

- *“...rejected because you did not grant us read/write access.”*
 - Reconnect to NYC DEP via Portfolio Manager and grant them read/write access. For specific instructions, refer to the “Web Services Guide”
- *“...rejected because you are not required to benchmark your water consumption this year.”*
 - The property is not eligible for and does not have to benchmark their 2013 consumption, due May 1, 2014
- *“...rejected because of an invalid BBL or account number” or “BBL and account...are not linked together.”*
 - The BBL or account number you submitted are not valid or are not connected in the NYC DEP system
- *“...rejected because you cannot submit the same BBL twice using the same Portfolio Manager account.”*
 - NYC DEP does 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...”*
 - Starting in 2014, NYC DEP will create a water meter for their customers.