



Air Force Utility Allowance (UA) Program Town Hall

Installation Briefers (AFCEC Rep & Hunt Rep)
3/11/2025





U.S. AIR FORCE

Why a Utility Allowance (UA)?

- **Basic Allowance for Housing (BAH) includes two components: one for rent, and one for utilities**
- **Department of Defense policy on Utility Allowance is to:**
 - **Encourage conservation by making residents responsible for their energy consumption (electricity and natural gas)**
 - **Reward Service members who conserve utilities to keep the difference between the cost of their consumption and the UA**
 - **Provide Services with the flexibility to adjust the UA based on actual consumption data and experience with the initial methodology**
 - **Conservation of utilities lowers demand on the grid increasing the resilience of the system to support mission requirements**



U.S. AIR FORCE

Why Did UA Policy Change?

- **More accurately calculates utility costs**
 - **New UA based on monthly averages, not yearly averages**
 - **New UA accounts for monthly fluctuations in commodity rates**
 - **Increases transparency**
- **Better promotes energy conservation**
 - **Offers rebate incentive to those who conserve electricity & natural gas**
 - **Zero out-of-pocket costs for the average utility consumer**
 - **Significant reduction in energy use seen after live billing starts**
- **Better balances financial incentives to residents and project funding**
- **Encourages investment in energy-saving projects**



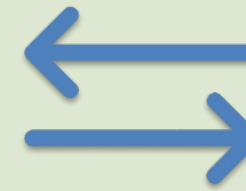
OVERVIEW OF THE AIR FORCE UA PROGRAM



Air Force UA Program Key Changes



1) BAH & UA Credits: Residents no longer receive BAH utility credits. The rent amount is equal to the full BAH allotment (less any rent concessions), with no utility credit applied.



2) Billing Transition: A three-month mock billing period is in effect from January to March 2025 under the new methodology. Live billing will commence in April 2025.

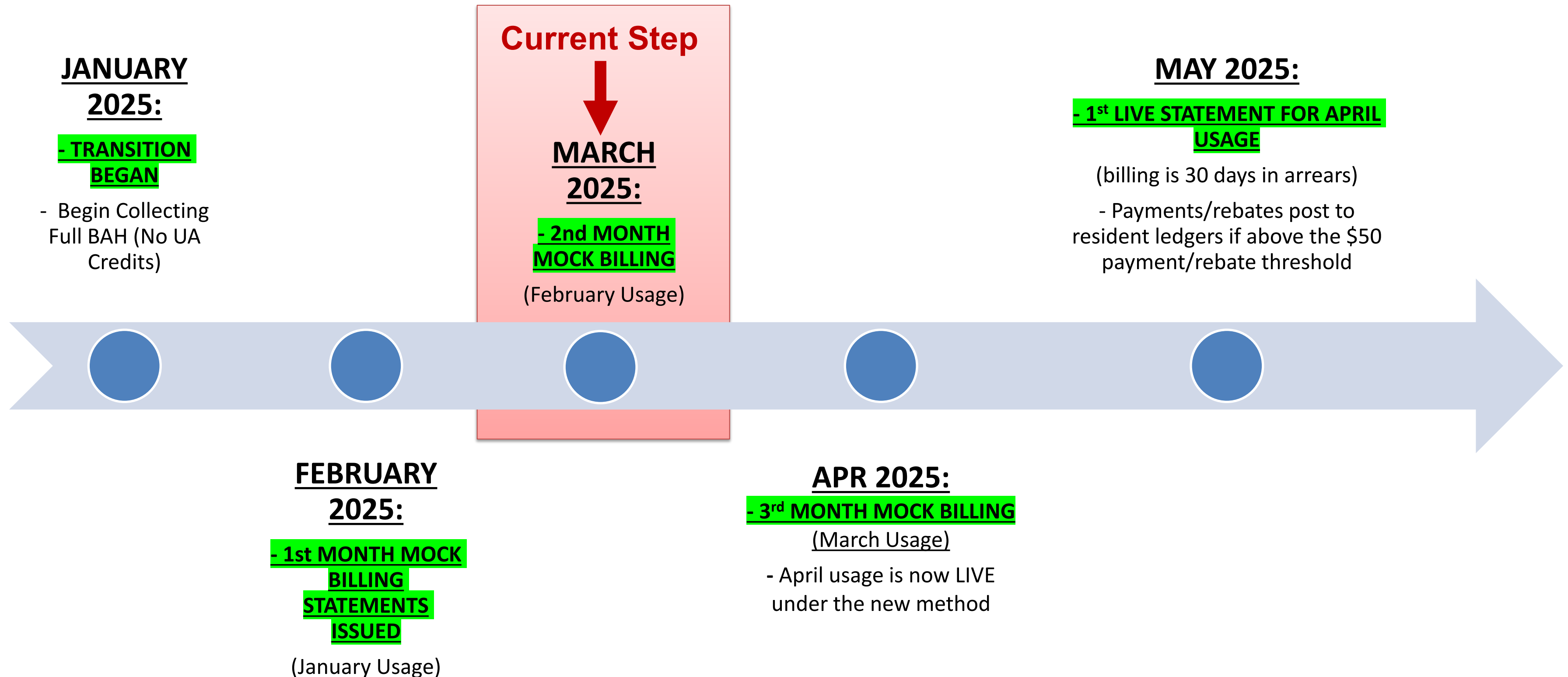


3) New UA Billing Method: The UA method is now based on a monthly baseline method. Under this new system, a portion of your BAH is allocated to the Utility Allowance. This allowance is based on normal monthly usage baselines for each like-type home group.

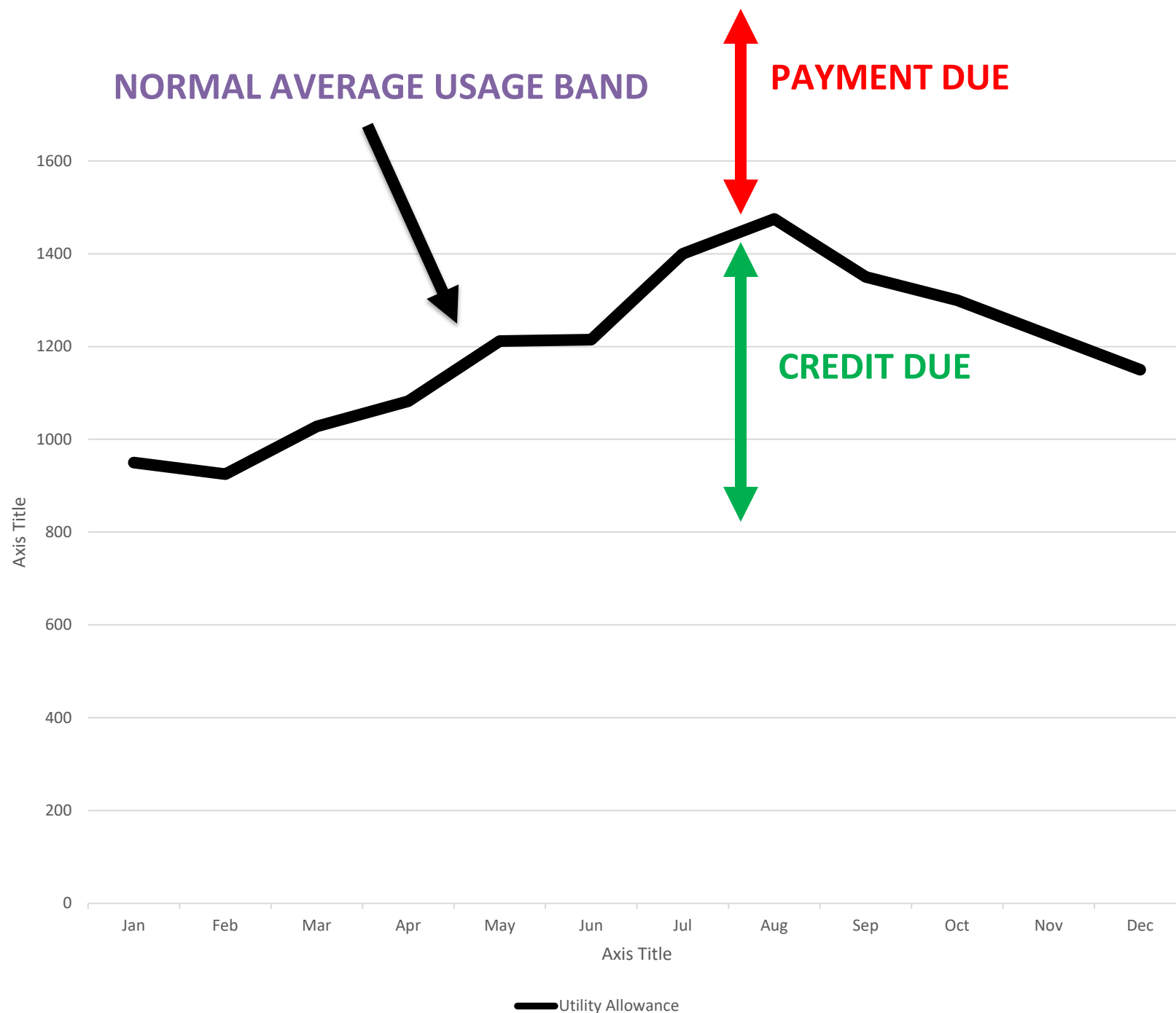


4) Over-Consumption and Under-Consumption Billing: Residents are billed monthly for usage that exceeds the established baseline (over-consumption) and may receive rebates for usage below the baseline (under-consumption) to encourage energy conservation.

Air Force UA Transition Milestones



Overview of the UA Billing Process



How Are UA Payments & Credits Determined?

- **1) Establish the baseline average for every LTG (by commodity):**
 - Remove Exclusions: Vacant/Partially Occupied Homes, Estimates, Homes with Electric Vehicles, and Civilians
 - Eliminate the Highest 10% and Lowest 10% of Users (If >10 homes in a LTG)
- **2) Compare each home's usage against the baseline average:**
 - **REBATE ISSUED:** If your usage is **BELOW** the baseline, you will be eligible for a credit
 - **PAYMENT DUE:** If your usage is **ABOVE** the baseline, you will need to pay for the extra usage
- **3) Apply the \$50 threshold:**
 - Payments/Rebates **BELOW** the \$50 Threshold: **NO ACTION** (unless the cumulative balance exceeds the threshold)
 - Payments/Rebates **ABOVE** the \$50 Threshold: **PAYMENT DUE** or **REBATE ISSUED**
 - **At the Baseline:** If your usage falls equal to the normal average usage amount, you will owe nothing (covered by BAH)

Sample Calculation

Steps to Calculate the Baseline Average:

- 1) **Remove exclusions** (vacant, partially occupied, electric vehicles, civilians)
- 2) **Remove outliers** (highest/lowest 10%)
- 3) **Take the total usage (minus outlier usage) and divide by the number of homes remaining –**
 - Ex: started with 23 data points– ended with 16 data points
- 4) **Subtract the average amount from each resident's actual usage to determine the difference above/below the baseline**
 - Ex: The baseline average is 596.44 kWh
- 5) **Multiply the difference by the current Provider electric or gas rate (Ex: \$0.10/kWh) to determine the monthly charge/credit amount**
 - If negative = Credit/Refund
 - If positive = Charge

Sample Calculation

	Highest 10% - Excluded from Baseline
	Lowest 10% - Excluded from Baseline
	Partially Occupied – Excluded from Baseline
	Vacant/Civilian/Electric Vehicle – Excluded from Baseline

Usages prior to baseline calculations (Like-Type Group)	Status	Average (Baseline Allowance Amount)	Actual usage	Difference in usage AFTER Allowance applied	Utility Rate	Charge/credit after utility rate applied to difference in usage
457	Current	596.44	457	-139.44	0.46	-\$64.14
296	Current	596.44	296	-300.44	0.46	-\$138.20
867	Current	596.44	867	270.56	0.46	\$124.46
888	Current	596.44	888	291.56	0.46	\$134.12
1020	Current	596.44	1020	423.56	0.46	\$194.84
501	Current	596.44	501	-95.44	0.46	-\$43.90
753	Current	596.44	753	156.56	0.46	\$72.02
88	Current	596.44	88	-508.44	0.46	-\$233.88
689	Current	596.44	689	92.56	0.46	\$42.58
104	Current	596.44	224	-372.44	0.46	-\$171.32
110	Moved out 7/22	596.44	110	-486.44	0.46	-\$223.76
367	Current	596.44	367	-229.44	0.46	-\$105.54
322	Current	596.44	322	-274.44	0.46	-\$126.24
121	Vacant	596.44	121	-475.44	0.46	-\$218.70
545	Current	596.44	545	-51.44	0.46	-\$23.66
986	Current	596.44	986	389.56	0.46	\$179.20
953	Current	596.44	953	356.56	0.46	\$164.02
2456	Current	596.44	2456	1859.56	0.46	\$855.40
668	Current	596.44	668	71.56	0.46	\$32.92
196	Moved in 7/15	596.44	196	-400.44	0.46	-\$184.20
485	Current	596.44	485	-111.44	0.46	-\$51.26
431	Current	596.44	431	-165.44	0.46	-\$76.10
335	Current	596.44	335	-261.44	0.46	-\$120.26

1st Mock Billing Statement

Average MOCK Bill Outcomes – January 2025 Service Period

- Total Billable Active Duty Residents = 723

	ABOVE the Baseline Avg	At the Baseline Avg	BELOW the Baseline Avg
Number of Residents	357 residents (49%)	1	365 residents (51%)
Average Bill Amount	\$35.35	\$0	(\$27.71)
Number of Residents >\$50 Threshold	86 residents (12%)	\$0	50 residents (7%)
Average Bill Amount >\$50 Threshold	\$83.68	\$0	(\$72.57)

The vast majority of residents in the Community (**81% of residents**) would have no action required in this billing period (i.e. they are below the \$50 payment/rebate threshold).

12 Month Example

Avg Resident Billing Outcomes (Typical MOCK BILLING - ANNUAL)

	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-23	Oct-23	Nov-23	Dec-23	12 MONTH TOTAL
# Billing Participants	944	980.00	975.00	976.00	984.00	984.00	972.00	964.00	964.00	968.00	975.00	975.00	971.75
Average Payment ABOVE Baseline	\$49.99	\$35.99	\$29.43	\$37.78	\$45.50	\$55.45	\$48.09	\$47.11	\$44.18	\$40.21	\$35.63	\$34.93	\$42.02
Highest Charges ABOVE Baseline	\$413.49	\$353.94	\$266.69	\$281.09	\$616.05	\$673.65	\$624.52	\$492.77	\$250.48	\$250.28	\$309.30	\$477.17	\$417.45
# Residents ABOVE Baseline	499	521	516	506	507	503	495	403	377	386	365	510	466
% of Total Bills	53%	53%	53%	52%	52%	51%	51%	42%	39%	40%	37%	52%	48%
# Residents ABOVE \$50 Trigger Amount	133	98	69	110	133	150	136	139	118	116	90	86	115
% of Total Bills	14%	10%	7%	11%	14%	15%	14%	14%	12%	12%	9%	9%	12%
Average Rebate BELOW Baseline	-\$31.61	-\$27.16	-\$23.76	-\$64.48	-\$33.06	-\$40.36	-\$38.94	-\$39.43	-\$36.29	-\$32.65	-\$25.01	-\$24.85	-\$34.80
Highest Rebates BELOW Baseline	-\$176.95	-\$125.13	-\$142.97	-\$152.25	-\$138.65	-\$189.28	-\$254.99	-\$260.58	-\$252.58	-\$139.13	-\$152.69	-\$138.75	-\$177.00
# Residents BELOW Baseline	445	436	433	447	449	458	450	444	430	432	467	437	444
% of Total Bills	47%	44%	44%	46%	46%	47%	46%	46%	45%	45%	48%	45%	46%
# Residents BELOW -\$50 Trigger Amount	98	68	40	68	106	146	131	136	98	96	57	47	91
% of Total Bills	10%	7%	4%	7%	11%	15%	13%	14%	10%	10%	6%	5%	9%

KEY TAKEAWAYS:

- 1) The vast majority of residents (80%) will have no action in a typical month (below the \$50 payment/rebate threshold).
- 2) Only the highest (12%) and lowest (9%) outliers exceed the \$50 threshold, and will either get money back via a refund for conservation BELOW the \$50refund threshold or have to pay for excess usage ABOVE the \$50 payment threshold.

Hunt Resident Portal

Simplify Your Rebates

Skip the Hassle—Receive Your Utility Rebates via Direct Deposit

Easy ACH Setup for Payments & Refunds

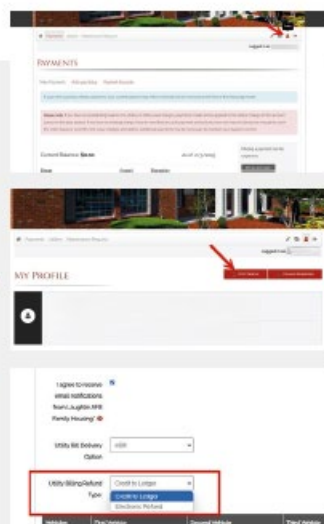
Below are the steps and screenshots from Hunt's RentCafe portal to help residents set up ACH for payments and refunds, including those related to the Air Force Utility Allowance (UA) Program.



Utility Billing Refund Type* Setup for Residents

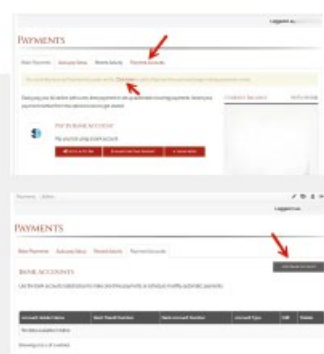
1. Log into the resident portal, go to **PROFILE**, and select to **EDIT PROFILE**.
2. Select the drop-down menu for **UTILITY BILLING REFUND TYPE**. This is where the resident will opt in for "Credit to Refund" or "Electronic Refund."
3. Click to select **CREDIT TO LEDGER** to opt in for your utility rebate to accumulate on your ledger.
4. Click to select **ELECTRONIC REFUND** to opt in for your rebate to be paid out once the balance of your utility refund exceeds the \$50 threshold amount.

NOTE: You will be required to enter your ACH banking information in order to complete the setup.



Overview of ACH Setup for Residents

1. On the Payments screen, select either the **PAYMENT ACCOUNTS** tab or **CLICK HERE**.
2. Select "Add Bank Account." This is where the resident will add routing and account information.



HuntMilitaryCommunities.com



- **How to Register for Auto Payments:**
 - Go to **PAYMENTS**, select **AUTO PAY SETUP**.
 - Select your Payment Account, Start Date, and Payment Percent (in most cases you'll select 100%).

- **How to Opt In for Electronic Refunds:**
 - Go to the resident portal, select **EDIT PROFILE**.
 - Click the **UTILITY BILLING REFUND TYPE** drop-down menu.
 - Click to select **ELECTRONIC REFUND**.

- **IMPORTANT NOTE:** You will be required to enter your ACH banking information in order to complete the auto pay and electronic refund setup.

AUTO PAY SETUP

HOW TO SET UP AUTO PAY FOR VARIABLE CHARGES ON THE WEB

Set Up, Change, or Cancel Auto Pay

Log into the Hunt Resident Portal, and once you have reached the home screen, select:

Payments > Auto-pay Setup

Once you have arrived to the Auto-pay Setup page, follow these easy steps:

01

Select Payment Account

Under the Variable Monthly Charges section, select the account you want to use for the payment. Select your Start Date, End Date (optional), Pay On (1st-5th), and Payment Percent. *In most cases, you'll select 100%.



Complete this step for the options you want to setup auto pay for. Example: Electric & Gas.

02

Review Summary and read through Terms & Conditions

A confirmation window will appear where you can review the summary. Once you have carefully read through the summary and Terms and Conditions, select the 'I have read and accepted the Terms and Conditions' button and submit.



Please carefully read through the summary and the Terms and Conditions before submitting.

03

Confirmation

A confirmation email will be sent to your email address.



Helpful Information:

1. Residents must have a Payment Account set up before setting up Auto Pay.
2. Auto Pay can be set up at any time. Payment date options are the 1st - 5th of each month.
3. Auto Pay for utilities will make payments to utility charges without manual intervention as long as:
 - a. Utility charges are present on the ledger.
 - b. The auto-pay setup was not given an end date.
 - c. The payment type used is an active account (Example: Open bank account, debit card not expired, etc.).
4. If applicable, Active Duty residents will be able to set up Auto Pay only for their utility charges as their rent is covered by their BAH.

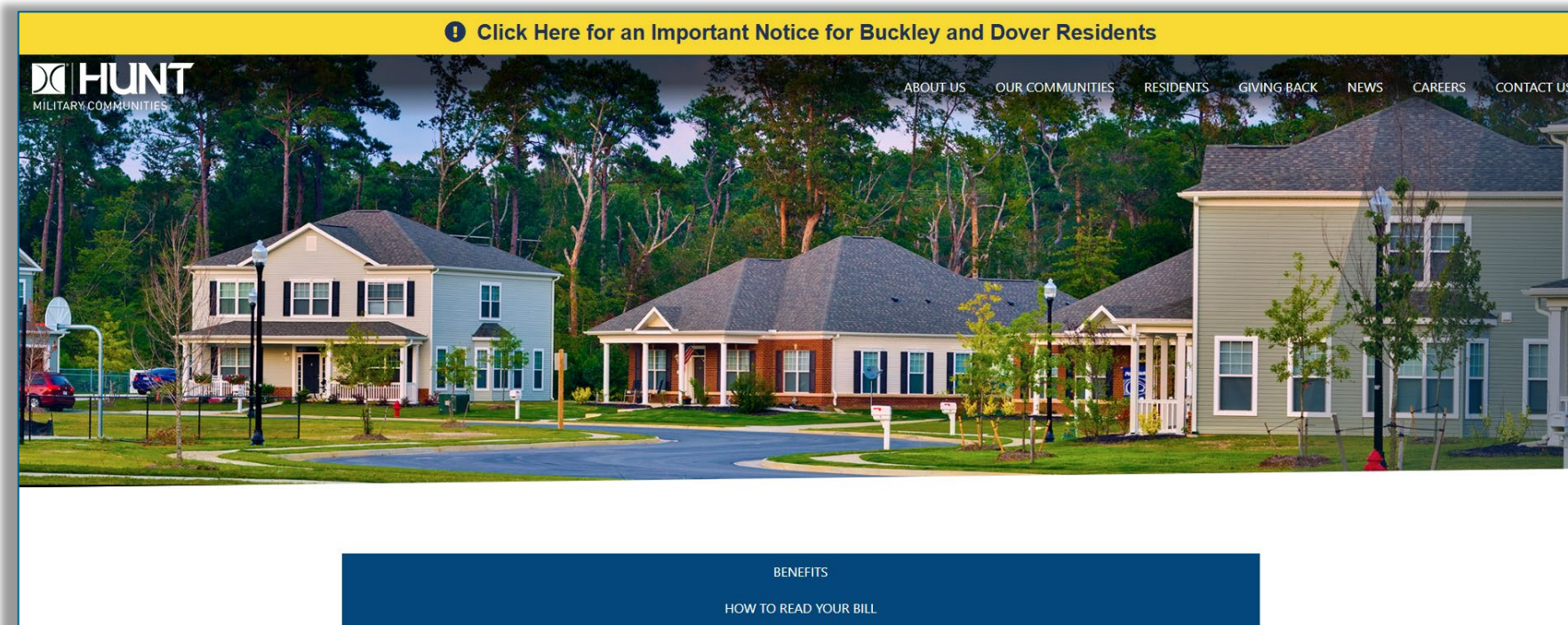
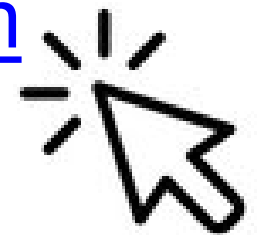


HuntMilitaryCommunities.com



Dedicated Air Force UA Program Website

WEBSITE LINK: <https://www.huntmilitarycommunities.com/resident-utility-program>



FAQs

[What is the Air Force Utility Allowance Program?](#)

[Why did my installation decide to implement this program?](#)

[How does the Air Force UA Program work?](#)

[What are the benefits of the Air Force UA Program?](#)

How to Read Your Bill

Click the link below to see a sample bill with an explanation of each section.

[CLICK HERE TO UNDERSTAND YOUR BILL](#)

Energy Assessment Checklist

Welcome to the Hunt Energy Assessment Checklist! This easy-to-use tool is designed to help you evaluate your home's energy usage and identify opportunities for improvement. By completing this assessment, you'll gain valuable insights into how you can enhance your energy efficiency and potentially reduce your costs.

Taking just 10-15 minutes to complete this assessment can lead to significant long-term benefits for both your wallet and the planet. Ready to get started?

[CLICK HERE TO BEGIN YOUR ENERGY ASSESSMENT!](#)

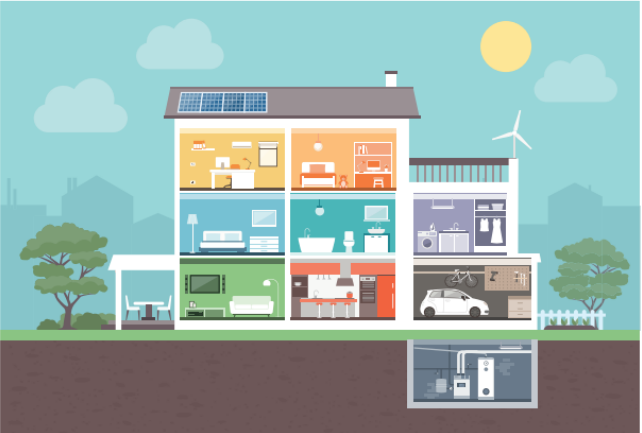
Videos

Below are brief videos showing an overview of how monthly utility services will be billed for active duty residents under the UA Program & best practices for conserving energy and reducing your household's utility bills.



Resources for Residents

- Resources for High Users:
 - Conservation Tip Sheets
 - Self Energy Assessment Checklist
 - Energy Assessment Walkthrough Video (5 min video on property website)
 - In-Home Energy Assessment
 - Maintenance Service for Equipment Concerns
 - Preventative Maintenance for A/C and water heaters upon resident request



Electric Conservation Tips

Ten percent of the average US household's electric use is caused by unused electronics that are plugged into the wall. Here are some tips for conserving electricity in your home and managing unused electronics, commonly referred to as "Vampire Loads".

LIGHTING

- If left on constantly, an LED light could last for up to 50,000 hours, or 6 years, which is 50 times longer than a regular 60-watt incandescent bulb.
- Bathroom vanity lights are one of the most used fixtures in the average home. Use energy-efficient lighting, which can provide bright, warm light while using less energy and generating less heat than standard bulbs.
- Choose light colors for furniture. Light colors reflect light. Dark colors absorb light and require higher bulb wattages.
- Clean lighting fixtures regularly. Dust on lamps, reflectors, and light bulbs impair lighting efficiency.

HUNT
HuntMilitaryCommunities.com



RESIDENT ENERGY ASSESSMENT WALK-THROUGH

Watch on  YouTube

Welcome to Resident Services

Welcome to Ohana Military Communities Marines Corps Base Hawaii Resident Portal

* indicates required fields.

Email*

Password*

Sign In

Forgot password?
Click here to register.
Send Verification Email

Make Payments


Pay online, check the status of your payments and review your payment history.

Maintenance Requests

Submit online maintenance requests.

Download on the App Store
ANDROID APP ON Google Play

Resident Portal Manual
Resident App Manual



Home Energy Assessment Checklist Resident Version

Item Description	Heating/Cooling System			Comments
	Yes	No	NA	
Are A/C thermostats set at 76-78 degrees or heat thermostats set at 68-72 degrees?				Each degree of heating or cooling can cost an additional four to five percent in energy costs.
Are fans (ceiling/portable) used to circulate air flow?				If resident chooses to purchase and install ceiling fans, alterations request must be approved by the housing office.
Are your ceiling fan(s) adjusted for the season?				Counter clockwise in cooling season to cool home, clockwise in heating season to force warm air from ceiling.
Is there a draft in the room?				Contact the Maintenance Dept. and submit a work order request indicating the location of the draft.
Do you adjust your thermostat in evenings/mornings?				Recommend adjusting 5-10 degrees.
Are the dampers adjusted correctly per season?				If unknown, contact the Maintenance Dept.
Do you adjust your thermostat when taking long trips?				Heating not lower than 50 degrees due to pipes possibly freezing, cooling no higher than 85 degrees.
Is the exterior of HVAC clean; no debris blocking air flow?				Do not attempt to clean, contact the Maintenance Dept.
Are the HVAC lines insulated?				If not, contact the Maintenance Dept.
Are front/back/garage doors &/or windows left open while A/C or heater are working?				Recommend home is closed up when either appliance is active.
Are vents in low traffic areas partially/fullly closed to help push air to high traffic areas?				Example - If your family rarely uses the dining room area, it may be a good idea to close or partially close the vent which will in turn push the air flow into other parts of the home.
Are the air outlets/vents free of obstructions?				Example - Please make sure no furniture is obstructing the vent.
Are windows open during spring/fall rather than using heating/cooling system?				In historic homes, at least one window per room should be operational. Contact the Maintenance Dept. & submit a work order request.
During heating season, are blinds/curtains open in day and closed at night?				Allowing sunlight in during the day helps with heating and closing them at night blocks cold air.
During cooling season, are curtains closed in day and open at night?				Preventing sunlight in during the day helps with cooling and opening them at night allows cooler air.
Do you have heat producing electronics/appliances located near thermostat(s)?				Don't place lamps or TV sets near your thermostat. The thermostat senses heat from these appliances, which can cause the air conditioner to run longer than necessary.
Are air filters replaced monthly?				Filters are available at the Maintenance Dept. on Warehouse Rd.

Suggestions:

- To select ideal temperature, increase/decrease thermostat by 2 degrees every day until perfect temperature.
- When entertaining larger groups, adjust thermostat 3-5 degrees lower. The more people there are, the more warm the room(s) will be.
- When adjusting the thermostat, remember that the house will not warm up or cool down any faster if you crank up the thermostat past the desired temperature.

Page 1 of 5

High User Outreach

- Our team will proactively reach out to individuals identified as high users in their LTG to offer support/resources.
- Energy Assessment Checklist LINK:
<https://www.huntmilitarycommunities.com/home-energy-assessment-checklist>

Energy Assessment Checklist

Welcome to the Hunt Energy Assessment Checklist! This easy-to-use tool is designed to help you evaluate your home's energy usage and identify opportunities for improvement. By completing this assessment, you'll gain valuable insights into how you can enhance your energy efficiency and potentially reduce your costs.

Taking just 10-15 minutes to complete this assessment can lead to significant long-term benefits for both your wallet and the planet. Ready to get started?

CLICK HERE TO BEGIN YOUR ENERGY ASSESSMENT!

Home Energy Assessment Checklist

Name

Name

Email

Email

Address

Address

Community

Choose a Community

Welcome to the **Hunt Energy Assessment Checklist**! This convenient tool is designed to help you evaluate your home energy usage and identify opportunities for improving your energy conservation efforts. By completing the checklist, you'll gain valuable insights into your energy consumption, uncover potential savings, and learn how to enhance your home's efficiency.

- **Estimated Time to Complete?** 10-15 minutes. Please ensure you have access to any relevant information about your appliances and usage patterns.
- **What You'll Get:** Below each question, we will display quick tips for reducing energy costs and minimizing your electric and gas usage.
- **What Happens After You Submit?** Once you submit the form, a member of our team will review your responses and provide recommended next steps. You can expect to receive a response within a few business days.

Thank you for taking the time to complete this assessment—your commitment to energy efficiency makes a difference!

1 General Household Questions 2 HVAC 3 Water 4 Lighting 5 Lifestyle 6 Maintenance

Is your heating system running constantly during heating season?

? N/A ✓ Yes ✗ No

For heating, what temperature is your thermostat usually set to?



YES Energy Resident Billing Service

Hunt Military Communities has partnered with YES Energy, a leading energy and metering company, for the administration of the resident utility conservation program.



Account Payments

A variety of convenient payment options including automatic payments are available on the Hunt Resident Portal.



Statements and Notices

The new and improved monthly statements are now easier to read and understand. Statements will continue to be emailed and/or mailed to your home each month and will also be available electronically in the Hunt Resident Portal.



Customer Assistance- Available Now!

Contact the YES Customer Service Center for help managing your utility account. We have a dedicated group of employees standing by to help you with any questions you have regarding this transition or your utility account.

You can reach out to YES Energy 24/7 by phone at 1-844-979-4416 or by email at yescs@yesenergymgmt.com

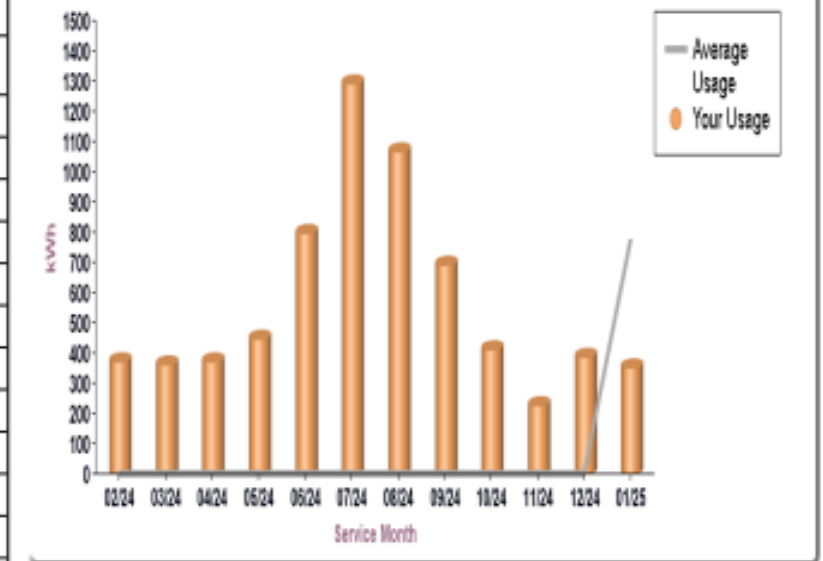


YES Energy Resident Billing Service

Statement Enhancements:

- Combining all Electric and Gas Details into a Single 12-month Chart and Graph on Back of the Statement.
- Difference Column on Back Chart to show positive and negative values.

Your Electric Usage (*indicates estimation)					
Month	Your Usage kWh	Amount	Baseline	Difference	Your Charge
02/24	371.00	\$52.93	0.00	371.0000	\$52.93
03/24	360.00	\$51.36	0.00	360.0000	\$51.36
04/24	371.00	\$52.93	0.00	371.0000	\$52.93
05/24	444.00	\$63.35	0.00	444.0000	\$63.35
06/24	793.00	\$113.14	0.00	793.0000	\$113.14
07/24	1291.00	\$184.20	0.00	1,291.0000	\$184.20
08/24	1063.00	\$151.67	0.00	1,063.0000	\$151.67
09/24	691.00	\$98.59	0.00	691.0000	\$98.59
10/24	411.00	\$58.64	0.00	411.0000	\$58.64
11/24	224.00	\$31.96	0.00	224.0000	\$31.96
12/24	386.00	\$55.07	0.00	386.0000	\$55.07
01/25	351.00	\$50.08	775.56	-424.5600	\$-60.58



Delivery of Statements

- Utility Billing Delivery Option preference can be selected on the Hunt Resident Portal under My Profile.
- Options Include: eBill, Paper and eBill or Paper Copy.

eBill

eBill

Paper Copy

Paper and eBill

Dover Gas:

- 3 Gas Tiered Rates:
- Tier 1: 1-20 CCF, Tier 2: 21-50 CCF, Tier 3: 51 CCF and above. This detail will be included under the Community Message section on the statement.

Utility Type	Previous Reading CCF	Current Reading CCF	Your Usage CCF	Rate \$/CCF	Your Usage Amount
GAS1	672.00	781.00	109.0000		\$138.68
			20.00	1.6290000	32.58
			30.00	1.3340000	40.02
			59.00	1.1200000	66.08



SAMPLE STATEMENT FRONT

The top portion of the statement is the tear-off stub with payment details.

Legend stating if there is an amount to pay, nothing to pay, or if a refund is due.

The left hand side contains:

- Customer service contact details.
- Portal website address.
- Community name.
- Resident ID and portal registration code.

1069 High Street
Dover, DE 19901



YES ENERGY
MANAGEMENT

DOVER, DE 19901

This is NOT A BILL

Falcon View
<https://www.doverfamilyhousing.com/>

YES Customer Service:
844-979-4416

Resident ID: m0511340
Statement Date: 2/27/2025

Due Date: 03/19/2025
Amount Due: \$186.76

Amount Enclosed: \$ _____

Service Address

Community Name

Falcon View

Like-Type Group

D

Customer Service

Daily 24 Hour Service
844-979-4416
Email: yescs@yesenergymgmt.com

Website

<https://www.doverfamilyhousing.com/>

Online Registration Code

Resident ID: m0511340

YES System Information

Property ID: dov169c

Community Message

On Jan 1st, the UA Program successfully transitioned. Full BAH is now collected, and a 3 month mock billing period is now in effect for Jan - Mar 2025. This is your first YES statement under the new UA billing method for the Jan 2025 service period. IMPORTANT: ANY PAST-DUE BALANCE REFLECTED ON THIS STATEMENT OWED FOR A PERIOD PRIOR TO JAN 1ST REMAINS APPLICABLE AND MUST BE PAID BY THE next UA statement you will be responsible to act on will be in May for the Apr 2025 service period. Please contact YES Customer Service with any questions or concerns, and we are happy to assist you!

**Please see the back of your statement for an important message.

ACCOUNT DETAIL -

Resident ID: m0511340

Due Date: 03/19/2025

Utility Type	Current Reading	Your Usage	Meter	Rate	Your Usage
	kWh	kWh	Multiplier	\$/kWh	Amount
ELECTRIC	5,031.00	618.00		0.1426780	\$88.18

Average Usage, \$94.44

Credit Due

(Normal Usage Zone)

Payment Due

Your Usage, \$88.18

Utility Type	Previous Reading	Current Reading	Your Usage	Rate	Your Usage
	ccf	ccf	ccf	\$/ccf	Amount
GAS	4,564.00	4,647.00	83.0000		\$109.56
			20.00	1.6290000	32.58
			30.00	1.3340000	40.02
			33.00	1.1200000	36.96

Average Usage, \$127.82

Credit Due

(Normal Usage Zone)

Payment Due

Usage, \$109.56

Previous Balance

\$186.76

Usage(under) or over the Normal Usage Zone ELECTRIC 12/24/2024 - 01/22/2025

\$-8.28

Usage(under) or over the Normal Usage Zone GAS 01/09/2025 - 02/08/2025

\$-18.28

Current Month Payments

\$(0.00)

Amount Due

\$186.76

The main body lists:

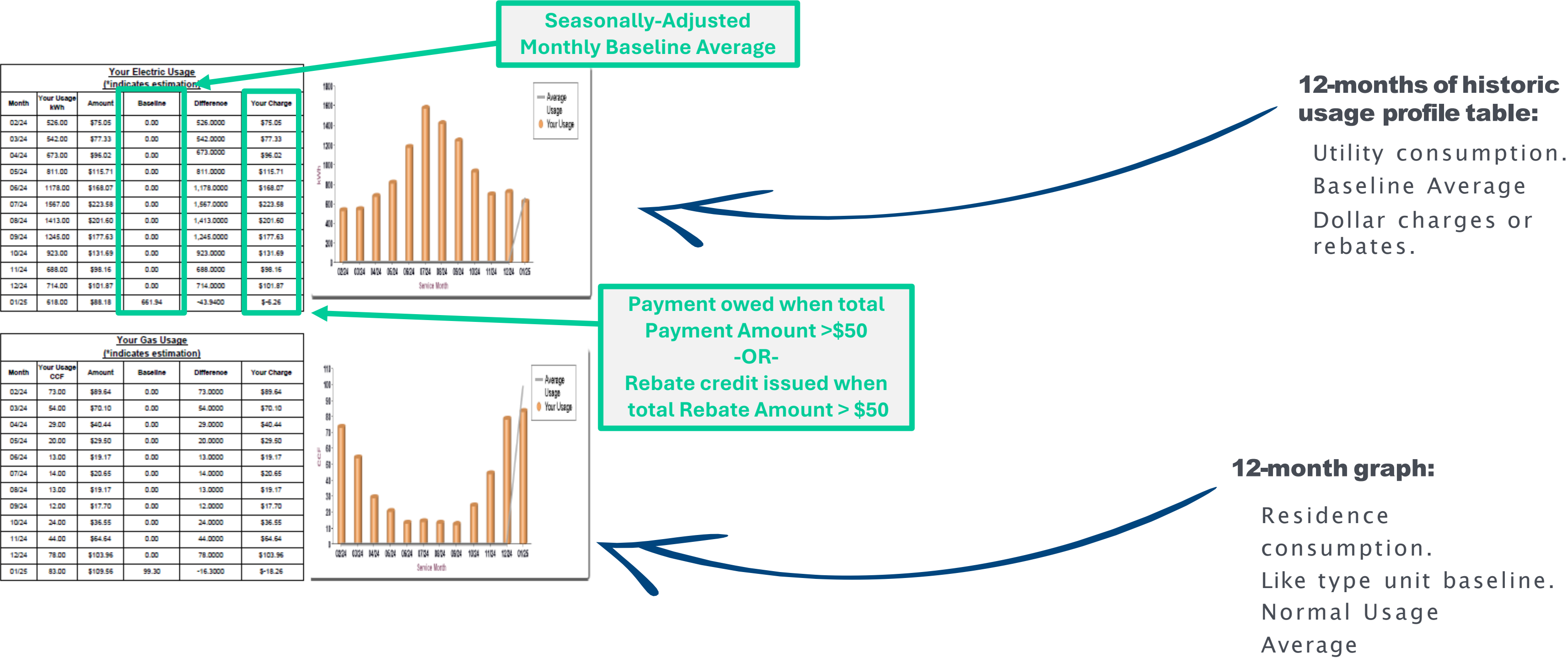
- Meter information.
- Utilities invoiced.
- Baseline and dollar charges / credits.

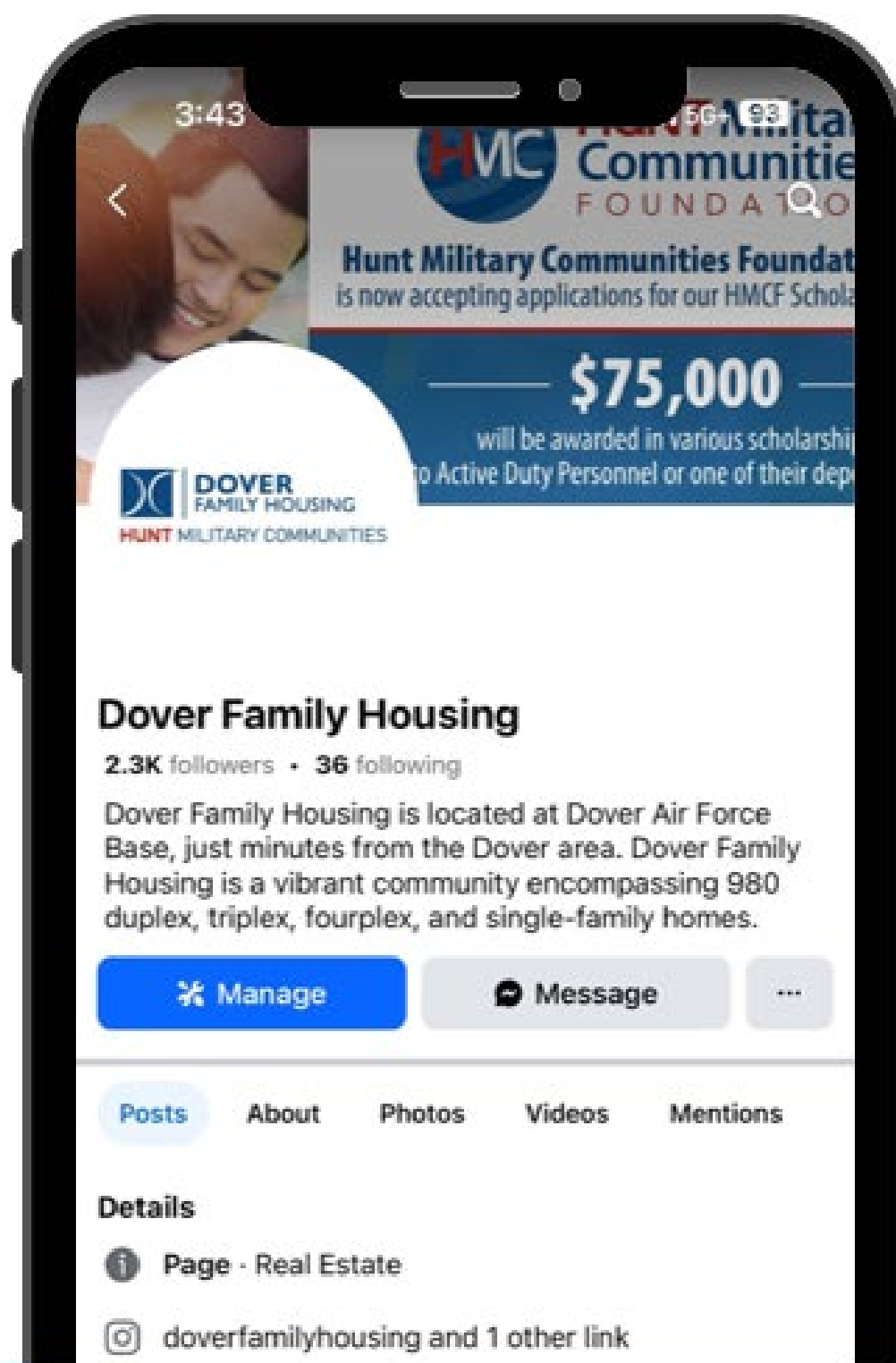
NOTE: ANY PAST DUE BALANCE ON THIS STATEMENT IS STILL APPLICABLE

SAMPLE STATEMENT BACK

graph and usage table in detail)

***Rates listed include all applicable charges, fees, and rate discounts as determined by the local utility provider. If your usage is indicated as *EST, your actual usage could not be obtained and your usage has been estimated and adjusted to fall within the average of your LTG for the period.*





Stay Connected!

Follow us for Community Updates, Exciting Monthly Events and much more!

Scan the QR Code to Follow us on Facebook!



@doverfamilyhousing



Dover Family Housing



TSS has begun!

From now till May 1st, fill out your TSS Survey sent to the Primary Email Address on file. Your input helps us make improvements!

If you did not receive your survey link, please contact **AirForceHousingSurvey@celassociates.com**

To opt-in to receive Tenant Satisfaction Survey Text Messages, Scan the QR Code!





QUESTIONS?





BACKUP SLIDES



Air Force UA Program VIDEO

<https://www.youtube.com/watch?v=Kl8oeiEQ00g&t=3s>





U.S. AIR FORCE

Previous Air Force UA Policy

- UA is based on a 5-year rolling average
- $UA = (5\text{-Year Consumption Avg.} \times \text{Actual gas/electric rate})$
 - Consumption for like-type units
 - UA is deducted from BAH; remainder is rent
 - Resident pays for their utilities from the UA amount
- If usage exceeds the UA, resident pays the difference
- If usage is less than the UA, resident pockets difference
- UA is adjusted annually, approved by the AF
- Actual monthly UA could be seasonally adjusted above or below the constant UA amount, based on last year's monthly utility fluctuation
 - The sum of the 12 monthly allowances had to equal the annual UA



U.S. AIR FORCE

New Air Force UA Policy

- UA (for most homes) is based on actual monthly meter readings for like-type home groupings at each installation
- UA = Monthly Consumption Avg. X Actual gas/electric rate
 - Consumption for like-type units **(NO CHANGE)**
 - Eliminates extreme lows/highs, vacant homes excluded **(NO CHANGE)**
 - UA is deducted from BAH; remainder is rent **(NO CHANGE)**
 - Resident pays utilities from the UA amount **(NO CHANGE)**
- “Real-time” monthly average
 - Correlates with actual weather conditions
 - Increases automatically during hot summers or cold winters
 - No longer dependent on previous occupant habits
- Families that use average utilities maintain \$0 out of pocket expenses
- Saving energy below the average will generate a rebate **(NO CHANGE)**
- Utility use over the average will generate a bill to pay out of pocket **(NO CHANGE)**



U.S. AIR FORCE

Benefits

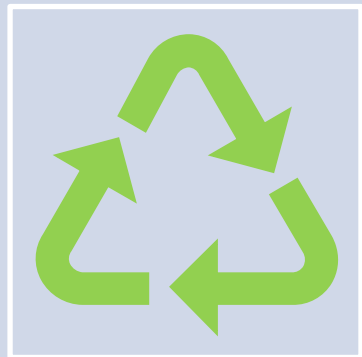
- Consistent with OSD policy
- Promotes energy conservation with financial incentive
 - 50% of residents will continue to receive rebates for conserving
- Monthly averages capture seasonal fluctuations without creating out-of-pocket expenses
- Improves project funding for sustainment and revitalization
- Better aligns out-of-pocket expense for on-base & off-base families
- More consistent across DoD; similar to Army and Navy programs

Benefits of the New UA Program for Residents



More accurately calculates energy costs

- Old UA provided rebates to above-average energy consumers
- New UA will be based on monthly averages, not yearly averages
- Increases Airmen transparency



Better promotes energy conservation

- Offers rebate incentive to those who conserve electricity & gas beyond the normal usage range
- 50% of residents will continue to receive rebates for conserving
- Zero out-of-pocket costs for the average utility consumer



Allows more project funds to be reinvested in homes and communities

- Better balances financial incentives to residents and helps reduce project operating expenses
- Encourages Project Owner investment in energy-saving initiatives

Old vs New Air Force UA Program

	Old UA Policy	New UA Policy
Energy Calculation	100% of the 5-year historical average of like-type homes.	100% of the actual average monthly consumption of like-type homes.
Payments	Residents pay out-of-pocket only for above average usage.	Residents pay out-of-pocket only for above average usage (over the \$50 payment threshold).
Rebates	Residents earn rebates for usage below the average.	Residents earn rebates for usage below the average (over the \$50 rebate threshold).
Seasonal Fluctuation Calculations	Seasonal fluctuations not reflected in the 5-year average.	UA accurately captures cost, including seasonal fluctuations monthly.
Rate Fluctuations	Rate fluctuations not reflected in the annual UA.	UA accurately captures rates updated monthly.
Impact on Airmen	Residents using above average consumption will pay the difference out of pocket if above the UA credit amount.	Residents using above average consumption will pay the difference out of pocket if above the \$50 threshold. Residents using average consumption will pay \$0 out of pocket.

Air Force UA Program Overview



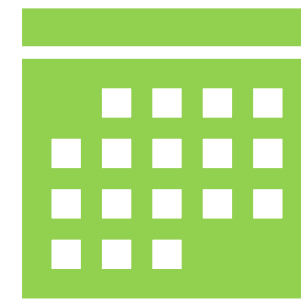
The UA Program is an OSD mandated program that provides the privatized military partners the opportunity to participate.



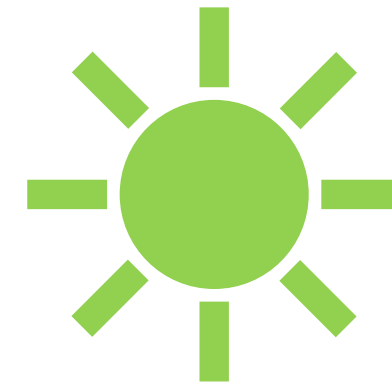
The UA Program's baseline calculations use current weather conditions vs. the previous model that took an average of the year's overall conditions.



This is a more accurate way to obtain energy cost and consumption data, allowing it to be adjusted as needed.



Due to the method change, 3 months of mock billing will be provided to allow residents an adjustment period to get familiar with the program.



Utility baselines are calculated based on the current month's weather conditions as well as the commodity rate.



Under LIVE billing, most Airmen will likely experience no out-of-pocket expenses. The utility component of the BAH should cover utility costs for the majority of household's who consume "normal" or average usage. Those with above normal usage will only owe if the payment is above the \$50 threshold.

Pros and Cons

Annual UA Method (Old)

● PROS

Residents know up-front what their monthly utility allowance for the year will be.

● CONS

High Users may have significant out-of-pocket costs if using more than their BAH allotted UA usage amount.

Complex 5-year averaging calculations.

No seasonal component due to annual average determined up front.

The UA is calculated up front based on historic data—so it doesn't take into account rate changes or extreme temperatures throughout the year.

Monthly Baseline UA Method (NEW)

● PROS

Earn rebates for conservation!

No action is needed on your monthly bill unless the \$50 payment/rebate threshold is exceeded.

Takes into account seasonal component due to annual average determined up front.

The UA is calculated monthly based on real-time data—so it transfers the risk of rate changes and extreme temperatures to the Project, not the resident.

● CONS

Residents will not know up front what their monthly utility allowance will be. The UA is calculated monthly.

UA Transition Timeline

IMPORTANT NOTE:

YES Energy UA billing statements will always be delivered ~30 days after the usage period has closed.

This is due to the time needed by the 3rd Party Billing Company to receive the meter and cost data from the Utility Provider and calculate the UA baseline averages for each LTG, along with, payment and rebate allocations.

DEC 2024– LIVE bill for FULL electric/gas (Nov usage)

- Rent Amount: BAH - UA

JAN 2025*– Final bill for FULL electric/gas (Dec usage) ***Charges waived; bill will be MOCK as a courtesy by Hunt**

- NEW Rent Amount: 100% BAH (less any rent concessions) + 2025 annual BAH adjustment

FEB 2025– 1st MOCK bill for electric/gas usage above/below baseline (Jan usage)

MAR 2025– 2nd MOCK bill for electric/gas usage above/below baseline (Feb usage)

APR 2025– 3rd MOCK bill for electric/gas usage above/below baseline (Mar usage)

MAY 2025– 1st LIVE bill for electric/gas usage above/below baseline (Apr usage)

How are LTG's Determined?



Like Type Groups:

- Homes are grouped together in “**Like Type Groups**” (LTGs) based on factors that influence energy usage including:
 - Size (sqftg, number of bedrooms)
 - Age of the home (year built)
 - Construction style and thermal characteristics
 - Variations in type of heating and cooling equipment
- *****Family size is not a factor*****

Small Like Type Groups:

- For small groups with fewer than 10 homes or unique homes, the baseline average will be determined using:
 - 5 Year Rolling Average Method
 - Per Square Foot Method

Sample UA Bill Calculation



Example Billing Calculation for Usage BELOW the Normal Average Usage Band:

Resident's Actual Monthly Usage = 750 kWh

Monthly LTG Average 1000 kWh

Difference between resident's usage and the normal average usage band:

$$750 \text{ kWh} - 1000 \text{ kWh} = (250 \text{ kWh})$$

Billing amount is calculated by applying the current effective electric rate to determine the charges for usage below the buffer:

$$(250 \text{ kWh}) \times \$0.14326/\text{kWh} = \boxed{\text{(\$35.82) REBATE}}$$

Payment owed when total payment amount exceeds >\$50

-OR-

Rebate issued when total rebate amount exceeds > \$50

Energy Conservation Tips



Lighting

- Replace incandescent bulbs with LEDs where possible. If left on constantly, an LED light could last for up to 50,000 hours, or 6 years, which is 50 times longer than a regular 60-watt incandescent bulb.
- Clean lighting fixtures regularly. Dust on lamps, reflectors, and light bulbs impair lighting efficiency.



Heating/Cooling

- Leave window shades, drapes and/or blinds closed during the day
- Replace filters more frequently if there are pets in the home.
- Use ceiling fans. Also run kitchen and bath exhaust fans long enough.
- Open windows during moderate weather of spring and fall



Electronics

- Unplug infrequently or seasonally used power supplies
- Buy ENERGY STAR®-labeled electronics. Consolidate multiple power supplies on a single power strip



Appliances

- Gas flames from your stove should burn with a clear blue color. A yellow flame may indicate your burner isn't operating efficiently.
- Carefully time your preheat period when baking.
- Defrost the freezer regularly.
- Wash clothes in cold water whenever possible.