services to US-based privat...	Share data with Stanwich Energy

EVERSOURCE Service Provider Hub Service Provider Directory My Data

My data

Manage your data sharing authorizations with select service providers. [Learn more about sharing utility data.](#)

Service providers your data is shared with

You have not shared data with any service providers.

[Share with a new service provider](#)

[Usage Sharing Terms](#) [Eversource Privacy Policy](#) [Eversource Terms & Conditions](#)

Thank you

Jared.lawrence@eversource.com



QUESTIONS?

Please use the Q&A feature in your Zoom Toolbar



State Updates



- Round 1: Please introduce yourself, your organization, and your position or role, and BRIEFLY tell us what's happening in your state related to data access that brought you to this discussion today?
- Round 2: Do feel that you (or someone in your organization) have the technical knowledge you need to support data access discussions and decision-making? If not, what are you missing?
- Round 3: Which states or utility implementations are you looking to as a model? What in particular is appealing about that model?



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Thank You

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<https://www.naruc.org/>