BARKSDALE FAMILY HOUSING
HUNT MILITARY COMMUNITIES

Town Hall Q&A
July 13, 2026

Q: How will Hunt adjust electricity cost when MX is delayed for over a month waiting on contractor, example AC duct in mechanical room leaking and cooling outside.
A: If a maintenance-related issue has caused an increase in your utility usage, we can review your account to determine whether it qualifies for a maintenance waiver. Maintenance waivers help ensure residents are not charged for excessive utility consumption resulting from equipment failures or other maintenance-related conditions.

If you are experiencing recurring issues, please reach out to your Resident Service Specialist to discuss your concerns so we can ensure the situation is properly documented and addressed.

Always submit a maintenance request as soon as problems arises. Prompt reporting and timely repairs help restore normal operating efficiency and protect you from being unfairly impacted by excessive utility usage associated with equipment malfunctions.

Q: How can we be guaranteed our homes have same efficiencies in our grouping? Examples: New vs old AC, same size AC ducting for efficiency, gas vs electric stoves?
A: The Air Force Utility Allowance Program is designed to support energy-saving habits, and it does this in a way that keeps things fair for everyone. Each home is placed into a "like-type" group with other homes that share similar efficiency levels and building characteristics. The groupings are jointly reviewed and approved by Hunt, the local Command and AFCEC prior to UA Program implementation. This means your usage is only compared to homes that operate much like yours. Because these efficiency differences are already built into the program, the age of your home or equipment does not put you at a disadvantage. Your charges reflect how your personal usage compares to similar homes, not how old your home is.

If you ever feel that something in your home isn't working the way it should, please submit a maintenance request through the Resident Portal or by calling your Resident Service Specialist. We're here to help make sure everything is operating as intended.

Q: Please install digital AC thermostats with capability to set temps for different times of day.
A: If you would like to install a smart thermostat in your home, please contact your Resident Service Specialist to submit an Alterations Request. Requests are reviewed to ensure the installation complies with community guidelines and does not impact the home's existing systems. Residents should receive approval before purchasing or installing any resident-owned thermostat or other home modification.

Q: With this change it appears it could push us to live off-base considering price point, conditions of the homes, and customer service, what benefit do we have now that we will be charged for electricity?
A: Thank you for your feedback. While residents will now be responsible for electric and gas costs that exceed the established monthly baseline, the program continues to provide several significant benefits that can help reduce overall housing expenses.

Residents are only responsible for above-average utility consumption and continue to receive the benefit of the monthly baseline allowance. Most residents with average consumption have little to no out-of-pocket expense, and no payment is due until cumulative charges reach $50. Residents who use less than the monthly baseline may also be eligible to earn utility rebates.

In addition, living in our communities continues to provide financial advantages that may not be available off-base. Residents are not required to pay rent or utility security deposits when moving in, which can represent substantial upfront savings. There are also no additional charges for water, sewer, or trash services, as these services remain included.

Beyond the financial benefits, residents continue to enjoy the convenience of living close to work, access to community amenities, and professional maintenance support. Our goal is to encourage responsible energy use while continuing to provide quality housing and valuable cost-saving benefits for our residents.

Q: What is the monthly baseline based upon? Does the baseline account for how hot Louisiana summers are, and the fact that many homes on base face difficulty when it comes to staying cool, especially upstairs?
A: The monthly baseline is designed to account for factors that impact utility usage, including current weather conditions, utility rates, and home characteristics. To ensure fair comparisons, each home is assigned to a Like-Type Group (LTG) with other homes that share similar building characteristics and energy efficiency features.

The Air Force Utility Allowance Program is designed to encourage energy-saving habits while maintaining fairness for residents. Homes are grouped with other homes that operate similarly, meaning your usage is compared only to homes with comparable characteristics. The Like-Type Groups are jointly reviewed and approved by Hunt, the local Command, and AFCEC prior to program implementation.

Because the baseline is recalculated each month using actual consumption data, it reflects seasonal changes and current weather conditions, including periods of extreme heat such as Louisiana summers. Additionally, factors related to a home's construction and efficiency, such as those that may affect cooling performance, are accounted for through the Like-Type Grouping process. This helps ensure that the monthly baseline is representative of homes with similar operating characteristics rather than comparing all homes across the installation.

You can find more information about how Like-Type Groups are set up in AFCEC's RECP FAQs.
https://www.huntmilitarycommunities.com/sites/homepage/files/html/RECP-FAQ-AFCEC.pdf

Q: Can the thermostats be replaced with ones that can automatically adjust to the temp settings? It is difficult to remember and a hastle to adjust the thermostat daily. Also it will make it easier to follow the recommended settings more frequently and by more people.
A: If you would like to install a smart thermostat in your home, please contact your Resident Service Specialist to submit an Alterations Request. Requests are reviewed to ensure the installation complies with community guidelines and does not impact the home's existing systems. Residents should receive approval before purchasing or installing any resident-owned thermostat or other home modification.

Q: How will you decipher the adjusted average for the lifestyle differences. Like those who cook every day at home, a family of 8 who washes clothes everyday multiple times a day, showers daily versus smaller family sizes, those who eat out and don't shower or wash clothes everyday. How will you impact those who are FCC PROVIDERS. How will you impact the average for those who stay home all day? How will you make it affordable for those who already living off one income and struggling to pay bills?
A: Lifestyle differences and home-based businesses, including Family Child Care (FCC) operations, are not factors used in determining Like-Type Groups (LTGs). LTGs are established using housing characteristics, not individual household behaviors or personal lifestyle decisions.

Family size is also not a criterion used when establishing LTGs. Similarly, a resident's rent and Utility Allowance (UA) are based on their authorized BAH and do not increase based on the number of occupants in the home.

As a result, activities such as cooking at home, frequency of laundry or showers, working from home, staying home during the day, or operating an approved home-based business do not result in a separate baseline or adjustment to the LTG assignment. Residents are encouraged to monitor their monthly utility statements and manage consumption in a way that supports their household needs and energy conservation goals.

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Q: What happens when there is an issue with my house such as the air conditioning going out and it runs non stop for 10 days before anyone comes to fix it? Or I've opened multiple work orders for my toilets constantly running and it never gets fixed? I think it's fair to pay if you go over but not if it's a maintenance issue that is sat on and takes forever to resolve or is never res
A: If a maintenance-related issue has caused an increase in your utility usage, we can review your account to determine whether it qualifies for a maintenance waiver. Maintenance waivers help ensure residents are not charged for excessive utility consumption resulting from equipment failures or other maintenance-related conditions.

If you are experiencing recurring issues, please reach out to your Resident Service Specialist to discuss your concerns so we can ensure the situation is properly documented and addressed.

Always submit a maintenance request as soon as problems arises. Prompt reporting and timely repairs help restore normal operating efficiency and protect you from being unfairly impacted by excessive utility usage associated with equipment malfunctions.

Q: How will empty houses be taken into account when figuring the average? With frequent turnover during PCS season, and houses being unoccupied, this seems a potential for others being in an overage.
A: Vacant homes and homes that are only partially occupied during the billing period are excluded from the monthly baseline calculation to help ensure the monthly baseline accurately reflects the average utility consumption of occupied homes under current weather conditions.

In addition, the highest 10% and lowest 10% of utility users within each Like-Type Group (LTG) are removed from the calculation. This helps prevent unusually high or low consumption from skewing the monthly baseline and ensures it remains representative of typical usage within the group.

Residents are encouraged to notify their Resident Service Specialist if they expect to be away from their home for two weeks or longer. This information helps support the integrity of the baseline calculation and ensures the monthly average remains an accurate reflection of normal occupancy and usage patterns.

Q: If we have more questions in the future, what is the best way to get them answered?
A: Please reach out to your Resident Service Specialist if you have any questions. We are happy to assist! You may also visit our dedicated Air Force Utility Allowance website, https://www.huntmilitarycommunities.com/air-force-utility-allowance-program, for additional information, educational resources, and program details.

Q: Can we know which houses/addresses are in our same average houses? Who grouped them? What can we do if we feel like the houses we are grouped with aren't similar? Is there a process to appeal?
A: The request was discussed with Hunt's leadership team, which confirmed that sharing the addresses included in any Like-Type Group is not permitted in order to protect the privacy and confidentiality of all residents. While we cannot provide information about specific homes or residents within any Like-Type Group, we would be happy to discuss the general characteristics and criteria associated with your assigned Like-Type Group. Please call your Resident Service Specialist to request an appointment with the Community Director, who can review the general characteristics of your Like-Type Group and answer any related questions.

Like-Type Groups are established for homes exclusively within the Barksdale Family Housing neighborhoods, using criteria determined by Air Force policy. Depending on the home type, groups may be formed using one of three approved methods: Standard Baseline, 5-Year Average, or Per-Square-Foot usage.

Each Like-Type Group goes through multiple levels of review to ensure accuracy and fairness. This includes evaluation by our Military Housing Office partners, review by Command, and final approval by AFCEC.

Q: What about houses where there is one or two people living vs a house with a family of 5? Unless the houses are being reassessed continuously, this will be changing and seem like there would be different electricity usage.
A: Family size is not a criterion used in establishing LTGs. Resident's rent and utility allowance (UA) is based on BAH and does not increase based on family size. Residents living in private sector rentals do not receive additional utility allowance for family size.

You can find more information about how Like-Type Groups are set up in AFCEC's RECP FAQs.
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Q: Who is setting the enery limit? How is it going to be made fair? You can't give a single airmen and a family of 6 the same energy limit.
A: Family size is not a criterion used in establishing LTGs. Resident's rent and utility allowance (UA) is based on BAH and does not increase based on family size. Residents living in private sector rentals do not receive additional utility allowance for family size.

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Q: For residents who signed a lease under the agreement that Hunt covers utilities, will those existing contracts be honored and exempted from utility billing until the lease expires, or will we be given the option to break our lease without penalty?
A: All Active Duty residents were provided formal notification on July 9, 2026, announcing the launch of the Utility Allowance Program and outlining the transition timeline in accordance with their current lease terms.

Under the program implementation schedule, all Active Duty residents will transition to Live Billing beginning with the November 2026 statement, which reflects utility consumption during the October 2026 usage period.

The Utility Allowance Program is being implemented as a community-wide program and will apply to all Active Duty residents upon the effective transition date. Residents are encouraged to review the information provided in the program notification and contact their Resident Service Specialist with any questions regarding the transition timeline, utility statements, or program details.

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Q: How exactly is the community utility average being calculated? Can you confirm that vacant units are completely excluded from these calculations so the baseline accurately reflects active families?
A: Like-Type Groups are created for homes within the Barksdale Family Housing neighborhoods using criteria defined by Air Force policy. Depending on the specific home type, groups may be formed using one of three approved methods: Standard Baseline, 5-Year Average, or Per-Square-Foot usage.

Each Like-Type Group goes through several layers of review to ensure accuracy and fairness. This includes evaluation by our Military Housing Office partners, review by Command, and final approval by AFCEC.

For Standard Baseline LTGs with more than 10 units, the average is recalculated each month using the prior month's consumption data. Before calculating the baseline, vacant homes, homes with extended absences (when residents have provided notification), and the top and bottom 10% of users are removed to ensure the baseline reflects typical usage.

Each month, our Military Housing Office partners also receive a copy of the billing report for their review. You can find more information about how Like-Type Groups are set up and how monthly baselines are calculated in AFCEC's RECP FAQs.
https://www.huntmilitarycommunities.com/sites/homepage/files/html/RECP-FAQ-AFCEC.pdf

Q: Before shifting the financial burden of utilities onto residents, will Hunt proactively retrofit all homes to ensure maximum energy efficiency? Specifically, are there plans to upgrade insulation, seal windows and doors, and service older HVAC systems so residents aren't paying for structural energy loss?
A: The Air Force Utility Allowance Program is designed to support energy-saving habits, and it does this in a way that keeps things fair for everyone. Each home is placed into a "like-type" group with other homes that share similar efficiency levels and building characteristics. The groupings are jointly reviewed and approved by Hunt, the local Command and AFCEC prior to UA Program implementation. This means your usage is only compared to homes that operate much like yours.

Because these efficiency differences are already built into the program, the age of your home or equipment does not put you at a disadvantage. Your billing outcome reflects how your personal household usage compares to similar homes, not how old your home is. To learn more about the purpose, background and components of the Air Force Utility Allowance (UA) program, please review the Air Force Utility Allowance Program FAQ's at: https://www.huntmilitarycommunities.com/sites/homepage/files/html/RECP-FAQ-AFCEC.pdf.
As a reminder, every resident receives the full benefit of the established baseline allowance. If your usage is above the average for your like-type group, you are only responsible for the cost of the consumption that exceeds that baseline—not the entire bill. This ensures that all residents receive the same baseline benefit and only pay for usage that goes beyond typical consumption for similar homes.

If you ever feel that something in your home isn't working the way it should, please submit a maintenance request through the Resident Portal or by calling your Resident Service Specialist. We're here to help make sure everything is operating as intended.

Q: Will there be a buffer zone (e.g., 10% or 15% above the average) before residents are charged out-of-pocket, or will we be billed for every single gallon or kilowatt over the exact baseline?
A: No, there is not a buffer zone under this program. Residents are responsible for utility consumption that exceeds their established monthly baseline allowance, and charges are calculated based on actual usage above that baseline.

However, residents are not required to make a payment immediately when charges are incurred. Any charges above the monthly baseline accumulate over time, and payment is only required once the cumulative balance reaches the $50 payment threshold. This means that small overages may not result in an immediate out-of-pocket expense. Additionally, residents who use less than their baseline may have the opportunity to earn utility rebates.

Q: Is Hunt housing required to perform annual AC inspections to ensure HVAC systems are operating at peak efficiency? If so, does Hunt maintain historical documentation of said preventative maintenance?
A: Yes. Barksdale Family Housing conducts an Annual Preventative Maintenance (PM) Inspection for each home to help ensure that HVAC systems and other home components are operating as intended. During these inspections, maintenance personnel identify and address any areas of concern to help maintain the home's overall condition and functionality.

These annual inspections are documented, and the records are maintained as part of the property's preventative maintenance program. Inspection results and program compliance are also subject to review by the Military Housing Office (MHO), Installation Command, and the Air Force Civil Engineer Center (AFCEC) as part of ongoing oversight of the housing program.

Q: Are we going to receive some cash back from our BAH to help support on our utility payment
A: Rent will remain unchanged, in accordance with your current lease terms. While BAH is calculated by the military to cover approximately 95% of typical housing and utility costs in the local market, it already includes the average cost of utilities. Under the Air Force Utility Allowance Program, only residents whose usage exceeds the monthly baseline average may receive a utility charge. The Air Force guidelines also establish a $50 threshold, meaning utility charges are only actionable when the accumulated total exceeds $50 or when you vacate your home. This structure keeps the program fair while ensuring rent and BAH remain aligned with established policy.

Q: "Liberty heights housing.

According to building standards, my home's current HVAC setup is not up to code. Specifically, under IRC Section M1602.2 (Return Air Openings), return air systems must be sized and designed in accordance with ACCA Manual D (the industry standard for residential duct design).

Because there is no return vent upstairs, the system does not comply with these regulations. This lack of airflow forces me to run the AC at a much cooler temperature just to keep the upstairs livable. Consequently, this improper circulation is forcing the system to run constantly and consume far more energy than a code-compliant system should, driving up my utility bills.

Can you please explain how this issue will be resolved?"
A: Many of the homes were built with older HVAC designs, and in some cases the original ductwork or system size does not match today's efficiency standards. To address these long term limitations, HVAC improvements are prioritized through annual Community Reinvestment Projects, which are finalized each year with Command based on the most critical needs and available funding.

In the meantime, the Air Force Utility Allowance Program keeps things fair by comparing each home only to other like type homes with similar building characteristics and efficiency levels, so no resident is penalized for living in a home with older HVAC infrastructure. The monthly allowance baseline is recalculated every month to account for current weather and utility rates, ensuring it adjusts as conditions change.

If your home is struggling to maintain temperature or something seems off with your HVAC system, please submit a maintenance request through the Resident Portal or contact your Resident Service Specialist so we can assess the system and make sure it is operating as effectively as possible.

Q: With the $50 threshold, does that reset every month or is it a one time thing?
A: The $50 threshold does not reset each month. It is a cumulative balance that carries forward from one statement period to the next.

For example, if you incur $15 in utility charges one month and $20 the next month, no payment would be due because your cumulative balance is only $35. Once your cumulative charges reach or exceed $50, a payment will be required.

The same concept applies to rebates. If you earn rebates over multiple months, they will continue to accumulate until you reach the $50 rebate threshold, at which point the rebate can be processed if you have elected to receive rebate payments and have banking information on file.

This approach helps minimize small, frequent transactions by allowing charges and rebates to accumulate over time before payment or disbursement is required.

Q: Since we only need to pay when we reach a $50 charge, if I have less than that (for example $45) by the time I have to PCS, will I still need to pay amount that before moving?
A: Yes. If you have an outstanding utility balance when you PCS or move out, the full amount owed will be due at move-out, even if it is less than the $50 payment threshold. For example, if your cumulative utility charges total $45, that balance would still need to be paid before your account is closed.

Likewise, if you have accumulated rebate credits, any remaining rebate balance will be disbursed at move-out, regardless of whether it has reached the $50 rebate threshold. The $50 threshold applies during residency to reduce small, frequent transactions, but all balances are settled when you move out.

Q: If they have a rebate, do they have to elect to receive their rebate or can they allow the credit to remain to offset future charges.
A: Residents who prefer not to receive a rebate payment can continue carrying rebate credits forward on their account to offset future utility charges. Any remaining rebate balance or outstanding utility charges will be settled at move-out, regardless of whether the $50 rebate or payment threshold has been reached. At that time, eligible rebates will be disbursed and any outstanding charges will become due.

Q: Is my home's orientation (for example, whether it faces north, south, east, or west) considered when determining which Like-Type Group it is assigned to?
A: No. A home's orientation, such as whether it faces north, south, east, or west, is not a factor used in the creation of Like-Type Groups (LTGs).

LTGs are established based on housing characteristics and other factors that affect overall utility performance and allow homes with similar operating characteristics to be grouped together. While a home's orientation may influence the amount of sunlight it receives, it is not a criterion used to determine LTG assignment. Homes are grouped using the approved LTG methodology to ensure residents are compared to homes with similar characteristics.

You can find more information about how Like-Type Groups are set up in AFCEC's RECP FAQs.
https://www.huntmilitarycommunities.com/sites/homepage/files/html/RECP-FAQ-AFCEC.pdf

Q: Will we be notified if they have a credit?
A: Yes. If you have a credit balance, it will be reflected on your monthly YES Energy Statement, which provides a summary of your utility charges, rebates, and current account balance. You can also view your balance at any time through the resident portal.

We encourage residents to review their monthly statements regularly, not only to monitor credits and charges, but also to track their household's utility usage trends. Reviewing your statement can help you identify opportunities to make lifestyle adjustments, improve energy conservation, and work toward your utility savings goals. Additionally, it allows you to monitor your progress toward the $50 payment or rebate threshold.

Q: Do you have to add your banking information to make payment/receive rebates?
A: Yes. All utility payments must be made through the online resident portal, which requires you to provide banking information for payment processing.

If you become eligible for a rebate and would like to receive your rebate once you've reached the $50 rebate threshold, you will also need to update your resident profile and provide your banking information. We encourage residents to make this update now so that rebate payments can be processed as soon as the $50 rebate threshold is reached. Think of it as an opportunity to earn money while you sleep by conserving energy.

If banking information is not on file when the $50 rebate threshold is reached, your rebate will remain on your account and will not be processed until a future statement period after your profile has been updated. Residents who prefer not to receive a rebate payment can continue carrying rebate credits forward on their account to offset future utility charges.

Q: Is there any way to know your baseline in advance?
A: No. The baseline cannot be provided in advance because it is recalculated each month using actual utility consumption and the applicable utility rates for the billing period. This approach ensures that the baseline reflects current conditions, including seasonal weather patterns and other factors that may impact utility usage.

Q: Last statement appears to be 2 months in arrears?
A: Yes. Utility billing is always processed in arrears because charges are based on actual consumption that has already occurred. At this location, utility services are provided by multiple service providers, each with different service periods and billing schedules. As a result, billing is typically at least 30 days in arrears, but it reflects the most recent consumption information received from the service providers at the time the statement is generated.

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Disclaimer
This Q&A document addresses broad, community-wide questions related to the Utility Allowance (UA) Program. To ensure the information remains relevant and beneficial to the greatest number of residents, questions outside the scope of the program or related to individual resident circumstances have been omitted.

For assistance with other inquiries, please contact your Resident Service Specialist directly. If you have a maintenance concern, please submit a service request through the resident portal, https://patrick-family-housing.securecafe.com/residentservices/patrick-afb-family-housing/userlogin.aspx, **or by calling your Resident Service Specialist.**