

Renewable EnerGIS Frequently Asked Questions

1. I can't open Renewable EnerGIS at all.

Have you downloaded MicroSoft Silverlight? If you do not have Silverlight, a notice should have popped up advising that you need it. If you didn't see the notice, disable your pop-up blocker and try to open Renewable EnerGIS again. Silverlight is a free plug-in powered by the .NET framework and compatible with multiple browsers. Renewable EnerGIS is a Silverlight application.

2. I couldn't get the "Details" function to work.
 - a. Turn off your pop-up blocker. The Details Page pops up as a separate page.
 - b. The "Details" function will only work when a single, specific TMK (tax map key) parcel is identified on land, or a single, specific ocean area is identified offshore. Complete a search to identify a single area: use either the TMK or site address Search function, the Tools (select features by point, polygon, or rectangle), or for an ocean area, use the Ocean-Select function.
 - c. Try zooming in a little closer. If you are zoomed too far out, simply clicking on the map (without using tools such as "select features by point") will return a dialog box saying "No features found."
 - d. The Details Page is a separate page from the Renewable EnerGIS search page. Look at the top of your browser to find the new tab for the Detail Page.
3. I was able to "print this page" but there was no Detail information on the page.
 - a. To print the Details, you must first click on "Details" for a single TMK or ocean area to open the Details Page. Then, click "Print this Page" at the top of the Details Page to print a hardcopy or create a pdf of the Details Page.
 - b. To print the details for a specific resource (e.g., biomass), first click on the biomass icon or the "+" sign on the biomass bar so that all the attributes for biomass are displayed on your monitor. Then, click "Print this Page."
4. When I clicked on "export" all I got was a list of the TMKs which I had selected.
 - a. If you have identified one or more parcels and those parcels are listed as the records found, the TMKs numbers constitute the information which will be exported since those are the results of your search. To print the map and all the records found, use the "Print" function instead of the "Export Results" function.
 - b. To print the Details, you must first click on "Details" for a single TMK or ocean area to open the Details Page. Then, click "Print this Page" at the top of the Details Page to print a hardcopy or create a pdf of the Details Page.

5. The only data I found was for wind, no other resources.
 - a. Data are available on Renewable EnerGIS for all of the resources listed, though not every site will have every resource.
 - b. If you are using the Layers mode to display wind power density, you can also display other resources such as solar. However, the colors of the wind layer will overlay the colors of the solar (and other) layers, so you may wish to be selective in the layers you activate at any single time.
 - c. In Layers, display the layers more clearly by sliding the marker on the slider bar, located next to the “Layers” checkbox and label, to the right. Sliding it to the left will show more of the background map. You can choose the transparency of the background map and overlay using the slider within Layers. The background map can be reset using the slider bar in the black navigation pane, labeled “Terrain/Street/Aerial.”

6. I don’t know the TMK, so how can I search?
 - a. Searching by TMK (tax map key) is the default when you are in the Search mode (the white Search icon at the bottom of the pane is highlighted.)
 - b. To change to searching by site address, click on the inverted triangle in the bar labeled “TMK” at the top of the search pane. This activates the pull-down menu. Select the Site Address option. Then type the house number (or fragment of the number) and street name (or fragment of the street name) in the appropriate fields.
 - c. Other searching tools are also available. One way to Select Features by Point is to click on the appropriate small blue icon in the black navigation pane. The Select Features by Point icon is the farthest right of the six blue icons. Click on the icon, then click on the map. The map will zoom in on the location you selected.
 - d. Other searching tools are available when you click on the Tools mode icon (white icon at the bottom of the black pane.)

7. Renewable EnerGIS didn’t recognize my address, although I entered it several different ways.
 - a. The site address database may list the property slightly differently from how you entered it. For instance, the database may or may not have a hyphen or spaces between words. Try entering fragments of the house number and/or fragments of the street name. Do not enter the words “street,” “place,” “drive,” etc. Multiple selections may result; you can then pick the one you want from the list.
 - b. You may be entering the mailing address, which may be different from the site address. Please enter the site address only.

8. I entered my exact TMK from my property tax records, but the Search produced no results.
 - a. Enter the TMK without any punctuation: no hyphens, etc. Just enter the numerals.
 - b. Click the orange “Go” button with the magnifying glass graphic to initiate the search.