

Service Address Requirements

Purpose

This document outlines service address requirements for requests submitted to Colorado Springs Utilities (Utilities), including but not limited to Building Performance Colorado (BPC), Whole Building Aggregate (WBA) requests, ownership changes, start/stop or transfer of service, and other requests involving multiple utility services.

Providing a complete and accurately formatted list of service addresses is required to ensure Utilities can correctly identify all applicable utility services and process requests without delay.

Responsibility for Service Address Accuracy

It is the sole responsibility of the Property Owner or Requestor to maintain and provide a complete, current, and accurate list of all utility service addresses associated with a building or property.

- Utilities does not maintain property-level records identifying how buildings are served.
- Utilities does not track internal layouts, tenant configurations, meter-to-space relationships, or post-construction changes.
- Utilities will not infer, validate, or correct service addresses on behalf of the requestor.

Requests will be processed using only the service addresses submitted and validated. If the Property Owner or Requestor does not provide all applicable utility service addresses, or provides an address that does not match the Utilities service address, the omitted or nonmatching service will not be included in aggregated data and will not be processed for ownership transfers, start service, transfer of service, or other multiservice requests. Incomplete or inaccurate service address lists may delay processing or result in incomplete or inaccurate outcomes.

Service Address Submission Requirements

When submitting a request that involves multiple utility services, a separate service address list attachment is required.

- One complete service address per line.
- Exact match to Utilities billing records, including street number, street name, directionals (N, S, E, W), identifiers, punctuation, abbreviations, and any unit, suite, apartment, building, or meter identifiers.
- Grouped, combined, or range-based service address listings will not be accepted.

Rent rolls, leased-space lists, tenant rosters, unit lists, door addresses, property management records, and addresses that do not exactly match a Utilities service address are not acceptable substitutes for a service address list. Each utility service address must be listed individually.

BPC, WBA, and other multiservice, multitenant data requests will only include data associated with service addresses that are accurately provided and recognized in Utilities systems. Services that are omitted or submitted under a nonmatching address will not be included.

For BPC-related requests, the address listed on a State compliance notice is not an acceptable substitute for the required Utilities service address list if the notice address is based on deed, County Assessor, parcel, or ownership records. Each Utilities service address must still be listed individually and exactly as shown on the Utilities bill.

What Must Be Included

The service address list must include all utility services associated with the request, including, as applicable:

- Owner-paid services (e.g., house meters, common areas, clubhouses, pools, garages, irrigation if irrigation is to be included in the aggregate, etc.).
- Tenant-paid services (e.g., apartments, units, suites, offices).

Utilities cannot determine which services belong to a property based on a building name, state building ID, parcel number, or primary address alone.

Important Clarification on Address and Record Systems

Utility service addresses are created when a utility meter is installed and are used exclusively for billing and service purposes.

- County Assessor records, premise/geographic information system (GIS) records, United States Postal Service (USPS) mailing addresses, rent rolls, leased addresses, door addresses, tenant or unit rosters, and internal property management records are separate systems and frequently do not match Utilities service addresses.
- Updates made with Pikes Peak Regional Building Department (PPRBD) Enumerations, the County Assessor, or other agencies do not always update Utilities service addresses.
- Utility service addresses remain unchanged unless a new metered service is established, even when parcels are split, buildings are sold, or properties are reconfigured.
- State or regulatory notices, including BPC compliance notices, may use deed records, County Assessor records, parcel records, or other ownership information to identify a building or property. These records do not establish or confirm the Utilities service address.

Documents such as rent rolls or lease records may be useful to the requestor when compiling the list, but they will not be accepted as the service address list unless every entry reflects the exact Utilities service address shown on the Utilities bill.

For all requests, only the service address shown on the Utilities bill will be recognized.

Multifamily and Residential Properties

For multifamily or residential properties, a property may span one or multiple parcels, and parcel information alone is not sufficient to identify service addresses.

- Each individually metered dwelling unit or common-area service must be listed separately.
- For residential end-use electric and gas services, property owners may file for applicable tax exemptions; however, each service address must still be individually identified and submitted.

Utilities cannot validate service addresses based on parcel information where multiple parcels or subdivisions exist.

Acceptable Submission Format

Service address lists may be submitted in Excel or Word format.

- One column titled 'Service Address'.
- Each service address must be listed exactly as it appears on the Utilities bill.
- No merged cells or combined entries.
- Do not submit rent rolls, lease records, tenant rosters, internal unit lists, or other non-Utilities address lists in place of the required utility service address list.

Important: If a leased address, door address, or property-management address differs from the Utilities service address, the Utilities service address must be used.

Service Address Examples

Requests may be submitted using an Excel attachment, but the requirements and examples below apply regardless of file format. The service address list must include the exact Utilities service address shown on the Utilities bill. Non-Utilities address lists are not acceptable unless every entry exactly matches the Utilities service address.

Scenario	Not Acceptable	Acceptable Service Address Format	Notes
Single building with one owner-paid service	Main property address only, such as “123 Main St” unless it matches the Utilities service address	123 MAIN ST	Use the exact Utilities service address shown on the Utilities bill.
Single building with multiple suites or tenant spaces	Rent roll or lease list showing tenant names, suite descriptions, or mailing addresses	123 MAIN ST STE 100 123 MAIN ST STE 200 123 MAIN ST STE 300	Each utility service address must be listed individually.
Multifamily property with individually metered units	Apartment roster, unit list, or leased addresses only	456 OAK AVE APT 101 456 OAK AVE APT 102 456 OAK AVE APT 103	Door numbers or leased addresses must match Utilities billing records.
Multi-building property	One combined property name, parcel number, or campus address	789 PINE RD BLDG A 789 PINE RD BLDG B 789 PINE RD BLDG C	Each building or metered service must be listed as a separate utility service address.
Mixed owner-paid and tenant-paid services	Owner account only, common-area account only, or tenant list only	321 MAPLE DR, HSEMTR 321 MAPLE DR, IRRIGATION 321 MAPLE DR STE 101 321 MAPLE DR STE 102	Include all applicable owner-paid and tenant-paid services associated with the request.
Address ranges or grouped addresses	123–129 MAIN ST 123 MAIN ST through 129 MAIN ST All units at 123 MAIN ST 123 MAIN ST APT 101–110	123 MAIN ST 125 MAIN ST 127 MAIN ST 129 MAIN ST 123 MAIN ST APT 101 123 MAIN ST APT 102 123 MAIN ST APT 103	Address ranges, grouped entries, or “all units” descriptions are not accepted. Each utility service address must be listed separately and exactly as shown on the Utilities bill.
Common service address abbreviations	Housemeters or House Meter Apartment or Apart. Sprinkler North, South, East, or West Drive, Road, Street, Avenue Comma or punctuation added when it is not shown on the Utilities bill Comma omitted before a service identifier when it is shown on the Utilities bill	HSEMTR APT SPKG N, S, E, W DR, RD, ST, AVE Use punctuation only if it appears on the Utilities bill Use the comma when shown before identifiers such as HSEMTR, SPKG, IRRIGATION, or LIGHTS	Use standard service address identifiers exactly as shown on the Utilities bill, including directionals, abbreviations, spacing, and punctuation. Commas may appear before identifiers such as HSEMTR, SPKG, IRRIGATION, or LIGHTS. Do not add or remove punctuation unless the bill shows that formatting.
Address does not match Utilities billing records	Property-management address, marketing address, United States Postal Service (USPS) mailing address, door address, or State/regulatory notice address based on deed, County Assessor, parcel, or ownership records that differs from Utilities records	Use the exact service address as shown on the Utilities bill	If an address differs from the Utilities service address, or not all service addresses are provided, the omitted or nonmatching service will not be included in aggregated data or processed for ownership transfers, start service, transfer of service, or other multiservice requests.

Need Assistance?

If you have questions about formatting or how to compile a complete service address list, Utilities staff are available to assist. However, Utilities cannot validate completeness or accuracy on behalf of the requestor.