

## **Dover Town Hall – March 12, 2025**

**Q: On the old bills, monthly connection fees charged are now gone, what happened to them?**

A: This is a connection fee that is charged by the City of Dover to all City of Dover Customers, regardless of where the home is located. We have made a business decision, and it is no longer being passed through, it is being absorbed by Hunt.

**Q: If a resident has Auto-Pay Set Up, will a payment be processed automatically each month when a balance is due, even when the amount due is below the \$50.00 threshold?**

A: A payment is only processed if the balance due is above the \$50.00 threshold.

**Q: Solar Panels?**

A: Solar panels have no impact. Usage meters are installed and fully operational. Solar goes back into the project at Dover Utility provider rates.

**Q: Questions?**

A: If you have concerns about your usage/over consumption, visit our website at <https://www.huntmilitarycommunities.com/resident-utility-program> to complete a self-assessment and learn more about energy conservation. If you suspect an equipment malfunction is contributing to your increased energy consumption, please submit a service request. If you have questions regarding rates or billing, please contact YES Energy at (844)979-4416 or [yescs@yardi.com](mailto:yescs@yardi.com).

**Q: Do residents need to self-report if they have an EV?**

A: Yes, residents must self-report to be removed from the baseline calculations, so the baseline is not skewed. Air Force guidance states that you must have written permission to charge an EV in the home.

**Q: Did everyone receive a bill for December consumption? It was promised that if we signed a document by a deadline that December would be free.**

A: December 2024 consumption was a mock bill; however, any outstanding balance due to prior usage is still due.