



Hunt Military Communities

Air Force Utility Allowance (UA) Program Policy Change Town Hall

Installation Briefers (AFCEC Rep & Hunt Rep)
12/11/2024



Air Force UA Program VIDEO

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





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**



U.S. AIR FORCE

Previous Air Force UA Policy

- **UA is based on a 5-year rolling average**
- **UA = (5-Year Consumption Avg. X 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**



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)**



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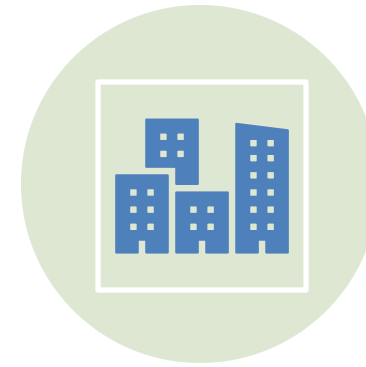
Benefits

- **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**

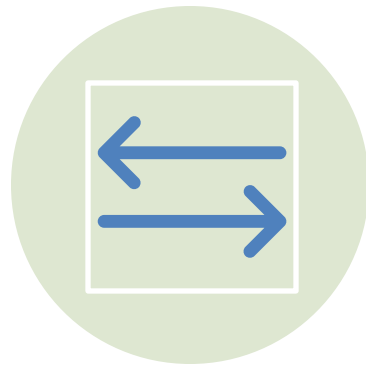
Air Force UA Program Key Changes



BAH & UA Credits: Residents will no longer receive BAH utility credits. Instead, the rent amount will transition to full BAH allotment (less any rent concessions), with no utility credit applied.



Utility Lease Addendum: All active-duty residents will sign an updated utility lease addendum. No changes for Civilian residents.



Billing Transition: Beginning January 1, 2025, residents will enter a three-month mock billing period (January to March 2025) under the new methodology. Live billing will commence in May for the April service period.



New UA Billing Method: The UA method will transition to a monthly baseline method. Under this new system, the Project Owner will now collect 100% of the BAH (less any rent concessions), with a portion allocated to the Utility Allowance. This allowance will be based on normal monthly usage baselines for each like-type home group.



Over-Consumption and Under-Consumption Billing: Residents will be 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 Program Overview



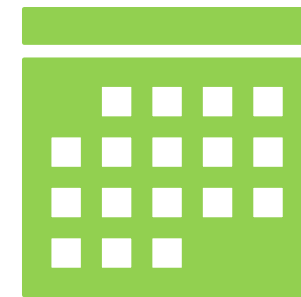
The UA Program is an OSD mandated program that provides the privatized military partners the opportunity to participate.



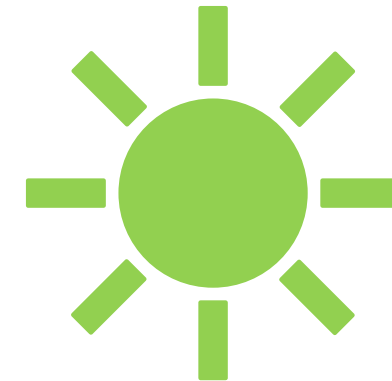
The UA Program's baseline calculations use current weather conditions vs. the previous model that took an average of the year's overall conditions.



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.



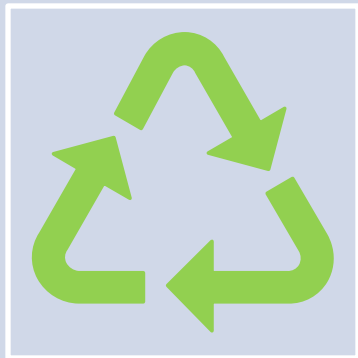
Under LIVE billing, most Airmen will likely experience no out-of-pocket expenses. The utility component of the BAH should cover utility costs for the majority of household's who consume "normal" or average usage. Those with above normal usage will only owe if the payment is above the \$50 threshold.

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

Air Force UA Transition Milestones

DEC 2024:

- FINAL MONTH OF UA CREDITS

- Final YES Statement for November usage
- Final Deadline for Lease Addendums is **DECEMBER 15th**

FEB 2025:

- 1st MONTH MOCK BILLING

(January Usage)

APR 2025:

- 3rd MONTH MOCK BILLING

(March Usage)

- APRIL USAGE IS NOW LIVE UNDER METHOD D

- 1st Month LIVE Billing Under New Method (March usage)

JAN 2025:

- TRANSITION BEGINS

- Begin Full BAH Collection (No UA Credits)
- Final December usage statement received in January will be MOCK as a courtesy to residents

MAR 2025:

- 2nd MONTH MOCK BILLING

(February usage)

MAY 2025:

- 1st LIVE STATEMENT FOR APRIL USAGE

- (billing is 30 days in arrears)
- Payments/rebates post to resident ledgers if above the \$50 threshold

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 + 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*****

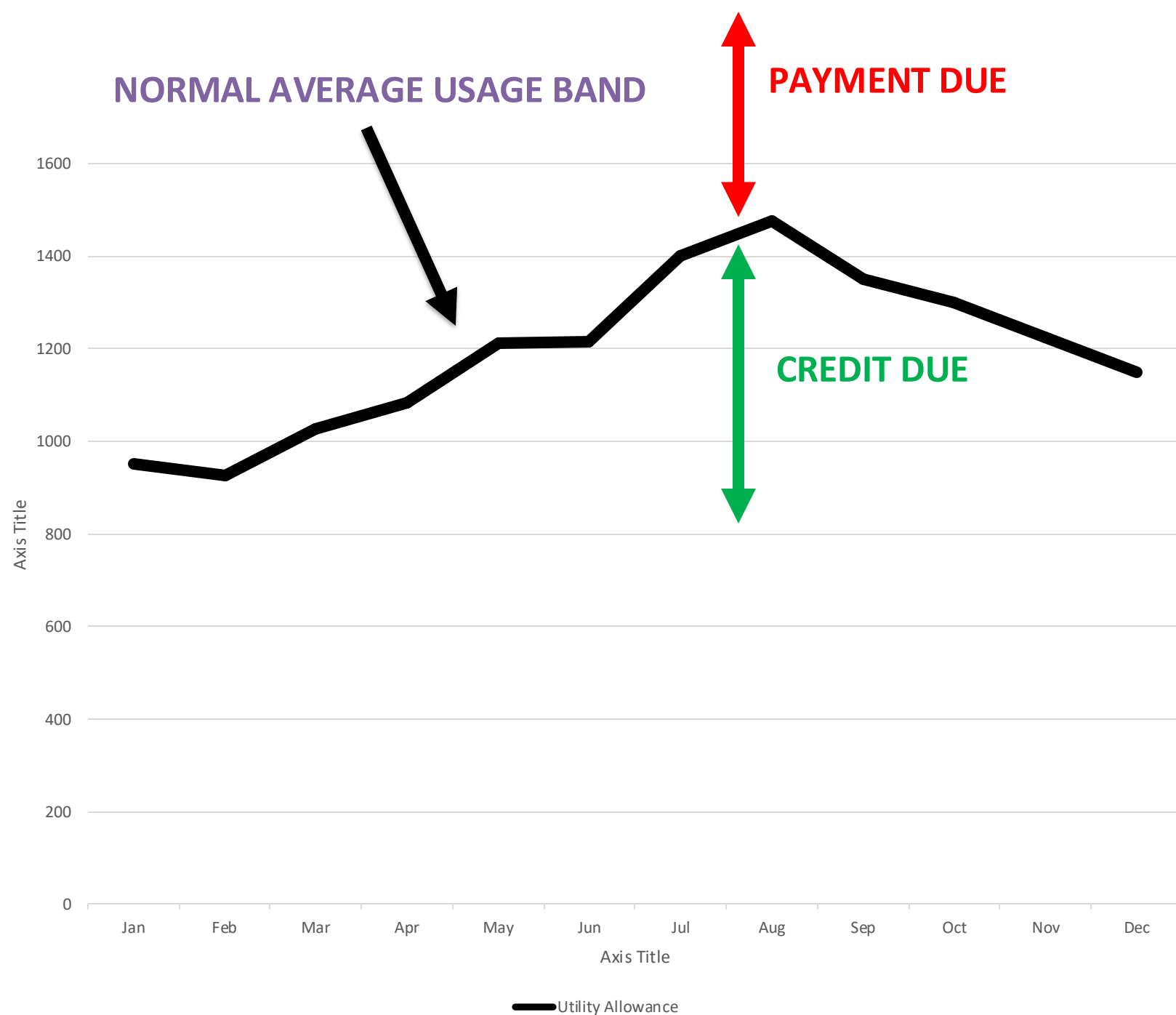
Small Like Type Groups:

- 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

The Billing Process

How Are Payments & Credits Determined?

- **Establish the normal usage band for every like-type group 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)
- **Compare against the normal usage band:**
 - Rebate Issued: If your usage is BELOW the normal usage band, you will be eligible for a credit
 - Payment Due: If your usage is ABOVE the normal usage band, you will need to pay for the extra usage
- **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 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

Dedicated Air Force UA Program Website

URL: <https://www.huntmilitarycommunities.com/resident-utility-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.



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?](#)



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 available on the Hunt Resident Portal.



Statements and Notices

The new and improved monthly statements are now be easier to read and understand. Statements will continue to be mailed to your home each month and will also be available electronically in your YES online web 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.

Reach this team by phone 24/7 at 1-888-363-0493

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.

500 Colonial Center Pkwy Ste 200
Roswell, GA 30076-8852

YES ENERGY MANAGEMENT

JOHN SMITH
53 YES St.
Roswell Park, GA 30076

Please detach and return this stub with your payment or pay on-line at www.yesenergynnw.com

Customer Service: (721) 214-1865

EXAMPLE PROPRTY

YES Energy Management
PO Box 82577
Goleta, CA 93118-2577

Resident ID: m0123456
Statement Date: 7/18/2019

Due Date: 08/08/2019
Current Balance: \$38.20
Amount Due: \$38.20
Amount Enclosed: \$ _____

Service Address
53 YES St.
Roswell Park, GA 30076

Community Name
Example Property

Like-Type Group
Ros 12LT

Customer Service
Hours of Operation:
24 Hour Service Daily
(721) 214-1865
Email: yescs@yesenergynnw.com

Resident Services Office Contact
5338 Roswell Park
(845) 789-4567

Resident Portal Website
www.yesenergynnw.com

Online Payment Registration Code
Resident ID: m0123456

YES System Information
Property ID: exprop

Remit Payment To
YES Energy Management
PO Box 82577
Goleta, CA 93118-2577

Community Message
Thank you for conserving responsibly!

-ACCOUNT DETAILS

Unit Number
Ros12LT

Community Service Dates
6/1/2019 - 6/30/2019

State
7/18/2019

Due Date
08/08/2019

Resident ID
m0123456

Billing Days
30

Utility Type	Previous Reading KWH	Current Reading KWH	Your Usage KWH	Meter Multiplier	Rate \$/KWH	Your Usage Amount
ELECTRIC	238,752.00	239,957.00	1,205.00	1	0.1153600	\$139.01

Average Usage, \$91.64

Credit Due (Normal Usage Zone) Payment Due

Your Usage, \$139.01

Previous Balance \$0.00

Usage(under) or over the Normal Usage Zone ELECTRIC \$38.20

Rebate or Payment \$

Actual Utility Usage

Calculated UA

The main body lists:

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

SAMPLE STATEMENT BACK graph and usage table in detail)

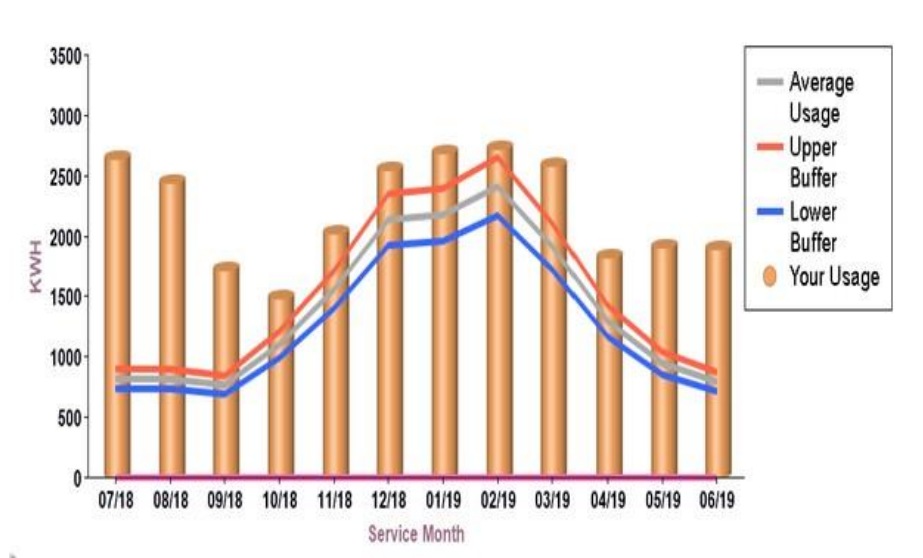
***Rates listed include all applicable charges, fees, and rate discounts as determined by the local utility provider. If your usage is indicated as *EST, your actual usage could not be obtained and your usage has been estimated and adjusted to fall within the average of your LTG for the period.*

Your Electric Usage (*indicates estimation)							
Month	Your Usage KWH	Amount	Baseline	Upper Buffer	Lower Buffer	Difference	Your Charge
07/18	2637.00	\$283.67	819.28	901.21	737.35	1,735.7920	\$186.69
08/18	2444.00	\$262.88	817.43	899.17	735.69	1,544.8270	\$166.14
09/18	1720.00	\$184.99	767.45	844.20	690.71	875.8050	\$94.20
10/18	1481.00	\$170.85	1101.52	1211.67	991.37	269.3280	\$31.07
11/18	2024.00	\$233.49	1556.79	1712.47	1401.11	311.5310	\$35.94
12/18	2545.00	\$293.59	2137.33	2351.06	1923.60	193.9370	\$22.37
01/19	2683.00	\$309.57	2177.12	2394.83	1959.41	288.1680	\$33.24
02/19	2718.00	\$313.58	2410.99	2652.09	2169.89	65.9110	\$7.61
03/19	2576.00	\$297.17	1914.74	2106.21	1723.27	469.7860	\$54.20
04/19	1824.00	\$210.42	1297.48	1427.23	1167.73	396.7720	\$45.77
05/19	1902.00	\$219.47	947.57	1042.33	852.81	859.6730	\$99.17
06/19	1885.00	\$217.45	794.42	873.86	714.98	1,011.1380	\$116.64

Seasonally-Adjusted
Monthly Baseline Average:
767 – 2410 kwh/month

12-months of historic usage profile table:

Utility consumption.
Baseline Average
Dollar charges or rebates.



Payment owed when total
Payment Amount >\$50
-OR-
Rebate credit issued when
total Rebate Amount > \$50

12-month graph:

Residence
consumption.
Like type unit baseline.
Normal Usage
Average

Resources for Residents

- Resources for High Users:

1. Conservation Tip Sheets
2. Self Energy Assessment Checklist
3. Energy Assessment Walkthrough Video (5 min video on property website)
4. In-Home Energy Assessment
5. Maintenance Service for Equipment Concerns
6. Annual Preventative Maintenance for A/C and water heaters

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

HUNT | Resident Energy Assessment Walkthrough

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

HUNT
ONE MISSION. ONE COMMUNITY.

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/fully 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 cool 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.

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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.