

**Air Force Utility Allowance Program
Post Town Hall Q&A
August 5, 2026**

AIR FORCE UTILITY ALLOWANCE PROGRAM

Q: The UA was previously suspended back in 2020, why has it taken so long to reimplement the program. Why is the program being implemented now.

Q: When did the OSD reinstate the program?

Q: The program is not mandatory. It was put on hold due to significant errors and variance in collection. That said, why now and why this installation?

Q: Memo from Wing CC implies this plan is mandated by Dept of War...that true? If so can we see the specific MFR, email, etc from DOW directing the 11 Wing to start charging residents?

Q: When I read online info from Hunt the impetus for the RECP is rooted in prior administration focus of global warming and the environment. In addition this program is designed to reduce dependence on foreign oil. Those talking points DO NOT align with current Dept of War priorities. In fact Sec Hegseth has been crystal clear these climate games are no longer part of the department. The justification for the RECP and the Utility Allowance program seems in direct conflict with current Admin priorities...please explain?

Q: How is the timing of the UA implementation considered? Residents at Bolling will start paying for utilities before the holiday.

A: The Resident Energy Conservation Program (RECP) is being implemented as part of the Department of Defense's long-standing commitment to energy conservation and responsible utility use on military installations and in military housing. Across military housing communities, RECP helps promote awareness of energy consumption while supporting broader sustainability and energy efficiency goals.

Hunt is responsible for administering the program within the communities we manage and providing residents with the information and tools they need to understand their energy usage. The timing of implementation is based on direction and approval from the applicable military service and installation partners.

Bolling Family Housing has been working through the extensive prerequisite process required by the Air Force for several years and only recently received final approval of its Meter Certification and Utility Allowance Plan, allowing program implementation to move forward.

WHY A UTILITY ALLOWANCE (UA) PROGRAM

Q: Why is Hunt implementing the Utility Allowance (UA) program?

Q: Q: How is this what's at best interest for military families?

A: The UA Program is designed to encourage energy conservation while ensuring residents have an allowance that reflects typical utility usage for comparable homes within the community.

The program is not intended to generate profit. Residents who use less than their allowance may receive a rebate, while residents who exceed their allowance may be responsible for the difference. This approach promotes fairness by linking utility costs to actual consumption and encouraging responsible use of resources.

METER CERTIFICATION

Q: Concerns with meter certification. How it was conducted, one resident mentioned no one came to the home, one resident claimed the tech did not know what they were doing. Left everything as is, did not mark anything.

Q: When will get paperwork to show the meters have been certified and wiring verified?

Q: Can base housing guarantee that no common element—such as streetlights, sprinkler systems, shared carports, or vacant neighbor units—is tied into residential submeters?

Q: Has every submeter on this installation been independently calibrated and certified for accuracy in compliance with DoD privatized housing directives before utility billing was resumed?

Q: Who is the independent third party conducting meter audits, and how can service members request an on-site meter calibration test without incurring out-of-pocket fees?

Q: Can the military housing office or base leadership present the formal third-party certification proving that 100% of submeters on this base meet NDAA accuracy standards before any money is collected from military families?

A: The meters are subject to validation and certification process as per the Secretary of Defense's procedures to ensure they accurately measure energy usage for each housing unit. During the meter verification process, this includes testing the meters on a portion of the homes in each LTG to ensure the performance and accuracy of the meters and that each home is individually metered.

We understand residents want confidence that their utility data is accurate. Before billing is processed, utility usage is collected through installed meters and validated through established quality-control procedures.

If a resident raises concerns about a bill, Hunt can review meter data, billing periods, and account information to verify accuracy. In situations where a meter issue is identified, appropriate corrective action will be taken in accordance with program procedures.

You can find more information about the meter certification process in AFCEC's RECP FAQs.
<https://www.huntmilitarycommunities.com/sites/homepage/files/html/RECP-FAQ-AFCEC.pdf>

UTILITY ALLOWANCE METHODOLOGY AND DETERMINATION FACTORS

Q: How are utility allowances established? What factors are considered, and what factors are not considered?

Q: In determining LTGs, did you evaluate water-sense fixtures, LEDs installed, exterior weatherization, holes in perimeter walls/windows?

Q: Since the "average" billing is based on similar homes did Hunt ensure all the home are in fact the same? IE do all the homes in the same group have the following: same windows, same HVAC, same insulation, same doors, same amount of shade? Also do all the homes have same number of occupants? Would seem illogical to compare a household of 5 with a household of 2.

Q: I run computer equipment from my home to perform official duties and as part of my professional gear; what adjustments are made to usage amounts to account for this or similar situations?

Utility allowances are developed using historical consumption data and statistical analysis of similar homes within the community. The objective is to create an allowance that reflects typical energy usage for comparable households.

- a. Factors that may be considered include:
 - i. LTGs:
 - 1. Age of the home
 - 2. Home size and floor plan
 - 3. Home type, thermal characteristics
 - 4. Heating and cooling equipment
 - ii. Seasonal variations
 - iii. Climate and local weather conditions
- b. Factors generally **not** considered include:
 - i. Household occupancy/family size
 - ii. Individual lifestyle preferences
 - iii. Personal appliance usage beyond normal household expectations
 - iv. Unique usage habits of a specific resident
 - v. Resident income or rank
 - vi. Orientation of the home (i.e. north/east/south/west facing)
- c. The methodology is designed to ensure allowances are applied consistently and fairly across similar homes.

VARIANCES IN ENERGY EFFICIENCY OF HOMES

Q: How can residents conserve on energy when the homes are not energy efficient. Majority of the consumption will be from the inefficiencies of the home. More specifically the Westover Homes.

Q: Resident requested weather stripping be replaced in the home. Was told by the technician the appropriate materials was not available.

Q: Are the horribly drafty windows going to be replaced before this is put in place? If not, will those with old windows be given a credit?

Q: Some folks have had their AC units replaced and they have no issue keeping their units comfortable. Many others have old units that are running all the time and struggle to keep the temperature inside reasonable. Without spewing some garbage about how ACs are only able to cool 20 degrees less than outside temperatures, how is a fair comparison possible between new and old units? Additionally, is it fair to charge residents for inefficiencies that result from lack of upkeep by Hunt? It would be inappropriate for residents to pay from their own pocket to modernize the upkeep that Hunt hasn't maintained. It's not even permissible for residents to repair/replace doors and windows. It just seems ridiculous.

Q: Will units with the same generation AC be put together and not intermixed?

Q: Will units with older windows with broken seals be averaged with units that have newer windows?

Q: Your LTGs are already flawed in one instance I'm aware. I have baseboard heat and another house in the group has forced air heat. Baseboard heat requires a lot more electricity. What documentation can you show to prove every unit in the LTG is similar?

Q: Will Hunt be coming around to address current home issues that negatively affect energy efficiency before the program begins? ie Replacing faulty windows, sealing doors, upgrading old appliances, replacing and servicing ACs etc

Q: Homes in the same LTG have significantly different major appliances, particularly HVAC systems, that vary in efficiency; for instance, my home has a 20+ year old air condenser, whereas my neighbors have almost new systems due to equipment failures and lifecycle replacements. Why are these factors not accounted for in establishing LTG baselines in addition to the other factors like age and bedroom count and how can I request upgrades to more efficient equipment, given that HVAC accounts for such a large portion of energy usage?

A: Hunt is committed to maintaining homes in accordance with applicable housing standards and addressing maintenance concerns when they are reported.

Utility allowances are based on data from comparable homes within the community rather than individual resident circumstances. However, if a resident believes a maintenance issue, malfunctioning equipment, or other housing-related condition is causing unusually high utility usage, we encourage them to submit a maintenance request promptly so the issue can be investigated. Our goal is to ensure homes operate as intended and that residents have the opportunity to report concerns that could affect energy consumption.

Questions or concerns regarding utility charges may also be raised with the community management team, Resident Advocate, or Military Housing Office for review.

PROGRAM OVERSIGHT

Q: For those that have to pay, EXACTLY where does that money go and EXACTLY how will it be used? Who will have oversight to make sure it is used properly and will residents be able to see this documentation?

A: The Utility Allowance Program is overseen by multiple organizations to ensure accuracy, fairness, and accountability. The U.S. Air Force establishes program policies and provides overall oversight. The Military Housing Office and Command independently review usage data, validate rates, and audit homes to verify meter accuracy and billing integrity. Hunt Military Communities manages day-to-day program operations, including meter maintenance, rebates, and billing administration. Utility providers supply community-wide consumption data and rates, while YES Energy Management, an independent third-party administrator, calculates baselines, prepares utility statements, and provides customer support.

Together, these organizations provide multiple layers of review and oversight to help ensure the program is administered accurately and transparently. If you have questions or concerns about your utility statement, please contact your Community Director for assistance and support.

COMMUNITY REINVESTMENT

Q: How are reinvestment funds used and who determines where to spend. What are the monitoring and QC practices in place to ensure timeliness of the project and spend. Who has oversight of the funds.

Q: How are the savings spent from the program. Does Hunt keep any of the savings.

Q: If 80% don't get charged then how will this improve maintenance on the house? Hunt is not able to take care of the houses now even with cutting corners.

A: RECP is structured to encourage responsible energy use and support the efficient operation of military housing communities.

Any overall reduction in utility costs contributes to the financial sustainability of housing operations, and savings are reinvested into the community to help support the continued maintenance, management, and operation of the community. Utility allowances, resident rebates, and overages are all administered under the established program guidelines.

Each year, projects are proposed and finalized in partnership with Command to help ensure funding is directed toward the most essential needs of residents and the installation.

A key point is that RECP is intended to promote conservation and fairness, not to function as a profit-generating program.

LIKE-TYPE GROUPS

Q: LTG concerns – residents requested a extended period to determine if the LTGs are correctly done and monitor the data.

Q: Who reviews the LTGs

Q: Can LTG information be provided to all the residents at Bolling.

Q: Obviously the 3 story homes will be set to a different standard than the single and 2 story homes?

What about the houses that still have gaps in the windows AND doors? I see a lot of windows getting fixed but yet there's still gaps where the door seal should be.

Q: Where are they getting the comparisons for normal usage? As the homes on Westover are not energy efficient homes.

Q: Speak to this reality: Housing construction varies widely across bases—even within the same neighborhood—residents in older homes with poor insulation, aging HVAC systems, or inefficient water heaters are likely to be penalized with higher usage through no fault of their own, as baselines are averaged against newer or renovated units.

Q: Will there be transparency in which houses are being lumped together specifically?

Q: Will we get a list of homes in our LTG?

A: Like-Type Groups are created for homes within the Bolling 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 homes, the baseline average is recalculated each month using the most recent consumption data to reflect current conditions. To help ensure the baseline is fair and representative, vacant homes, partially occupied homes, homes with extended resident absences (when properly reported), homes occupied by civilians, and the highest and lowest 10% of utility users are excluded from the calculation. This process helps ensure the baseline reflects typical utility usage for the community.

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>

Please see the attached document, which outlines the characteristics of the various Like-Type Groups at Bolling Family Housing. To protect resident privacy, individual unit addresses cannot be provided.

FAMILY SIZE

Q: Why isn't household size not considered as part of the baseline factors.

Q: Why was household size not considered as part of the LTG assignments.

A: Family size is not one of the factors considered when establishing utility allowances and LTGs. Residents' rent and UA is based on BAH and does not increase based on family size. Active Duty residents living in private sector rentals do not receive additional utility allowances for family size.

BAH

Q: Resident raised concerns how the BAH is spent. What portion of the BAH is used for capital improvements. Why does Hunt need the savings if BAH is covering housing and utilities.

Q: Charging even more beyond full BAH is illogical. A quick search outside the front gates will find similar single family homes will be anywhere from \$700-1000 cheaper per month. How do you justify charging more when residents are ALREADY over paying?

Q: I give full BAH already and this seems like an effort to get additional money for Hunt. Can we see their budget? Where is the extra money going to go? Are there other ways to save money besides charging residents already paying 100% of their BAH?

A: Your rent will remain unchanged in accordance with your current lease terms. While Basic Allowance for Housing (BAH) is calculated by the military to cover approximately 95% of typical housing and utility costs in the local market, it already includes an allowance for utilities.

It is also important to note that water, sewer, and trash collection costs will continue to be fully included and are not part of the Utility Allowance Program. The program applies only to individually metered electricity and natural gas usage where applicable. Additionally, residents benefit from not being required to pay rent security deposits or utility security deposits, reducing upfront move-in costs and helping make housing more affordable.

Under the Air Force Utility Allowance Program, residents are compared against a monthly baseline average for homes of a similar type. Residents who conserve utilities will keep the difference between the Utility Allowance and the actual cost of utilities consumed, whereas those who consume more than the average will pay out-of-pocket for their above-average usage.

The Utility Allowance credit residents receive will be based on the average electric and/or gas usage of houses in the resident's like-type group. The RECP program encourages energy conservation and financially rewards those who conserve. Savings generated from reduced consumption are shared between residents and to pay for future renovations and improvements to housing and ancillary facilities. Additionally, the Air Force guidelines also establish a \$50 threshold, meaning charges are only actionable when an accumulated balance exceeds \$50 or when a resident vacates their home.

MONTHLY BASELINE CALCULATIONS

Q: For the baseline calculation, what type of average is being used (Median or Mean).

Q: How are the highest users being billed? Are they part of the baseline calculation.

Q: What specific protocol is in place to adjust billing baselines when adjacent housing units sit vacant?

Q: When surrounding housing units in a neighborhood sit vacant, how does YES Energy adjust the baseline so that occupied homes aren't artificially forced into 'overage' billing thresholds due to a skewed average?

Q: If my household is under the allotted usage, do we get money back? Since you'll be charging us for extra usage.

Q: If the entire community decreased their usage, or increased their usage, would that reset the baseline?

Q: Why are the top/bottom 10% of users excluded from baseline calculations when, by your own statistics showing ~89% of residents have no required payments, those are the users most likely to be financially impacted by this policy?

Q: What happens when a local company increases rates, are we still billed based on the previous rates for what is normal usage? Will our normal usage amount increase if rates are increased? Where is this handled in writing?

Q: Will normal usage change annually? How are rates of normal usage adjusted in future years?

A: Monthly baseline calculations use the mean average utility consumption for each Like-Type Group (LTG). To ensure the baseline accurately reflects typical occupied-home usage under current weather conditions and utility rates, vacant homes, civilian-occupied homes, and homes that were only partially occupied during the billing period are excluded from the calculation.

In addition, the highest 10% and lowest 10% of utility users within each LTG are removed as outliers when calculating the baseline. Excluding these extreme values helps prevent unusually high or low consumption from skewing the baseline, resulting in a more representative average of typical utility usage within the group.

Although the highest 10% and lowest 10% of users are excluded from the baseline calculation, they are not excluded from the billing process. These homes will continue to receive a charge or rebate based on how their actual utility consumption compares to the established baseline for their LTG.

Variations in utility provider billing periods do not impact the program. Baselines and resident usage are calculated using the same consumption period, ensuring all homes within the Like-Type Group are evaluated consistently and fairly for each billing cycle.

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.

PAYMENT THRESHOLD

Q: Can a resident still pay the bill if below the \$50 threshold.

Q: Resident's concerns the program will now the use of Christmas lights due to increased utility cost. Financial impact.

Q: Does the program consider residents in financial circumstances, that qualify for supporting programs such as angel tree, food pantry.

Q: There are service members with families living paycheck to paycheck, and now here is Hunt right before the holiday season asking for more money.

Q: If we use less than normal usage one month is that carried to the following months to offset over usage in the following month?

A: The \$50 threshold is a protection feature to benefit residents that helps avoid billing residents for very small fluctuations in utility usage.

In simple terms, it creates a buffer around the utility allowance so that minor month-to-month variations do not result in charges or rebates. Only when usage exceeds the \$50 payment or rebate threshold would a resident see an overage charge or rebate applied.

This approach helps reduce the impact of normal variations in energy use while focusing the program on meaningful conservation results.

Simple example:

- If your calculated overage is less than the \$50 threshold amount, you may not receive a bill.
- If your calculated rebate is less than the \$50 threshold amount, you may not receive a rebate.
- The goal is to prevent administrative processing of very small dollar amounts.

MAINTENANCE WAIVERS & BILLING ERROR ADJUSTMENTS

Q: What is the formal escalation path when a bill is disputed? Will collection efforts or late fees be paused automatically while a billing error is under formal investigation by the Housing Office?

If a service member proves they were overbilled, what is the mandatory timeline for YES Energy or housing management to issue a direct refund?

A: Residents should notify Hunt if they have concerns regarding unusually high or abnormal usage, Hunt has an established process for reviewing these concerns. First step is for the resident to complete an online energy assessment. In addition, open a work order for an in-home energy assessment. If Hunt determines an condition exists and may have adversely impacted the home's energy usage, Hunt and YES will adjust the resident's billing usage to the LTG baseline until the issue is resolved. If the review determines that a billing adjustment or credit is warranted, Hunt will coordinate with YES Energy to apply the appropriate correction to the resident's account.

Q: This question is for both the Base Commander and the Military Housing Office regarding vendor accountability.

Military families across the country have documented a continuous loop of finger-pointing between private housing operators like Hunt and billing vendors like YES Energy. For example, when families go on 30 days of leave and receive a \$400 overage bill, or when an unmaintained, failing HVAC unit runs non-stop, YES Energy claims they are just a 'pass-through' processing the data, while Hunt housing claims the bill is accurate and refuses to act.

When a billing dispute occurs on this installation, who holds single-point accountability? What specific binding policy prevents Hunt and YES Energy from passing the buck back and forth while the service member is left holding the bill?

Q: What happens if there is a big difference in bill from normal usage. Example, I had a \$700 utility bills for electricity in January and February. This was due to the AC units broke and was running nonstop. There was no way to know it was running nonstop since it was winter and the unit was shut off inside the home. This is an excessive bill due to maintenance issues with the house, who is responsible for paying this large difference due to a maintenance problem? And where will this be in writing?

Q: We had no heat for almost 3 months this past year, this resulted in 3 months of significantly lower for gas usage those months? How will that affect the average usage for us as well as other residents on Westover. I know we were not the only home on Westover Ave that had the issue.

PROGRAM EXCLUSIONS

Q: Why did you exclude a/some neighborhoods?

Q: Exactly why is Doolittle excluded from this program? It seems like you should have a baseline for them as you say you have for other housing areas. Hunt has had this contract for many years, these houses should be upgraded and energy efficient. Why has that not happened?

Q: Do Doolittle residences pay over BAH?

Q: How is usage for shared, detached parking structures, such as those in Westover, accounted for and apportioned between homes given that they share a single sub panel for all outlets and usage in the structure?

A: Exclusions from the Air Force Utility Allowance Program result from homes or detached shared garage structures that are not individually metered for electricity and/or natural gas. Individual metering is a prerequisite for participation in the program, as utility allowances are based on each home's actual measured consumption. Without individual electric and gas meters, utility usage cannot be accurately tracked or allocated at the household level, making the neighborhood, or detached shared garages, ineligible for inclusion in the program.

Because these homes do not participate in the Air Force Utility Allowance Program, residents remain responsible for the full Basic Allowance for Housing (BAH) in accordance with the terms of their lease.

ELECTRIC VEHICLES

Q: Are your true intentions to go after the people charging their electric vehicles in their houses?

Q: If electrical usage is now billed, what is the reason for continued prohibition of EV charging in homes?

Q: Home EV charging using existing outlets does not require installation of any equipment. What safety concerns are being addressed by the ban on home charging using existing electrical outlets?

A: a. EV Charging - must utilize the approved EV Charging solution as required by the Air Force policy.

b. Under the Air Force program and Hunt EV addendum, this charging solution must be separately metered and residents are responsible for the usage in addition to their rent.

c. The consumption reported by the third-party vendor is deducted before the resident's monthly usage is compared to the monthly baseline average. (NOTE: EV chargers with detached garages may not be connected to the house meter, therefore the deduct would not apply.)

Safety concerns with EV charging from existing outlets include overheating circuits, damaging wires, and increased fire risk. EV charging places a continuous electrical load on outlets and electrical systems that may not have been designed for prolonged use at high power levels. This concern is especially important given that a house fire has already occurred within the community.

NOTICE IN CHANGE OF LEASE TERMS

Q: Can a resident be grandfathered under the old lease?

Q: Why are current residences not grandfathered? I didn't agree to this at the time I signed the lease two years ago. Again, this is not mandatory.

Q: When I accepted the home on Bolling, I signed/initialed the documents saying I would NOT be charged utilities. Why did the Base Housing office not brief me on this plan or possibility of a plan to start charging? That was very deceptive as I just signed for our home 5 weeks ago.

A: We understand your concern and appreciate the opportunity to clarify. If you reside in the Doolittle neighborhood, this program does not apply to your home, as Doolittle homes are not currently individually metered for electricity or gas.

For residents in all other neighborhoods, the utility allowance program is included in the lease documentation through the applicable lease addendum. At move in, residents also received a cover letter explaining that the program was temporarily suspended. While the program language remained part of the lease, implementation could not move forward until all required approvals were received. Those approvals were obtained only recently.

To ensure residents have time to understand the program before any potential financial impact, all affected residents were notified of the program change on July 21, 2026 and will receive three months of mock billing. This mock billing period is designed to help residents become familiar with their home's utility usage and any potential charges before actual billing begins. We remain committed to providing clear communication and support throughout this transition.

MISCELLANEOUS

Q: Will there be a cap on utilities if the cost exceeds a certain amount.

A: The Air Force Utility Allowance Program is designed to encourage energy conservation among residents. All residents receive the benefit of a monthly utility baseline allowance and are responsible for any utility charges that exceed the established monthly baseline.

Q: It was mentioned in the town hall that we would see 3 mock bills on the new LTG's before proceeding with the program, wouldn't it make more sense to do a 12 month period to accurately capture each season?

A. The Air Force guidelines require a 3 month mock billing period before transitioning into live billing. This trial period helps residents understand the process, review their usage, and make any needed adjustments before charges or credits are applied. While summer typically brings higher usage, the program does not set a fixed seasonal baseline. Instead, the monthly baseline average is recalculated every month to reflect current weather conditions and utility rates. This means your allowance automatically adjusts throughout the year—including during the hotter summer months—so billing remains accurate and fair based on real time conditions.

Q: Under the MHPI Tenant Bill of Rights, residents have a right to billing they can understand and manage. This program bills us for exceeding a monthly baseline, but we are never told that baseline during the month we are measured. We can conserve all we want and still have no way to know whether it was enough until the bill arrives; after the month is over and nothing can be changed. A conservation program that hides the target until after the fact gives us no ability to manage to it. Separately, the UAP Lease Addendum says our BAH-rent funds a Utility Allowance credit, but that credit never appears on our statement. Will you disclose the baseline during the billing month, while usage can still be managed, and show the BAH-funded credit on each statement?

A: The YES Energy billing statement will display the Liked-Type-Group (LTG) baseline calculated for the unit based on the prior month's usage. Utility billing is performed in arrears because complete consumption data is not available until after the billing period has ended. Once the full month's consumption data is received, the LTG baseline is recalculated each month. The YES Energy billing statement will also provide a historical view of both the LTG baseline and the home's energy consumption throughout participation in the program. Each household's energy consumption is compared to the LTG baseline average usage to determine whether a charge or credit is applicable. After the charge or credit amount is calculated, the program's \$50 threshold is applied to determine if payment or a refund will be applied.

Utility Type	Previous Reading kWh	Current Reading kWh	Your Usage kWh	Meter Multiplier	Rate \$/kWh	Your Usage Amount
ELECTRIC	138,763.41	139,691.80	928.3900	1	0.1759150	\$163.32

Average Usage, \$178.22

Credit Due	(Normal Usage Zone)	Payment Due
------------	---------------------	-------------

Your Usage, \$163.32

Utility Type	Previous Reading CCF	Current Reading CCF	Your Usage CCF	Rate \$/CCF	Your Usage Amount
GAS	8,284.00	8,313.00	29.0000	1.4031200	\$40.69

Average Usage, \$34.18

Q: Can a registered FCC provider be excluded from the program?

A: At this time, the Air Force Utility Allowance Program does not include a waiver for registered FCC providers. As noted during the town hall, AFCEC will evaluate this request and communicate its determination when the review process is complete.

Q: Are there medical exemptions available?

A: Yes, a medical waiver is available under the Air Force Utility Allowance Program. For details on eligibility and how to apply, please contact your Military Housing Office (MHO).

Q: How are meters read?

A: Meters are read electronically through an automated metering system. YES Energy is responsible for collecting, reviewing, and validating meter readings to help ensure accuracy. As part of the verification process, YES Energy reviews usage data for unusual consumption patterns, compares current usage against historical trends, and investigates any anomalies or potential data transmission issues before billing is finalized.

Q: Liberty is not charging for extra utilities, so what makes Hunt significantly better?

A: All Military Housing Privatization Initiative (MHPI) projects have the option to implement a Utility Allowance (UA) Program; however, implementation is at the discretion of the individual Project Owner (PO). As a result, not all POs have elected to adopt the program.

For example, Hunt is actively working to implement the UA Program across its national portfolio, and several other POs, including Liberty Military Housing, are pursuing similar initiatives. While many organizations share the same objective, they are currently at different stages of implementation based on their respective business needs, operational considerations, and deployment timelines.

Q: How do I save on gas because according to the bills I'm \$40-\$60 over every month and have no clue how

A: The first step in our Energy Audit process is to visit the dedicated Air Force Utility Allowance Program website, <https://www.huntmilitarycommunities.com/air-force-utility-allowance-program>, and complete a Resident Self-Assessment. Your results will be emailed to you the same day and will highlight areas of opportunity to help you reach your energy-saving goals.

If, after reviewing your Self-Assessment, you still feel an energy audit is needed, please contact your Resident Service Specialist and they will be happy to assist with your request.

For any items in your home that don't seem to be working as they should—including easy fixes like weather stripping—please submit a maintenance request through the Resident Portal or by calling your Resident Service Specialist. Our team will ensure the appropriate repairs are completed so everything operates as intended.

Q: Who would agree to allowing the owner to estimate consumption if THEY can't provide a working sub-meter? How many homes on JBAB are currently receiving estimated bills rather than direct, verified physical readings? What is the time frame for fixing any current or future issues with meters? Are the residents affected by estimated usage notified?

A: Hunt has partnered with YES Energy Services to monitor and manage electric meter health at Bolling Air Force Base. Natural gas meters are owned and maintained by the local utility provider, Washington Gas. If an electric meter is not providing usage data, the resident's energy consumption will be billed using the applicable baseline until the meter issue is resolved. The resident's YES Energy billing statement will indicate when usage has been estimated or adjusted to the baseline. When a meter communication issue is identified, YES Energy will notify the Bolling Family Housing site team and coordinate a work order to inspect and repair the electric meter as needed. Occasionally, it may be necessary to estimate a meter reading when an actual reading cannot be obtained. This may occur due to communication interruptions, temporary equipment malfunctions, power outages, or other circumstances that prevent access to meter data. In accordance with the terms of your lease agreement, when a meter is unable to provide actual usage data, Bolling Family Housing will bill the home based on the applicable baseline until the meter is repaired and normal meter readings resume. This approach ensures residents are not adversely impacted by meter-related issues beyond their control.

Q: Electricians doing prep for this program told us there was no way for them to tell apart which houses went with with shut offs as nothing was labeled... so how is it expected for there to be a reliable way to identify age of houses, levels, etc that will be grouped together for averages?

A: Prior to implementation of the Utility Allowance (UA) Program at Bolling Family Housing, a joint review was conducted by Bolling Family Housing, the Military Housing Office (MHO), local Command, and AFCEC to evaluate housing unit characteristics and finalize the Local Typical Group (LTG) configuration. In addition, a third-party meter verification was completed in accordance with UA Program requirements. As required by Department of Defense guidance, utility meters are subject to validation and certification procedures designed to ensure they accurately measure energy usage for each housing unit. The meter verification process includes testing a representative sample of homes within each LTG to confirm meter accuracy, verify proper performance, and ensure that each home is individually metered. We understand that residents want confidence that their utility data is accurate and reliable. Before utility billing is processed, energy consumption data is collected through installed meters and reviewed using established quality-control and validation procedures. These processes are intended to help ensure that billing data is accurate, consistent, and reflective of actual household energy usage. In addition, meter performance is continuously monitored throughout the program. If a meter issue is identified, procedures are in place to investigate the concern, repair or replace the meter as necessary, and ensure residents are billed in accordance with program and lease requirements.

ADDITIONAL QUESTIONS

If you have any additional questions about the Utility Allowance Program, we invite you to visit our dedicated program website, <https://www.huntmilitarycommunities.com/air-force-utility-allowance-program>, for program information, resources, and frequently asked questions. You may also contact your Resident Service Specialist, who will be happy to assist you and help connect you with the appropriate resources. We are committed to providing clear communication and support throughout the program.

DISCLAIMER

This Q&A document addresses broad, community-wide questions related to the Utility Allowance (UA) Program and applies to Active Duty residents, with the exception of residents living in the Doolittle neighborhood, where the program does not currently apply. 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://bollingfamilyhousing.securecafe.com/residentservices/bolling-afb-family-housing/userlogin.aspx>, or by calling your Resident Service Specialist.