

- *“...rejected because you did not grant us read/write access.”*
  - Reconnect to us via Portfolio Manager and grant us read/write access (see slides X-Y)
- *“...rejected because you are not required to benchmark your water consumption this year.”*
  - The property is not eligible and does not have to benchmark their consumption this year
- *“...rejected because of an invalid BBL or account number” or “BBL and account...are not linked together.”*
  - The BBL or account number you submitted is not valid or connected in our system
- *“...rejected because you cannot submit the same BBL twice using the same Portfolio Manager account.”*
  - We do not provide data for the same BBL more than once to a single Portfolio Manager account
- *“Your water meter has been rejected. A water meter will be automatically created...”*
  - You do not need to create a water meter. DEP will create water meters called “DEPWaterMeter” for all new properties that are shared with us. DEP will reject any water meters that you have created in Portfolio Manager.