

Utility Allowance Program Town Hall Q&A

1. **Are lower usage residents and vacant homes included in the baseline calculations?**
 - a. No, vacant homes are excluded, **any new move ins for the current month are excluded**, the top 10% lowest consumers are excluded, **and the top 10% highest consumers are excluded before the baseline is calculated.**
2. **Who calculates the monthly baseline. What is Hunt, YES Energy, and DoD's role in utility billing?**
 - a. Per **Air Force (AF)** guidelines, a 3rd Party Biller is required to calculate the baseline and bill under the program. YES Energy has been contracted by **Hunt Military Communities** to handle utility billing for **Buckley Family Housing** residents.
3. **How do residents raise concerns about the baseline calculation on their bill?**
 - a. Contact YES Energy Resident Services or the **Buckley Family Housing Management Office** to review bill. If usage is high, fill out the energy assessment online or request an energy audit work order. **Hunt Military Communities** recommends **reviewing** the monthly kilowatts to determine if a usage issue exists. **Hunt Military Communities** does not have control on the utility rate and rates can change periodically.
4. **Why was household size not part of the LTG grouping requirements?**
 - a. AF guidelines state household size is not a requirement. Basic Allowance for Housing doesn't include household size **when determining the BAH rates for any given year to include this current year.**
5. **Would it be possible to see by like type groups (LTG) how the residents fell below or above the baseline. Is there a LTG that is consistently higher than others or evenly split?**
 - a. Yes, and that will be provided after the townhall.
6. **Wording on bill doesn't make sense, "Your Usage" vs "Payment"?**
 - a. Hunt Military Communities will work with YES Energy to determine if the invoice can be edited to make the information more clear.
7. **The solar panels on homes where does the production go?**
 - a. Solar savings are realized by the Project and used to reinvest in the entire community.
8. **Are common areas still connected to homes on property?**
 - a. AF guidelines require a meter verification to be performed by a 3rd party confirming all wiring connected to the meter are from the unit and not additional buildings or other common areas. That was completed by a 3rd party and submitted to the AF for review and approval.
9. **How are the credits paid or banked when calculated each month?**
 - a. Residents can setup their preferences in the Resident Portal. All are set to "Credit to Ledger" as the default. To receive a refund, residents must log into the portal and change their preferences to Electronic Refund.

b.

10. How will Hunt Residents be compensated (if at all) for years of NOT being a part of this program until now? Many people have received bills that vary wildly but many have never received money back and, in fact, have been charged an amount that requires a significant out of pocket cost.

- a. Prior to January 1, 2025, UA methodology change, the utility lease terms at Buckley were structured based on the existing Air Force Annual Utility Allowance (UA) Program which establishes a reduced rent amount, leaving a reasonable UA credit, which service members use toward payment of their utility bill. No compensation for prior periods is due since this program was approved by the DoD, Department of Air Force, and AFCEC. Proposed annual rates each year were staffed through the Military Housing Office (MHO) and Buckley Command. The final amounts were approved/signed off by the Wing Commander. Individual consumption varies from household to household. While energy conservation is strongly encouraged, many choose not to conserve, and the extra consumption is reflected in their bill. The Annual UA is an average amount and may not cover the entire bill.
- b. In 2023, residents raised concerns that the UA credit was not enough to cover their average electric and gas expenses due to increasing rates and seasonal impacts.
 - i. Hunt and the Air Force realized the Annual UA Program presented too many risks for the residents.
 - ii. As a short-term solution to address the concerns, Hunt partnered with the Air Force to issue residents an out-of-cycle Utility Allowance adjustment in August 2023. That adjustment resulted in Hunt compensating residents for the difference between their old and new UA from November 2022 to August 2023.
 - iii. As a long-term solution, Hunt partnered with the Air Force to transition the billing method to the Air Force's Monthly Baseline Utility Allowance Program. Under this new methodology, rent is set to equal BAH, a normal average usage is established each month for every like-type group, and residents are charged for excess usage or rebated for conservation which exceeds the \$50 threshold. Under this new UA methodology, the risk of rate changes and seasonal impacts will be borne by the Housing Project and not by the residents.

11. Why are we still using YES as a third party for billing if we are going to full BAH?

- a. Under the DoD-required UA program, Hunt is required to hire and utilize a third-party billing company to obtain, analyze, generate, and send utility statements to residents. Hunt reviews and approves all statements prior to them being sent to residents to ensure transparency and accuracy. YES Energy is a third-party billing company contracted by Hunt to implement the mandated DoD Utility Program. In order to provide UA calculations, YES must receive the utility consumption data directly from Xcel Energy. YES will then bill Buckley residents for their actual usage based on the meter read information from Xcel Energy.

12. Will the new program do away with any "estimated billing" months? What happens when acceleration fails to get the bill to YES in time. Will there be an estimated bill?

- a. The electric and gas meters are owned and maintained by the provider, Xcel Energy. The billing data is solely dependent upon the information received from Xcel Energy. Hunt works very closely with Xcel to eliminate the occurrence of "estimated billing". Recently, Hunt filed a case with the Public Utility Commission of Colorado to ensure timely delivery of the statements from Xcel Energy moving forward. From time to time, Xcel Energy may have to estimate usage due to a meter transmission issue. However, in the rare instance when estimates occur, the data is trued up in a subsequent billing period.

13. Why will the usage graph stop showing our usage from the same month in the previous year? Even if the baseline doesn't show from the old program, our actual usage should still be shown.

- a. Under the new methodology, your monthly billing statement will look a little different due to the new UA Program changes. It will take a full 12 months for the usage graph to populate under the new UA Program. Residents will continue to have access to all historic billing statements in the Hunt Resident Portal.

14. It seems that the first consequence of the new UA Policy is that I will see approximately \$200 less deposited into my bank account on payday. After that, I may (or may not) see rebates that offset that underage. Correct?

- a. The DoD requires any changes from one UA Program to another UA Program that all residents are provided a 90-day mock billing period to make utility consumption behavior adjustments. During the mock billing period, no one will receive a credit or a bill, allowing you to determine if your current utility consumption behavior will afford you a credit, remain at the baseline, or above the baseline where you would owe.

15. Question on when to cash the \$50 rebate or when to pay.

- a. The Air Force UA Program establishes a \$50 payment and rebate threshold. The vast majority of residents will not have to take any action unless their payment or rebate exceeds \$50. Should you have a rebate of \$50.00 or more, residents can choose to receive that rebate by Electronic Funds Transfer (EFT) payment, or the program will allow that rebate balance to site on their account to be applied to any future balance owing. Residents will be expected to pay their utility bill once their balance has reached \$50.00 or more.

16. Solar, how will the new UA be calculated on the bill?

- a. Under the new Monthly Baseline UA Program, homes in the community will continue to use power generated by the solar systems. The solar panel project was approved by the Department of the Air Force and is consistent with the Department of Defense's Energy Conservation initiatives to reduce dependence on fossil fuels. As a key part of our core values at Hunt, this is a great investment in our environment by shifting a portion of our electricity needs from petroleum-burning power plants to a clean, renewable source of energy, thus allowing us to reduce dependency on fossil fuels.
- b. Electricity generated by the solar system reduces the electricity purchased from other sources. This renewable energy savings will reduce expenses for Buckley Family Housing over the long term. The solar project was funded by an outside party, and residents were never charged for the Installation of the solar program.

17. If a resident is saving today, will I still receive this with the new program?

- a. The DoD requires any changes from one UA Program to another UA Program that all residents are provided a 90-day mock billing period to make utility consumption behavior adjustments. During the mock billing period, no one will receive a credit or a bill allowing you to determine if your current utility consumption behavior will afford you a credit, remain at the baseline, or above the baseline where you would owe.

18. How do I know which LTG I'm in?

- a. The Like Type Groups (LTG) will be displayed on your YES Statement.

19. How do I know if I'm in a small LTG?

- a. Please contact our office and we will be happy to meet with you to discuss the details about your Like Type Group

20. How many rolling 5-year average homes are at Buckley?

- a. There is only one home at Buckley Family Housing that will be utilizing the 5-year rolling average method in calculating their baseline/statement. All other homes are grouped into a Like Type Group (LTG).

21. Transparency with billing data, see Xcel data

- a. We continue to work closely with the YES team in making sure all the data from the Xcel bills are being stated on the YES statements accurately. Any questions or concerns regarding your utility bill, residents should contact YES Energy's Customer Service line at 1-844-979-4416.

22. Can residents still view historical usage under the old program?

- a. We are working with YES to confirm if all previous resident data prior to January 1st can be displayed on future statements when we transfer to the new UA program. If that data cannot be displayed, residents will still have access to all previous statements located on their Hunt Resident Portal located at <https://buckleyfamilyhousing.securecafe.com/residentservices/buckley-afb-family-housing/userlogin.aspx>

23. My Mobile App isn't working

- a. Please contact our office for any concerns with the Hunt Resident Mobile App and our team will be happy to assist you.

24. Hard to conserve energy when there is a draft coming through the window

- a. Buckley is seeking funding from the Department of the Air Force via AFCEC to replace windows in all of the homes. If those funds are approved, we will notify residents if it is approved and provide a timeline of the start and completion of the project. We are actively collecting bids from qualified vendors so if those funds are allocated to Buckley Family Housing, we can expedite that project contingent on Air Force approval and funding of the project.



BUCKLEY
FAMILY HOUSING

HUNT MILITARY COMMUNITIES

LTG	# Billable	Total LTG Outcome	LTG Average Bill	# Above Baseline	# More than \$50	# Below Baseline	# Below \$50 Rebate	Average Charge Amount ABOVE Baseline
ADA3	14	(8.26)	(0.59)	4	3	10	6	175.61
ADA4	2	70.12	35.06	2	1	0	0	35.06
C1	85	(360.28)	(4.24)	45	14	40	20	44.78
C2	81	451.29	5.57	41	16	40	21	67.51
C3	38	(178.71)	(4.70)	19	7	19	10	43.51
C4	15	272.84	18.19	9	6	6	4	86.47
C5	19	76.71	4.04	10	4	9	4	54.27
D1	4	205.38	51.35	4	2	0	0	51.35
D2	4	58.66	14.67	1	1	3	0	89.93
D3	12	(111.49)	(9.29)	7	2	5	1	30.56
D5	8	(9.83)	(1.23)	4	2	4	3	64.51
SF3	20	254.08	12.70	10	3	10	2	65.20
SF4A	9	(230.01)	(25.56)	4	1	5	1	34.70
SF4B	6	(21.34)	(3.56)	2	0	1	0	45.14
SF4C	1	195.66	195.66	1	1	0	0	195.66
Total	318	664.82	19.20	163	63	152	72	72.28

17300 East Keystone Blvd
Aurora, CO 80017



YES ENERGY
MANAGEMENT

Please remit online payment at
<https://www.buckleyfamilyhousing.com/>
Monarch Housing

YES Customer Service:
844-979-4416

Resident ID: m0000000
Statement Date: 9/15/2024

Due Date: 10/06/2024
Current Balance: \$362.90
Amount Due: \$362.90
Amount Enclosed: \$.

First Last
1234 South Monarch Street
Aurora, CO 80017

Remit Payment To:
<https://www.buckleyfamilyhousing.com/>

Service Address

1234 South Monarch Street
Aurora, CO 80017

Community Name

Monarch Housing

Like-Type Group

SF4A

Customer Service

Daily 24 Hour Service
844-979-4416
Email: yescs@yesenergymgmt.com

Website

<https://www.buckleyfamilyhousing.com/>

Remit Payment To

Resident Portal -
<https://www.buckleyfamilyhousing.com/>

YES System Information

Property ID: buc168b
Resident ID/Registration Code: m0000000

Community Message

As a reminder you may set up access to your Hunt Community web portal to manage your utility account moving forward by visiting
<https://www.buckleyfamilyhousing.com/>

Conservation tip: Keep your refrigerator and freezer at the right temperature. In order to properly chill foods, the refrigerator should be between 38° F and 42° F and the freezer between 0° F and 5° F.

****Please see the back of your statement for an important message.**

-ACCOUNT DETAIL-

Unit Number

ABCD1234

Statement Date

9/15/2024

Resident Name

First Last

Due Date

10/06/2024

Resident ID

m0000000

Utility Type	Previous Reading kWh	Current Reading kWh	Your Usage kWh	Meter Multiplier	Rate \$/kWh	Your Usage Amount
ELECTRIC	18,752.10	20,325.60	1,573.50	1	0.1693820	\$266.52

Average Usage, \$208.11

Credit Due	(Normal Usage Zone)	Payment Due
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Your Usage, \$266.52

Utility Type	Previous Reading CCF	Current Reading CCF	Your Usage CCF	Rate \$/CCF	Your Usage Amount
GAS	12,986.00	13,011.00	25.00	1.4232671	\$35.58

Average Usage, \$27.65

Credit Due	(Normal Usage Zone)	Payment Due
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Your Usage, \$35.58

Previous Balance \$296.56

Usage(under) or over the Normal Usage Zone ELECTRIC 07/25/2024 - 08/24/2024 \$58.41

Usage(under) or over the Normal Usage Zone GAS 07/25/2024 - 08/24/2024 \$7.93

Current Month Payments \$(0.00)

Current Balance \$362.90

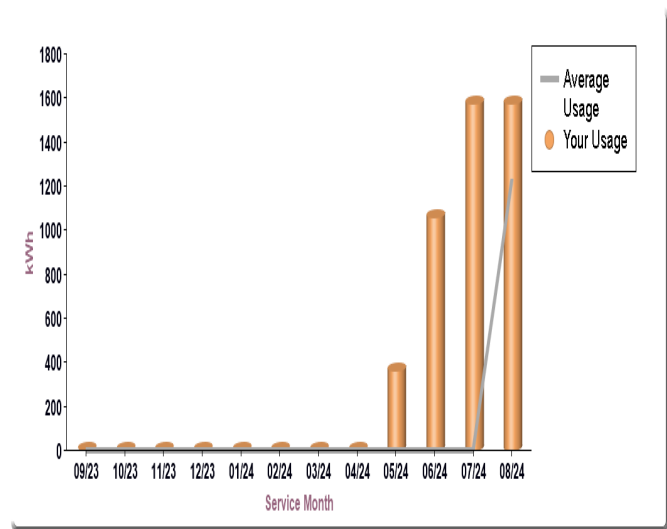
Please Remit Payment for Current Charges by Due Date. Remit Payment for Any Past Due Amount Immediately.

Payments not received on or before the due date, will be subject to a late fee.



****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.

Your Electric Usage (*indicates estimation)					
Month	Your Usage kWh	Amount	Baseline	Difference	Your Charge
09/23		\$			\$
10/23		\$			\$
11/23		\$			\$
12/23		\$			\$
01/24		\$			\$
02/24		\$			\$
03/24		\$			\$
04/24		\$			\$
05/24	358.82	\$57.46	0.00	358.8200	\$57.46
06/24	1055.00*	\$177.23	0.00	1,055.0000	\$177.23
07/24	1573.50	\$266.52	0.00	1,573.5000	\$266.52
08/24	1573.50	\$266.52	1228.64	344.8600	\$58.41



Your Gas Usage (*indicates estimation)					
Month	Your Usage CCF	Amount	Baseline	Difference	Your Charge
09/23		\$			\$
10/23		\$			\$
11/23		\$			\$
12/23		\$			\$
01/24		\$			\$
02/24		\$			\$
03/24		\$			\$
04/24		\$			\$
05/24	60.13	\$51.88	0.00	1,931.0000	\$51.88
06/24	38.00	\$40.07	0.00	920.0000	\$40.07
07/24	25.00	\$30.04	0.00	725.0000	\$30.04
08/24	25.00	\$35.58	19.43	5.5700	\$7.93

