

Air Force Academy Town Hall – September 30, 2025

Q: How will gas costs be adjusted during the winter time.

A: Monthly utility baselines are calculated based on the current month's weather conditions as well as the commodity rate. Colorado Springs Utilities (CSU), a public utility company, is our gas provider and will typically increase gas rates as we near the start of the winter months. PUC approved gas rate increases affect all CSU customers regardless of if they live on or off base. The rates applied for billing purposes are a direct pass-through of the public provider rates, with no markup.

Q: What happens if something happens that is out of our control like a leak, will we be responsible for paying the difference of will that be Hunt's responsibility?

A: If your high consumption is determined to be a result of an equipment failure, a maintenance waiver may be provided for the affected commodity.

Q: What's being done with excess funds now that residents are footing the energy bills?

A: Any funds not spent on utilities goes back into reinvestment account. Allows Hunt to update the community (i.e. build new homes, upgrade playgrounds, re-pave roads, etc.) This is a 50-year long lease, and we need to sustain the project for the entire period so homes meet the needs of our military families of today and for the future.

Like Type Groups (LTG) Questions

Q: What's the ratio of those currently paying vs receiving rebates? By LTG?

A: 84% no action, 16% payments/rebates. If you want to see your individual LTG, come to the office.

Q: Where is the sample taken from? What methodology was utilized to establish the baseline?

A: Like Type Groups are established for homes exclusively within the Air Force Academy Family Housing neighborhoods. Criteria was determined by the Air Force Policy and includes three methods: standard baseline, 5 year average or Per Square Foot.

Q: If internally, how was a baseline established? For how long?

A: Per Air Force Guidance, a third-party billing service (YES ENERGY) is used to collect usage information and calculate baseline averages for each LTG on a monthly basis.

Q: Can we see the other criteria that are directly related to our LTG?

A: LTGs are based on the characteristics of the home that influence energy usage and include:

- Size (square footage, number of bedrooms)
- Age of home (year built)
- Construction style and thermal characteristics
- Variations in type of heating and cooling equipment



HUNT MILITARY COMMUNITIES

Q: I would love more transparency in regards to Like Type Group. A spreadsheet would be ideal.

A: Please come into the office and we will be happy to discuss. We are not able to provide a list of addresses included in the LTG to protect the privacy of all residents.

Q: How are thermal characteristics calculated?

A: Based on equipment and characteristics of homes. If there are changes due to a renovation project, LTG will be adjusted. Homes are grouped with other like-type homes which have the same energy usage profile.

Q: The average is calculated monthly?

A: Yes, the baseline average is calculated each month for each LTG to ensure it accurately captures cost and seasonal fluctuations.

Q: Is it a simple addition/division average from within a LTG? Is there compensation for outliers?

A: The consumption for the top 10% of users and lowest 10% of users is excluded from the baseline calculation each month. This process ensures the baseline provides an accurate depiction of the average consumption. Additionally, partially occupied units, vacant units and civilian occupied units are excluded.

- Civilian occupied units are billed for full consumption of all commodities.

Q: How is LTG impacted if a resident goes out of town?

A: The consumption for the top 10% of users and lowest 10% of users is excluded from the baseline calculation each month to exclude outliers. Per the lease agreement, if a resident is out of the home for an extended period (i.e. >two weeks), they must notify the Property Management Office. This allows homes with extended absences to be excluded from the baseline average so the baseline provides an accurate depiction of the average occupied home consumption.

Q: Can we see the meter certifications?

A: Please reach out to AFCEC with your request.

Q: What's the margin of error IRT the meter verification sample size?

A: OSD required 5% of PPV built homes and 40% of MHPI built homes to be inspected. Hunt demonstrated compliance with those sample certification requirements for USAFA, and received certification by the Department of the Air Force.

Q: It sounds like this is not meant to save money for the Service Members, it is meant for the renovations.

A: The program is designed to promote energy conservation. 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. Additionally, the project continues provide water, sewer and trash services to our Active Duty residents at no additional cost.

Why is it our responsibility to help with renovating a home or adding funds to a renovation account if it's not our home?

A: By working in partnership with our residents, this program balances financial incentives to residents and helps reduce project operating expenses thereby allowing more project funds to be reinvested in homes and communities. The baseline allocates the normal amount of usage for the LTG. The UA Program promotes conservation so both residents and the Project save money.

Q: Have there been studies that prove it saves money for Service Members and the Project?

A: The program was first implemented in 2010 and has been extremely effective, providing a 5% - 20%, depending on location, consumption savings for electric and gas. At Air Force Academy, we anticipate a 6% - 9% average consumption reduction when the program is live. We will gladly share the results of the conservation efforts through future community updates.

Q: Have you found components contributing to high consumption?

A: Examples include:

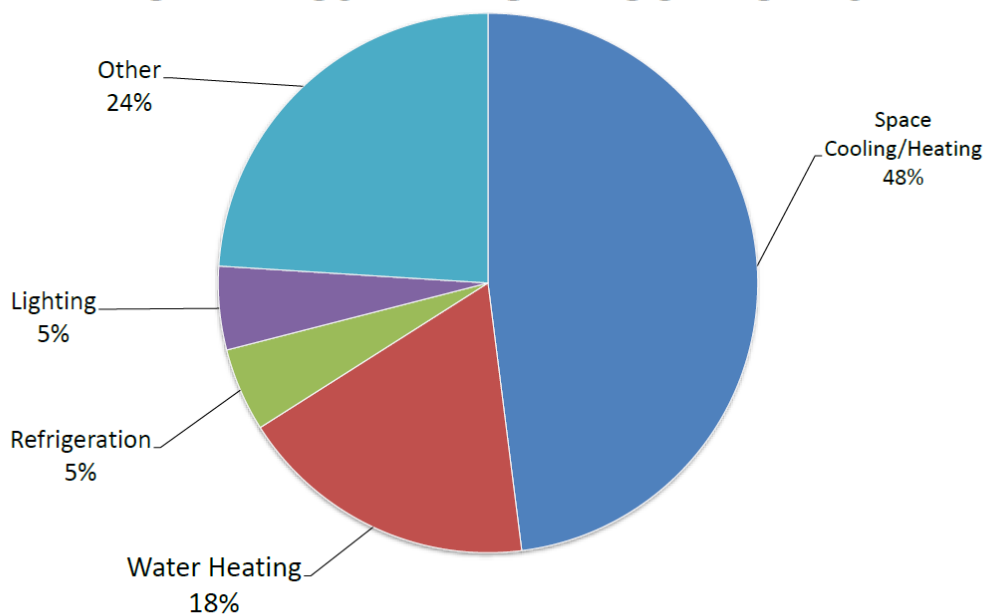
- Air Filters: Dirty and/or clogged by pet hair
 1. Air filters are recommended to be replaced at least monthly, twice monthly with pets in the home. Replacement filters are available, free of charge, from Self Help.
- Cryptocurrency (Bitcoin) Mining
 2. Per your lease, cryptocurrency mining is prohibited.
- Component issue
 3. Example: Furnace replacement
- Devices/Plug-Loads
 4. Example: Gaming systems
- EV Charging
 5. Per your lease, EV Charging is not permitted.
- Heating system setpoints
 6. Recommend thermostat is set at 65 degrees heat during the winter months with the Auto setting.
- Home Based Business
 7. Per your lease, home based businesses must be approved and the resident is expected to pay for excessive utility consumption used in operation of the business.

Q: Is it possible to get individual consumption of each appliance?

A: That would be tough as it would require individually metering each item. If you have a concern that your high usage may be attributed to a mechanical component of your home, please complete a resident self assessment, available on our website, and then we will begin our home assessment process by reviewing the components that have the biggest consumption impact such as your HVAC system, water heating system, etc. until a potential cause can be identified. See the graph below titled "How We Use Energy In Our Homes" for more information on what typically uses the most energy.



HOW WE USE ENERGY IN OUR HOMES



Source: Department of Energy website, www.energy.gov/energysaver/tips-your-homes-energy-use

Q: When do late fees apply?

A: After the close of the current billing cycle, only when your cumulative electric and gas charges are above the \$50.00 threshold.

Q: There is wiring all over the yard from cable/internet/telephone service providers. How do we confirm that they are not impacting our consumption?

A: Email us your name and address to afacontact@huntcompanies.com and we will schedule time to visit your home and visually inspect the wiring in question.