

# We Want to Honor **YOUR TIME**

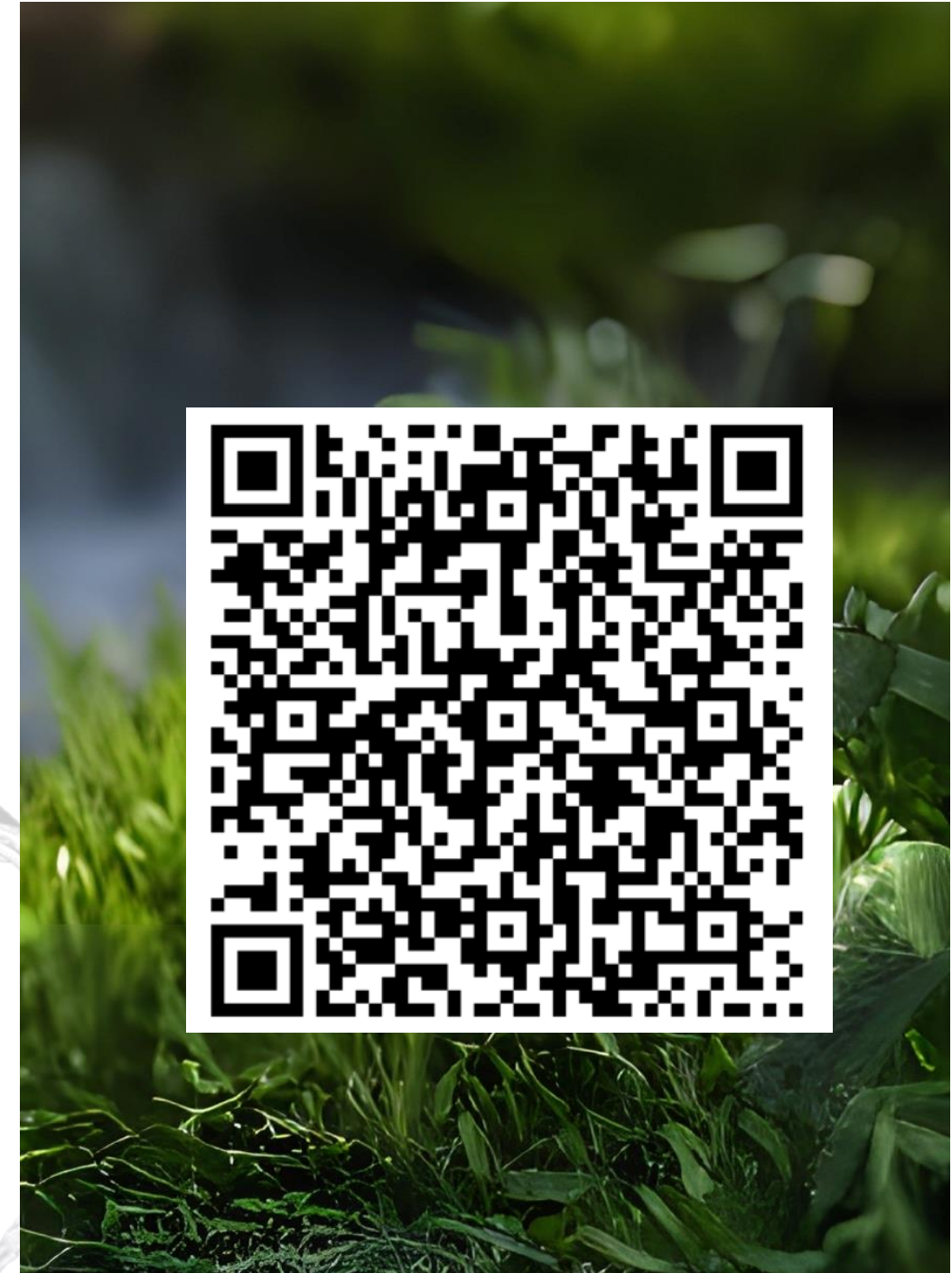
Thank you for joining us at Arnold Family Housing's Utility Allowance Town Hall. As you learn about key changes to the Air Force Utility Allowance Program, please submit your questions using the QR code provided to you upon arrival. This helps us document your questions and share answers with all residents, as others may have the same question.

You may submit questions at any time throughout the presentation. All questions will be answered at the end of the presentation and will also be published on our website.

Thank you for helping us create a clear and informative Town Hall experience for our community.

## **HAVE QUESTIONS?**

Please submit your questions to be answered in the Town Hall by scanning this QR code.





# Hunt Military Communities

## Arnold Family Housing Utility Allowance (UA) Program Town Hall

Installation Briefers (Wing CC Rep & Hunt Rep)  
05/05/2026



# Air Force UA Program VIDEO

<https://www.youtube.com/watch?v=SgbCvJKdhvA&t=8s>





**U.S. AIR FORCE**

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## ***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**

# Meter Certification Process Overview



DEPARTMENT OF THE AIR FORCE  
AIR FORCE CIVIL ENGINEER CENTER  
JOINT BASE SAN ANTONIO LACKLAND TEXAS

AFCEC/CI  
2261 Hughes Ave, Ste. 155  
JBSA-Lackland TX 78236-9853

Hunt Military Communities

In response to your email dated 30 Jan 24, the Department of the Air Force (DAF) has completed a comprehensive review of Hunt Military Communities' (HMC) submittal and approves your request to implement a Resident Energy Conservation Program (RECP) at the Arnold AFB Military Housing Privatization Initiative (MHPI) project. The comprehensive review confirmed that HMC has complied with 4 Mar 21 DAF Utility Allowance (UA) Program Guidance for Project Owners.

The 8 Mar 23 AFCEC/CI approval letter documented DAF's concurrence that the RECP plan submitted by HMC complies with requirements specified in OSD's 16 Dec 21 policy guidance. Specifically, DAF confirmed that a sampling of housing units to be included in the Arnold AFB RECP were inspected by qualified third-party individuals who verified:

- 1) a sample of meters associated with housing units are appropriately connected to utility infrastructure and measure only the energy utilized by housing units the meters serve;
- 2) usage measured is solely for those housing units; and
- 3) each meter associated with the sample of housing units included in this RECP accurately measure the energy usage of those housing units.

This letter documents DAF's confirmation that the UA Implementation Plan submitted by HMC on 27 Oct 23 complies with requirements specified in the 4 Mar 21 DAF UA Program Guidance for Project Owners. DAF concurs with details described in the plan submitted by HMC including but not limited to:

- 1) unit inventory (neighborhoods, unit addresses, Like-type-groups (LTGs), unit characteristics, electric provider, gas provider, etc.);
- 2) how meters will be read and consumption documented;
- 3) how commodity rates will be set; and
- 4) how baseline consumption averages will be calculated.

In compliance with NDAA mandates, the electric and gas meters used in the UA Program are subject to a validation and certification process per the Office of the Secretary of Defense's (OSD's) procedures to ensure the meters accurately measure energy usage for each individual home.

Here's what that means for you:

- **Independent experts perform meter testing.**  
The OSD Policy requires the Project Owner to hire a qualified third-party – not Hunt – to inspect and certify that the meters measure only the consumption of the respective home, and that the meters accurately measure usage prior to approval of UA Program implementation at an installation.
- **Confirmation your meter is properly connected to your individual home.**  
This ensures your bill reflects only what your home uses – not energy from other households or common areas.
- **All results go through a final review by AFCEC.**  
AFCEC provides the last level of oversight to confirm the Project Owner complied and the meters meet OSD standards before they're approved for residential billing under the UA Program.
- **Ongoing Oversight and compliance by MHO's.**  
After a UA implementation is approved by the Department of Air Force, MHO's will ensure utility billing accuracy by reviewing usage and bookkeeping for 10% of homes each month, including checking correct LTG assignments, inspecting commodity rates, and auditing meter readings. The Project Owner must address any discrepancies impacting billing.

# Variations in Energy Efficiency of Homes

- **UA Program Goal**
  - The primary goal is to **promote energy conservation** through positive behavioral changes among residents.
- **Program Design**
  - The program is structured to **account for differences in home energy efficiency**. Homes are grouped into **“like-type” categories**, ensuring comparisons are made only among homes with similar efficiency and thermal characteristics. This approach provides a fair and accurate baseline for usage calculations.
- **Impact on Billing**
  - Because energy efficiency is already factored into the program design, **homes within the same like-type group share similar energy use profiles**. This means efficiency differences are not expected to influence individual residents' billing outcomes.



# Who is Involved?



## AFCEC

- Promotes energy conservation to support mission requirements
- Establishes Utility Allowance Program Policy and Guidelines
- Confirms Hunt complied with the OSD meter validation policy, and certifies the Installation UA Implementation Plan
- Provides UA Program Oversight



## COMMAND /MHO

- Reviews and concurs with like-type group recommendations and rate calculations, as required
- Ensures utility billing accuracy by reviewing usage and bookkeeping for 10% of homes each month, including checking correct LTG assignment, inspecting commodity rates, and auditing meter readings



## HUNT MILITARY COMMUNITIES

- Administers the UA Program
- Ensures all Hunt Owned sub-meters stay accurate and reliable with routine quarterly maintenance
- Issues rebates for conservation and collects payments for excess usage above the \$50 threshold



## UTILITY PROVIDER

- Electric Utility Service Provider
- Establishes the annual electric rate
- Supplies community-wide consumption data and invoices Hunt for total electric usage



YES ENERGY  
MANAGEMENT

## YES ENERGY MANAGEMENT

- 3<sup>rd</sup> Party utility biller hired by Hunt to administer the UA Program
- Receives monthly consumption information and calculates monthly baseline averages
- Generates usage statements to residents
- Provides 24/7 customer service to answer any utility billing related questions

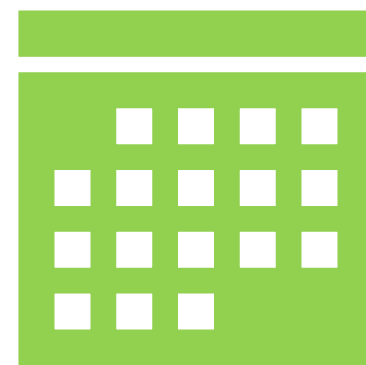
# Air Force UA Program Overview



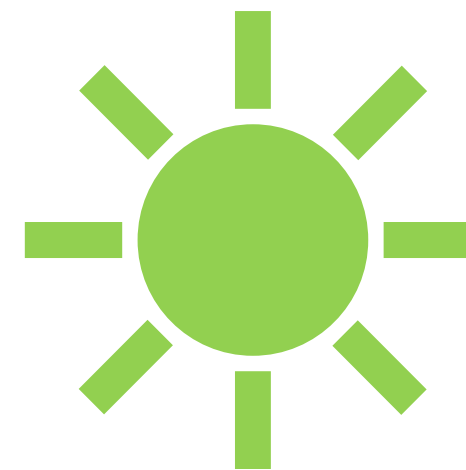
The UA Program is an OSD mandated program that provides the privatized military partners the opportunity to participate.



The UA Program's baseline calculations use current weather conditions.



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



Utility baselines are calculated real-time and are based on the current average usage and commodity rate.



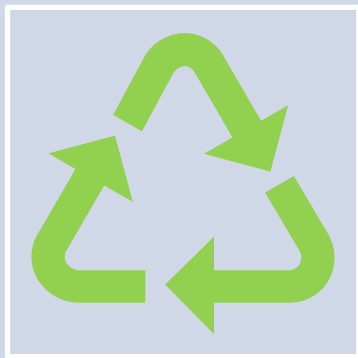
Under LIVE billing, most Airmen will likely experience no out-of-pocket expenses. The utility component of the BAH should cover utility costs for the majority of household's who consume "normal" or average usage. Those with above normal usage will only owe if the payment is above the \$50 threshold.

# Benefits of the New UA Program for Residents



## Accurately calculates energy costs

- Based on monthly averages, and current utility rates to account for seasonal impacts and real-time costs
- Increases Airmen transparency



## Rewards energy conservation with cash rebates

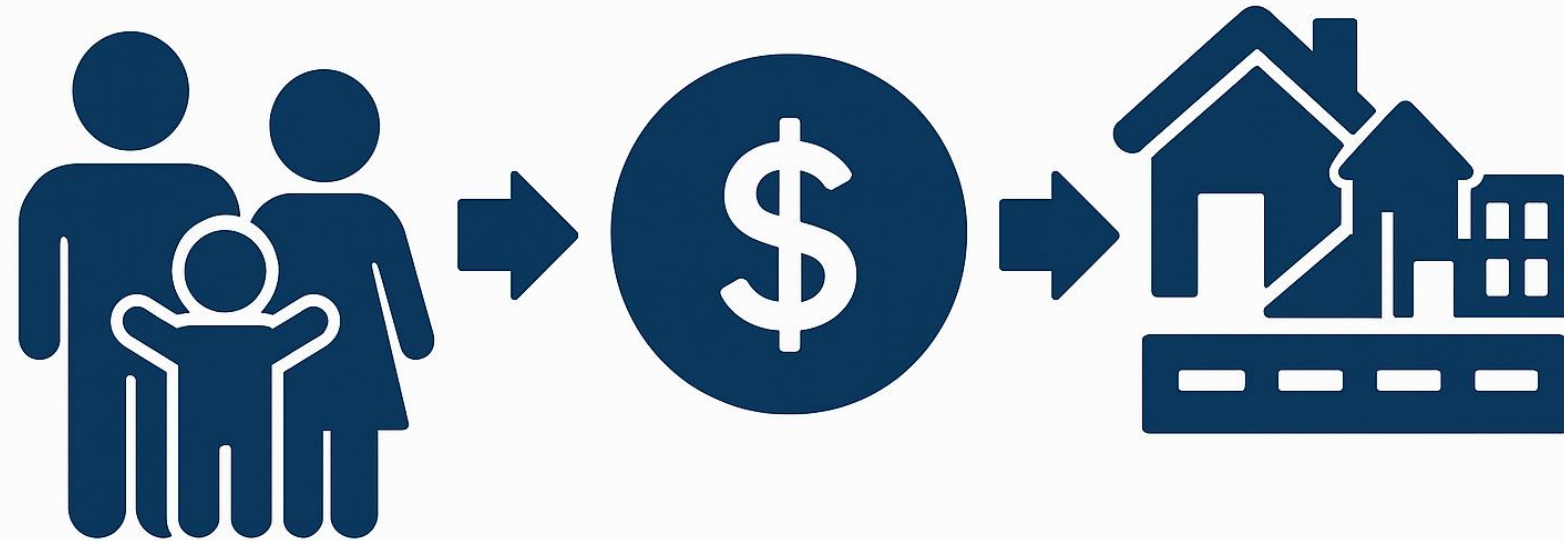
- Offers rebate incentive to those who conserve electricity & gas beyond the normal usage range
- 50% of residents will receive rebates for conserving
- Zero out-of-pocket costs for the average utility consumer



## Allows more project funds to be reinvested in homes and communities

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

# Utility Allowance Program: Reinvesting Savings Into the Community



## Partnership & Purpose

- Resident partnership aligns incentives and reduces operating costs
- Utility Allowance (UA) Program encourages responsible utility use

## How It Works

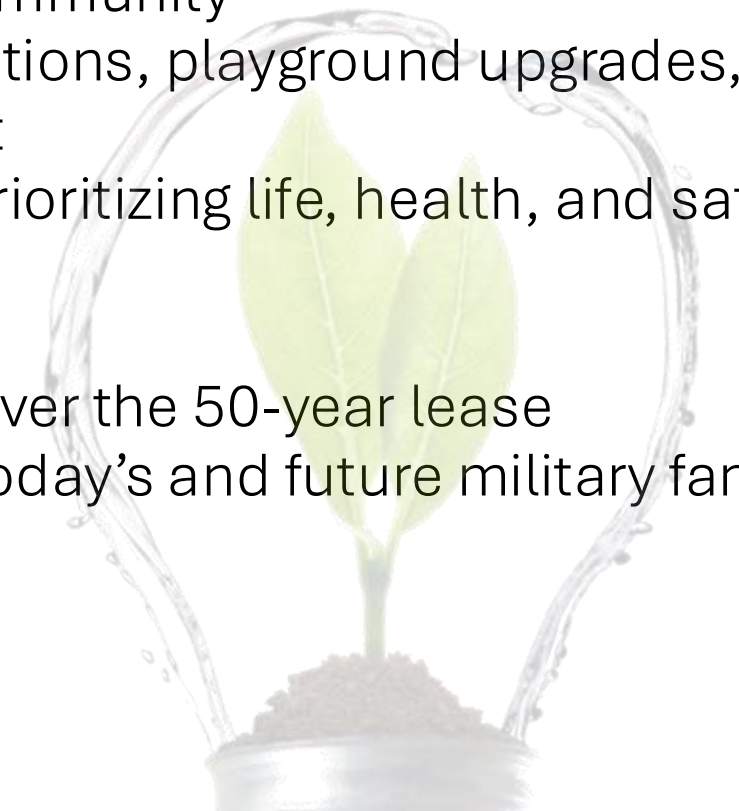
- Baseline utility usage established by Like-Type Group (LTG)
- Conservation benefits both residents and the project

## Reinvestment Impact

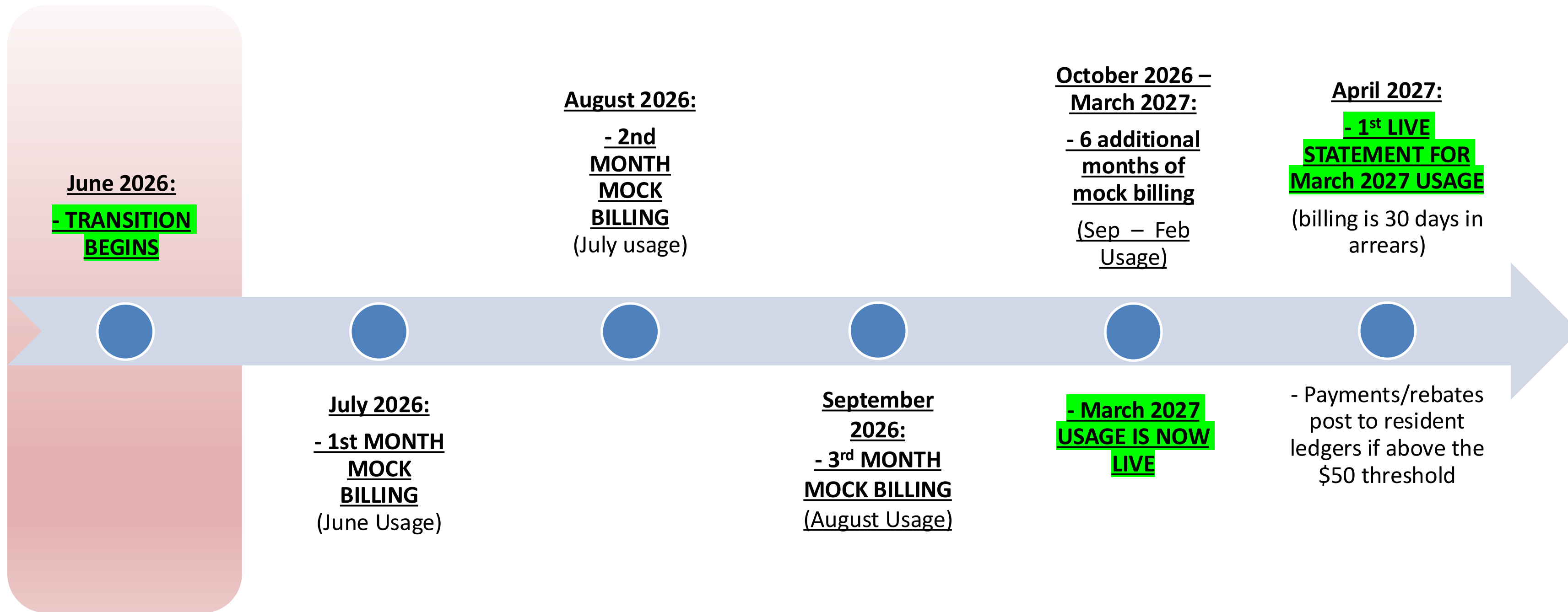
- Utility savings reinvested into the community
- Improvements include home renovations, playground upgrades, road repaving, and sidewalk replacement
- Projects finalized with Command, prioritizing life, health, and safety

## Long-Term Sustainability

- Supports responsible stewardship over the 50-year lease
- Ensures homes meet the needs of today's and future military families



# Air Force UA Transition Milestones



### **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.

# How are LTG's Determined?



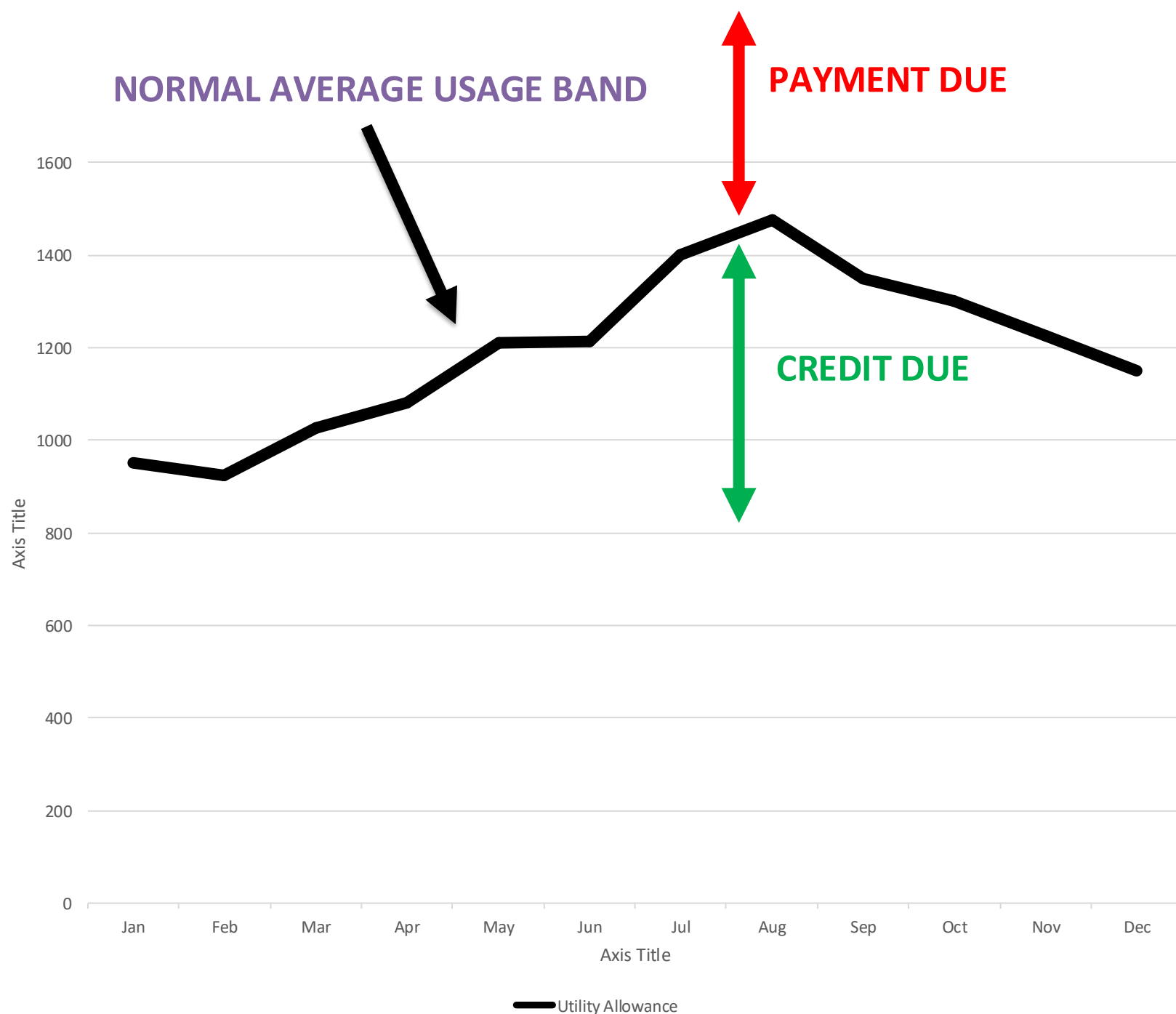
## Like Type Groups:

- 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

# 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 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**



**HMC Air Force Sites\***

Residents have earned more than \$28,000 in UA Rebates!

**Program Locations Overview**

**LIVE**

- Dover AFB – January 2025
- Buckley AFB – January 2025
- Air Force Academy – May 2025
- Moody AFB – September 2025
- Little Rock AFB – February 2026
- Maxwell AFB – February 2026

**IMPLEMENTATION**

- Robins AFB – April 2026
- Arnold AFB – June 2026
- Joint Base Charleston AFB – June 2026
- Shaw AFB – June 2026
- Vance – June 2026

April 2026	Dover AFB	Buckley AFB	Air Force Academy AFB	Moody AFB	Average Outcome
# Billable Active Duty Residents	708	329	492	280	452
# Residents With Statement Charges (ABOVE Baseline)	327	158	217	131	208
% Residents with Statement Charges (ABOVE Baseline)	46%	48%	44%	47%	46%
Average Payment ABOVE Baseline	\$33	\$45	\$27	\$38	\$36
Highest Charges ABOVE Baseline	\$171	\$417	\$165	\$184	\$234
# Residents with Statement Charges >\$50 Trigger Amount	65	47	28	35	44
% Residents with Statement Charges >\$50 Trigger Amount	9%	14%	6%	13%	10%
# Residents BELOW Baseline	381	171	275	149	244
% of Total Bills	54%	52%	56%	53%	54%
Average Rebate BELOW Baseline	-\$28	-\$37	-\$26	-\$31	-\$31
Highest Rebates BELOW Baseline	-\$154	-\$166	-\$131	-\$124	-\$144
# Residents with Statement Rebates >\$50 Trigger Amount	52	50	34	31	42
% Residents with Statement Rebates >\$50 Trigger Amount	7%	15%	7%	11%	10%

On average, the majority of residents in the community (**90% of residents**) would have **NO ACTION** required in each billing period (i.e. below the \$50 payment threshold).

*\*Average outcomes for April 2026 billing periods.*

# HMC EV Charging Policy



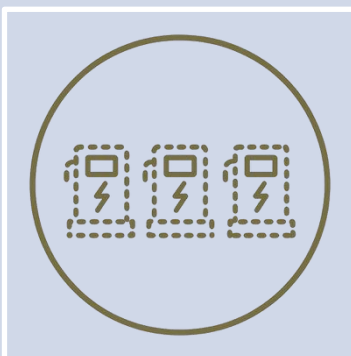
**In-home EV charging is only permitted using the approved method. No trickle charging is permitted.**

- As outlined in your Community Guidelines.
- Aligns with the Department of the Air Force EV policy (17MAR23).



**Prioritizing safety**

- Older housing/infrastructure may have limited capacity.
- House fires caused by unauthorized charges and overloaded circuits.
- Unsecured homes and trips hazards created by extension cords and cables.

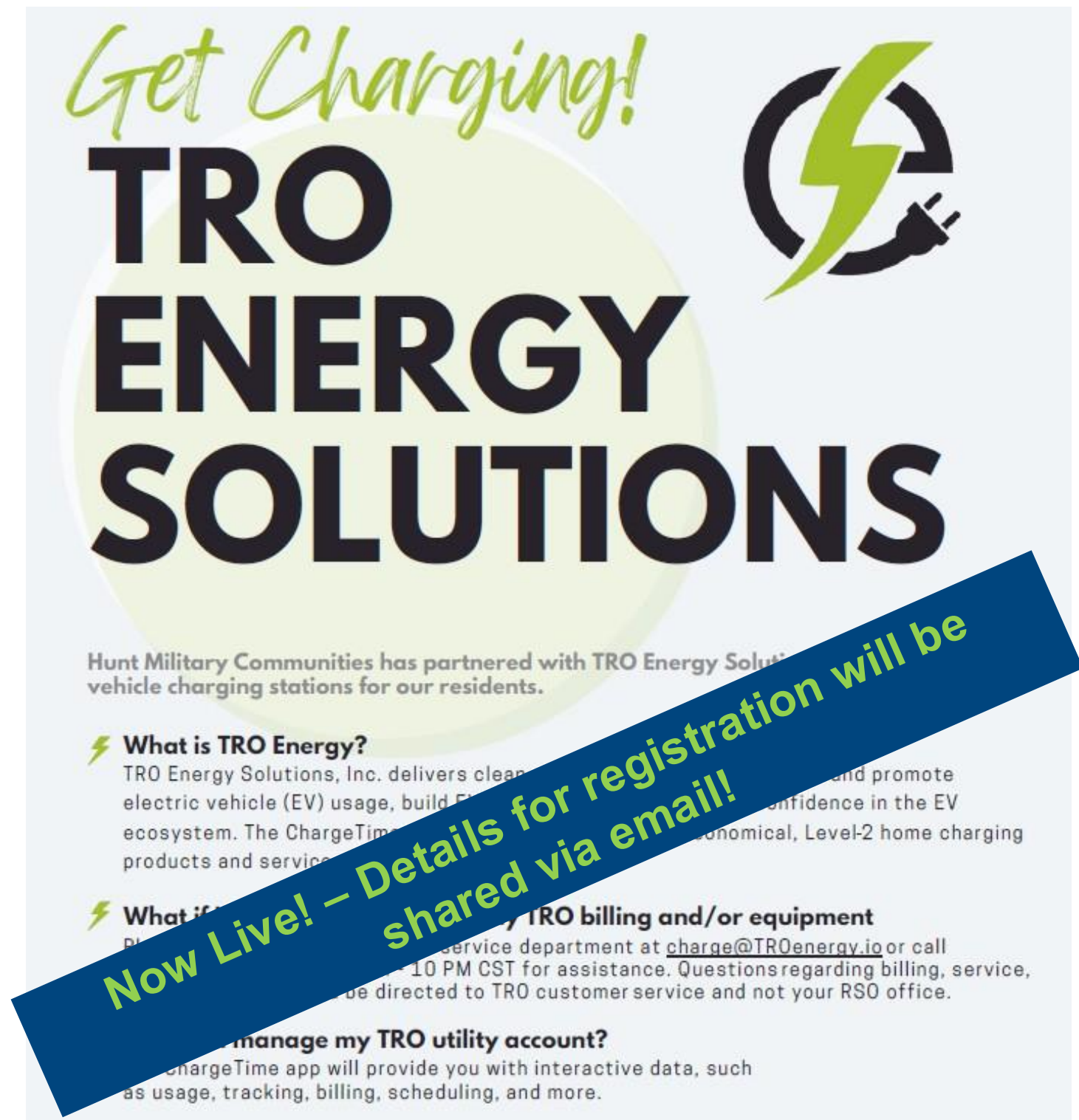


**Effective as of May 2026, any residents wishing to charge an EV at their home, must register for the approved program.**

- Collaborating with partners to assess feasibility while safeguarding infrastructure integrity.
- Evaluating community charging options that deliver greater cost-saving benefits than public charging stations.


# Coming Soon – Level 2 EV Charging Program!

- **Department of Air Force Policy on EV Charging (17MAR23):**
  - EV chargers, of any level or voltage, will be **separately metered** from the home's normal electric usage, and **billed to the resident in addition to the rental rate** paid by the resident.
  - The EV chargers/meters installed by the MHPI Project Owner's approved vendor **must adhere to all applicable laws and code.**
  - Residents will be required to sign an **addendum to their lease** to charge their EV at home.
  - The EV charger's metered **usage will not be included in UA Program baseline** averages for like-type groups.



*Get Charging!*

# TRO ENERGY SOLUTIONS



Hunt Military Communities has partnered with TRO Energy Solutions to provide Level-2 electric vehicle charging stations for our residents.

**What is TRO Energy?**  
TRO Energy Solutions, Inc. delivers clean energy solutions and promotes electric vehicle (EV) usage, build EV charging ecosystems. The ChargeTime app provides an economical, Level-2 home charging products and services.

**What if I have questions about my TRO billing and/or equipment?**  
Please contact our customer service department at [charge@TROenergy.io](mailto:charge@TROenergy.io) or call 1-800-800-1000, 9 AM - 10 PM CST for assistance. Questions regarding billing, service, or equipment should be directed to TRO customer service and not your RSO office.

**How do I manage my TRO utility account?**  
The ChargeTime app will provide you with interactive data, such as usage, tracking, billing, scheduling, and more.

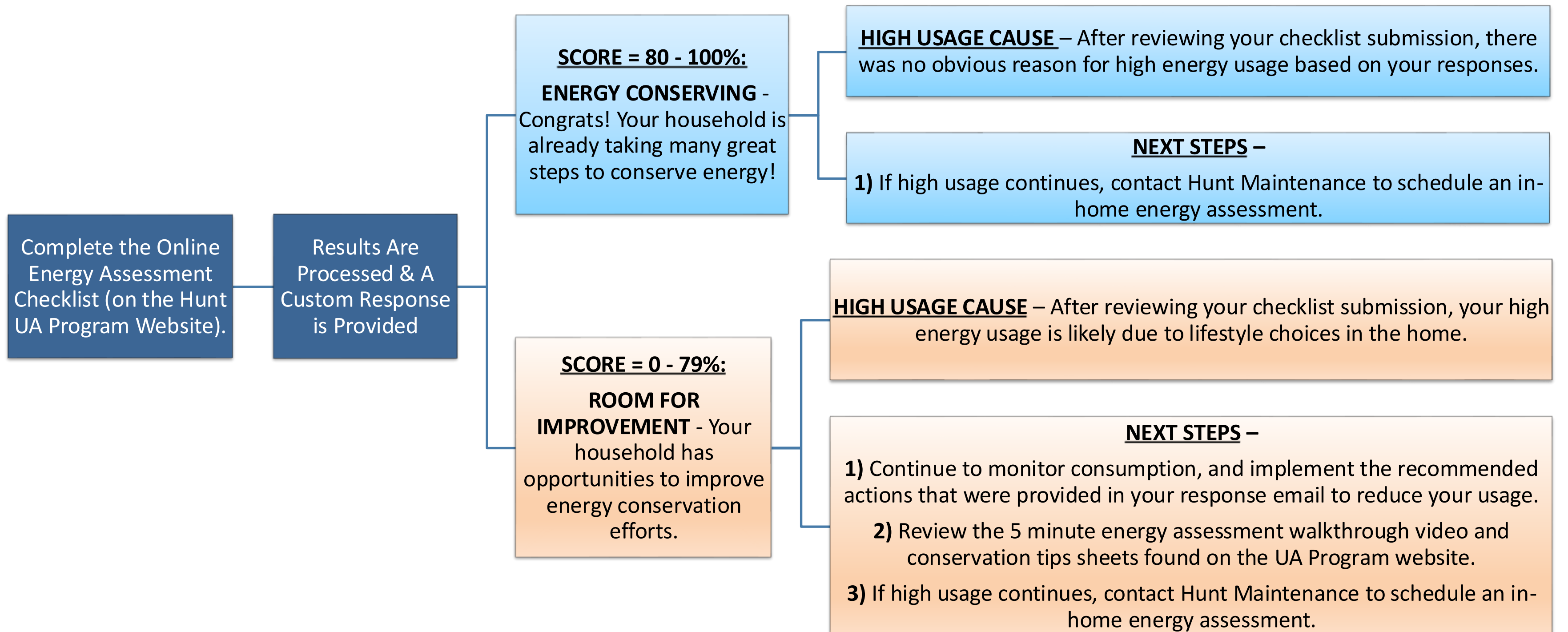
**Now Live! – Details for registration will be shared via email!**

# High User Outreach

- Our team will proactively reach out to individuals identified as high users in their LTG to offer support/resources.
- The online **Energy Assessment Checklist**:
  - A convenient tool designed to help you evaluate your energy usage and identify opportunities to conserve!
  - **Estimated Time to Complete?** 10-15 minutes.
  - **What Happens?** Once you submit the form, an analysis of your responses will be completed and recommended next steps will be provided via email within 15 minutes.
  - **Click Here to Access:**  
<https://www.huntmilitarycommunities.com/home-energy-assessment-checklist>

The screenshot displays the 'Energy Assessment Checklist' web form. At the top, a red button labeled 'CLICK HERE TO BEGIN YOUR ENERGY ASSESSMENT!' is highlighted with a green arrow. Below this is the 'Home Energy Assessment Checklist' section, which includes input fields for 'Name', 'Email', 'Address', and a 'Community' dropdown menu. A second green arrow points to the 'Address' field. Below the form fields, a progress bar shows six steps: 1. General Household Questions, 2. HVAC, 3. Water, 4. Lighting, 5. Lifestyle, and 6. Maintenance. The 'HVAC' step is currently active. A question is displayed: 'Is your heating system running constantly during heating season?' with three response options: 'N/A', 'Yes', and 'No'. A third green arrow points to the 'Yes' option. Below the question, another question is partially visible: 'For heating, what temperature is your thermostat usually set to?' with a corresponding input field.

# High Usage Concern – Energy Assessment Process



# 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.





# 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

Statements will be emailed to you each month and will also be available electronically in your 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 at 844-979-4416  
or by email at [yescs@yesenergymgmt.com](mailto:yescs@yesenergymgmt.com).**



# YES Energy Resident Billing Service

## Statement Features:

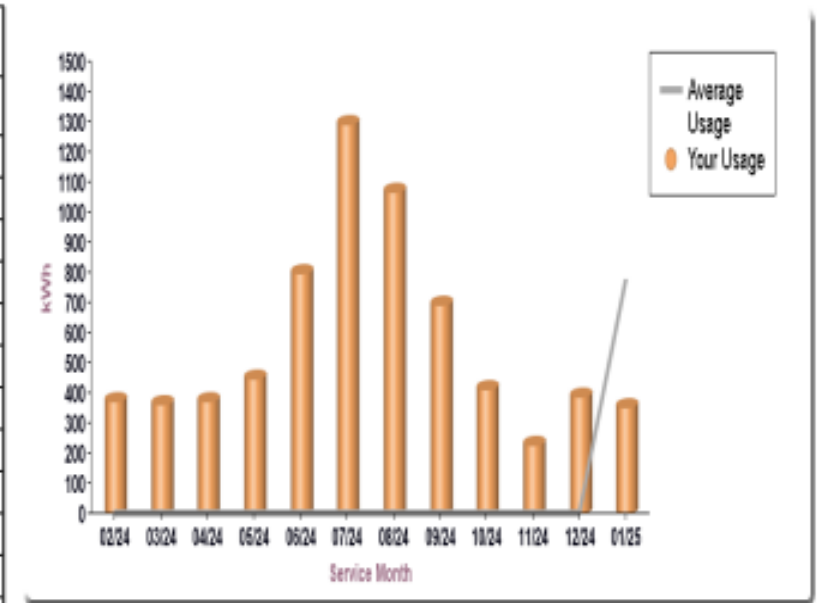
- A 12-month Chart and Graph is displayed on the back of the statement.
- Difference Column on Back Chart to show positive and negative values.

## 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.

**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



eBill

eBill
Paper Copy
Paper and eBill

# 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

Please remit online payment at  
<https://www.property.com/>

Resident ID: m0123456  
Statement Date: 2/19/2026

Due Date: 03/12/2026  
Current Balance: \$-12.65  
Amount Due: \$0.00  
Amount Enclosed: \$

**YES ENERGY MANAGEMENT**

JOHN SMITH  
53 YES St.  
Roswell Park, GA 30076

**EXAMPLE PROPERTY**  
YES Customer Service:  
555-555-5555

**Avg Utility Usage**

**Calculated UA**

**Rebate or Payment**

**The main body lists:**

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

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

**Service Address**  
53 YES St.  
Roswell Park, GA 30076

**Community Name**  
Example Property

**Like-Type Group**  
2

**Customer Service**  
Daily 24 Hour Service  
555-555-5555  
Email: yescs@yesenergymgmt.com

**Website**  
<https://www.property.com/>

**Remit Payment To**  
Resident Portal -  
<https://www.property.com/>

**YES System Information**  
Property ID: exprop

Resident ID/Registration Code: m0123456

**Community Message**  
Thank you for conserving responsibly!  
  
\*\*Please see the back of your statement for an important message.

**-ACCOUNT DATA**

Account Number: John Smith  
Due Date: 03/12/2026  
Resident ID: m0123456

Utility Type	Current Reading kWh	Your Usage kWh	Meter Multiplier	Rate \$/kWh	Your Usage Amount
ELECTRIC	8,132.00	530.00	1	0.1185710	\$62.84

Average Usage, \$60.43

Credit Due	(Normal Usage Zone)	Payment Due
		Your Usage, \$62.84

Previous Balance \$-15.06  
Usage(under) or over the Normal Usage Zone ELECTRIC 01/03/2026 - 02/02/2026 \$2.41  
Current Month Payments \$(0.00)  
Current Balance \$-12.65

No Payment or Credit Due At This Time.  
Payments not received on or before the due date, will be subject to a late charge.

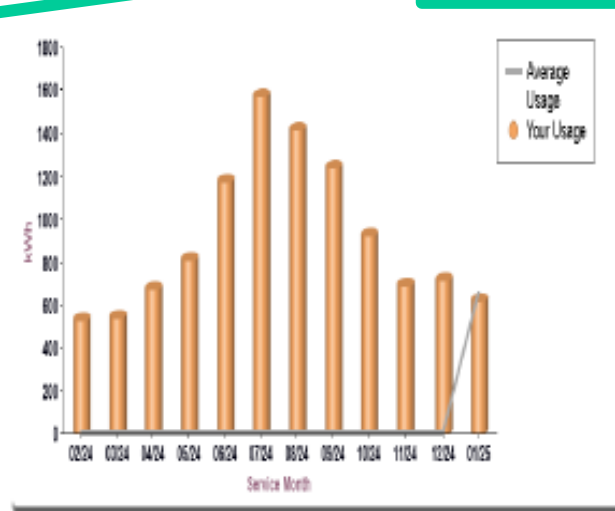
# SAMPLE STATEMENT BACK graph and usage table in detail)

\*\*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.

Seasonally-Adjusted  
Monthly Baseline Average

**Your Electric Usage**  
(\*indicates estimation)

Month	Your Usage kWh	Amount	Baseline	Difference	Your Charge
02/24	526.00	\$75.05	0.00	526.0000	\$75.05
03/24	542.00	\$77.33	0.00	542.0000	\$77.33
04/24	673.00	\$96.02	0.00	673.0000	\$96.02
05/24	811.00	\$115.71	0.00	811.0000	\$115.71
06/24	1178.00	\$168.07	0.00	1,178.0000	\$168.07
07/24	1567.00	\$223.58	0.00	1,567.0000	\$223.58
08/24	1413.00	\$201.60	0.00	1,413.0000	\$201.60
09/24	1245.00	\$177.63	0.00	1,245.0000	\$177.63
10/24	923.00	\$131.69	0.00	923.0000	\$131.69
11/24	688.00	\$98.16	0.00	688.0000	\$98.16
12/24	714.00	\$101.87	0.00	714.0000	\$101.87
01/25	618.00	\$88.18	661.94	-43.9400	\$-6.26



## 12-months of historic usage profile table:

Utility consumption.  
Baseline Average  
Dollar charges or rebates.

# Hunt Resident Portal

## Simplify Your Rebates

Skip the Hassle—Receive Your Utility Rebates via Direct Deposit

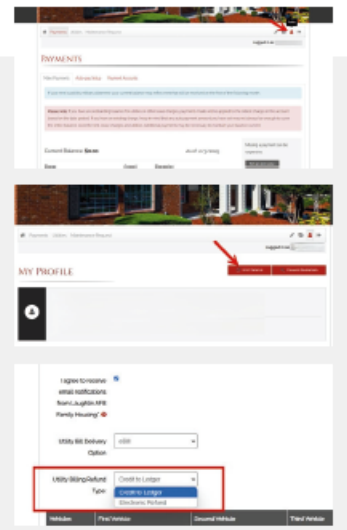
### Easy ACH Setup for Payments & Refunds

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

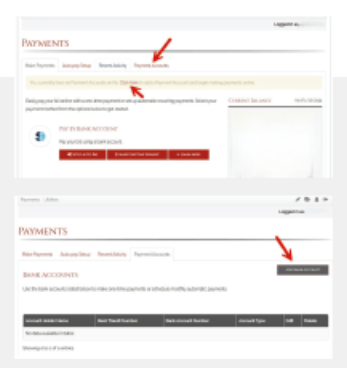
1. Log into the resident portal, go to **PROFILE**, and select to **EDIT PROFILE**.
2. Select the drop-down menu for **UTILITY BILLING REFUND TYPE**. This is where the resident will opt in for "Credit to Refund" or "Electronic Refund."
3. Click to select **CREDIT TO LEDGER** to opt in for your utility 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.



- **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

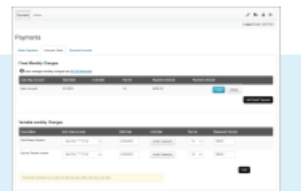
Log into the Hunt Resident Portal, and once you have reached the home screen, select:

**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:

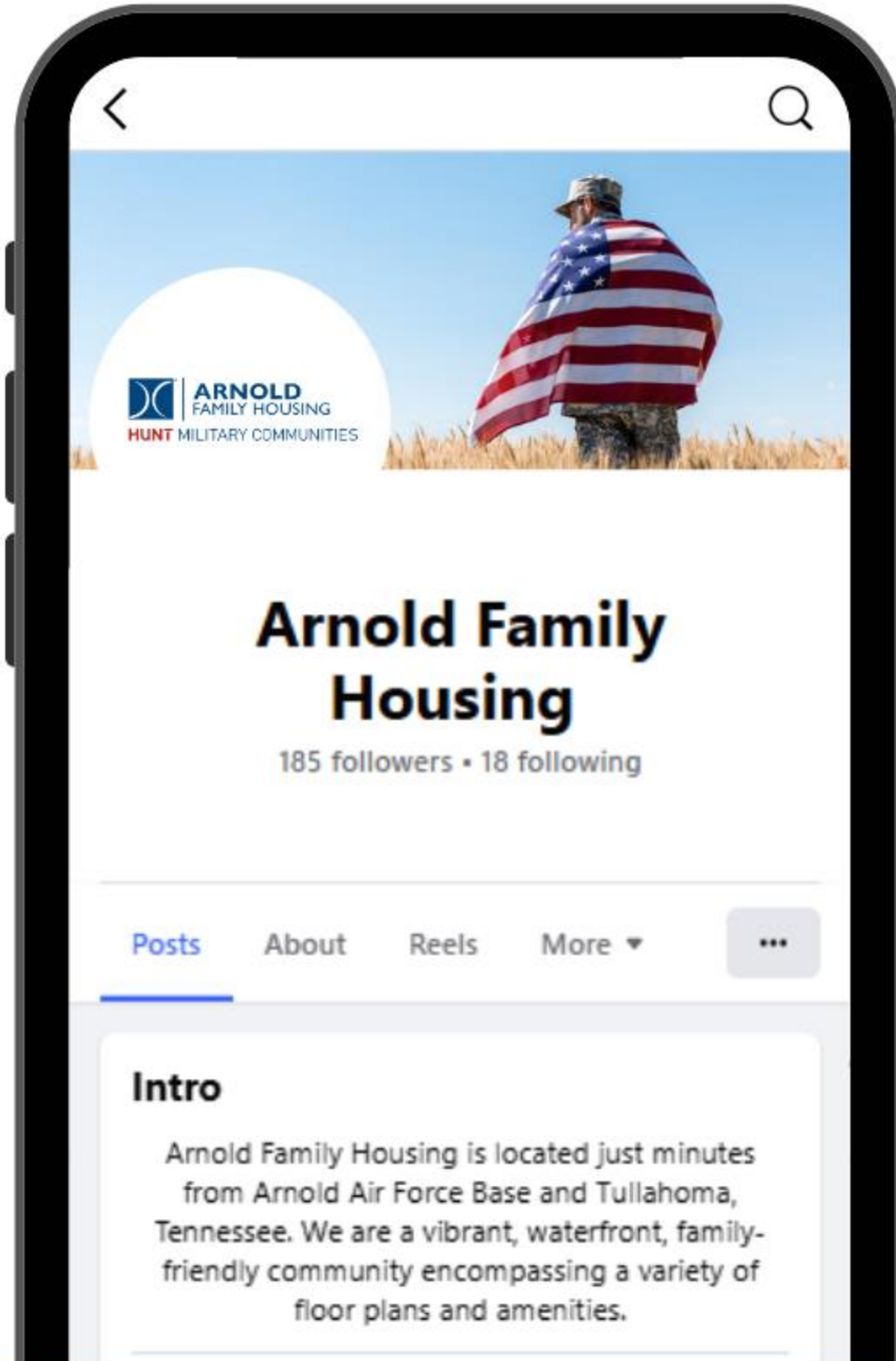
1. Residents must have a Payment Account set up before setting up Auto Pay.
2. Auto Pay can be set up at any time. Payment date options are the 1st - 5th of each month.
3. Auto Pay for utilities will make payments to utility charges without manual intervention as long as:
  - a. Utility charges are present 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.



# **YES Energy Resident Billing Service**

**LIVE DEMO OF UTILITY ACCOUNT MANAGEMENT  
ON THE HUNT RESIDENT PORTAL**





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**QUESTIONS?**





# REFERENCES



# 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 the 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.

# Resources for Residents

- Resources for High Users:
  - Conservation Tip Sheets
  - Online 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 | 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	Yes	No	NA	Comments
Are A/C thermostats set at 75-78 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. Recommend adjusting 5-10 degrees.
Do you adjust your thermostat in evenings/mornings?				If unknown, contact the Maintenance Dept.
Are the dampers adjusted correctly per season?				Heating not lower than 50 degrees due to pipes possibly freezing, cooling no higher than 85 degrees.
Do you adjust your thermostat when taking long trips?				Do not attempt to clean, contact the Maintenance Dept.
Is the exterior of HVAC clean, no debris blocking air flow?				If not, contact the Maintenance Dept.
Are the HVAC lines insulated?				Recommend home is closed up when either appliance is active.
Are front/back/garage doors &/or windows left open while A/C or heater are working?				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 vents in low traffic areas partially/fully closed to help push air to high traffic areas?				Example - Please make sure no furniture is obstructing the vent.
Are the air outlets/intakes free of obstructions?				In historic homes, at least one window per room should be operational. Contact the Maintenance Dept. & submit a work order request.
Are windows open during spring/fall rather than using heating/cooling system?				Allowing sunlight in during the day helps with heating and closing them at night blocks cool air.
During heating season, are blinds/curtains open in day and closed at night?				Preventing sunlight in during the day helps with cooling and opening them at night allows cooler air.
During cooling season, are curtains closed in day and open at night?				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.
Do you have heat producing electronics/appliances located near thermostat(s)?				Filters are available at the Maintenance Dept. on Warehouse Rd.
Are air filters replaced monthly?				

**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 9

Energy Star ratings. It is turned off due to be... as an LCD TV, surge protector al companies irgeable batteries of PDAs is more... should electric is re plugged into... Its can reduce... cesses! They... your computer, periods of... management... and. Mac users, r system... function device... such as print, fax, gement features... times when not in... use that often... e "standby" wait light bulb