



# **Air Force Utility Allowance (UA) Program Town Hall**

Buckley Installation Briefers (AFCEC Rep & Hunt Rep)  
7/16/2025





**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**



**U.S. AIR FORCE**

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# ***Why Did UA Policy Change?***

- **More accurately calculates utility costs**
  - **New UA based on monthly averages, not yearly averages**
  - **New UA accounts for monthly fluctuations in commodity rates**
  - **Increases transparency**
- **Better promotes energy conservation**
  - **Offers rebate incentive to those who conserve electricity & natural gas**
  - **Zero out-of-pocket costs for the average utility consumer**
  - **Significant reduction in energy use seen after live billing starts**
- **Better balances financial incentives to residents and project funding**
- **Encourages investment in energy-saving projects**



# **OVERVIEW OF THE AIR FORCE UA PROGRAM**



# How are LTG's Determined?

Examples of LTG:

Home	LTG	YARDI SQFT	Unit Typ	Middle/End	No. Story	Floorpla	Bedroom	Bathroom	Who Built	Year Built
UNIT 1	D1	1989	Fourplex	Middle	2 d1		4	2.5	MHPI	2006
UNIT 2	D1	1989	Fourplex	Middle	2 d1		4	2.5	MHPI	2006
UNIT 3	D1	1989	Fourplex	Middle	2 d1		4	2.5	MHPI	2006
UNIT 4	D1	1989	Fourplex	Middle	2 d1		4	2.5	MHPI	2006

Home	LTG	YARDI SQFT	Unit Typ	Middle/End	No. Story	Floorpla	Bedroom	Bathroom	Who Built	Year Built
Unit 1	D2	1989	Fourplex	End	2 d2		4	2.5	MHPI	2006
Unit 2	D2	1989	Fourplex	End	2 d2		4	2.5	MHPI	2006
Unit 3	D2	1989	Fourplex	End	2 d2		4	2.5	MHPI	2006
Unit 4	D2	1989	Fourplex	End	2 d2		4	2.5	MHPI	2006

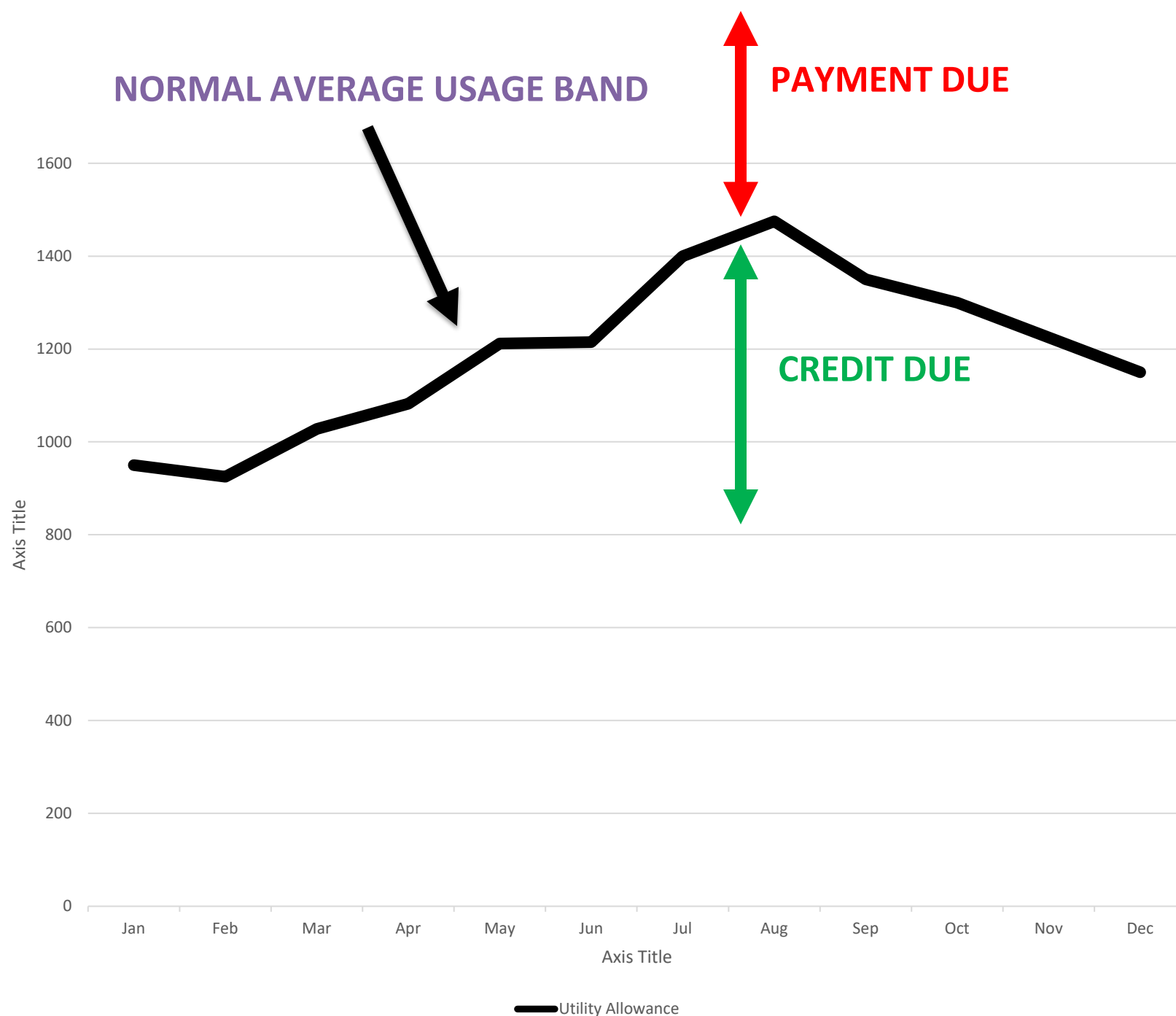
## Like Type Groups:

- Homes are grouped together in “Like Type Groups” (LTGs) based on factors that influence energy usage including:
  - Size (sq ftg, 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)

***\*\*Note: \$50 threshold is cumulative (a rolling balance/credit each month depending on usage/baseline)\*\****

# Sample Calculation

	Highest 10% - Excluded from Baseline
	Lowest 10% - Excluded from Baseline
	Partially Occupied – Excluded from Baseline
	Vacant/Civilian/Electric Vehicle – Excluded from Baseline

Usages prior to baseline calculations (Like-Type Group)	Status	Average (Baseline Allowance Amount)	Actual usage	Difference in usage AFTER Allowance applied	Utility Rate	Charge/credit after utility rate applied to difference in usage
457	Current	596.44	457	-139.44	0.46	-\$64.14
296	Current	596.44	296	-300.44	0.46	-\$138.20
867	Current	596.44	867	270.56	0.46	\$124.46
888	Current	596.44	888	291.56	0.46	\$134.12
1020	Current	596.44	1020	423.56	0.46	\$194.84
501	Current	596.44	501	-95.44	0.46	-\$43.90
753	Current	596.44	753	156.56	0.46	\$72.02
88	Current	596.44	88	-508.44	0.46	-\$233.88
689	Current	596.44	689	92.56	0.46	\$42.58
104	Current	596.44	224	-372.44	0.46	-\$171.32
110	Moved out 7/22	596.44	110	-486.44	0.46	-\$223.76
367	Current	596.44	367	-229.44	0.46	-\$105.54
322	Current	596.44	322	-274.44	0.46	-\$126.24
121	Vacant	596.44	121	-475.44	0.46	-\$218.70
545	Current	596.44	545	-51.44	0.46	-\$23.66
986	Current	596.44	986	389.56	0.46	\$179.20
953	Current	596.44	953	356.56	0.46	\$164.02
2456	Current	596.44	2456	1859.56	0.46	\$855.40
668	Current	596.44	668	71.56	0.46	\$32.92
196	Moved in 7/15	596.44	196	-400.44	0.46	-\$184.20
485	Current	596.44	485	-111.44	0.46	-\$51.26
431	Current	596.44	431	-165.44	0.46	-\$76.10
335	Current	596.44	335	-261.44	0.46	-\$120.26

# 1<sup>st</sup> Mock Billing Statement

Average MOCK Bill Outcomes – **MAY 2025** Service Period (JUNE 2025 YES Statements)

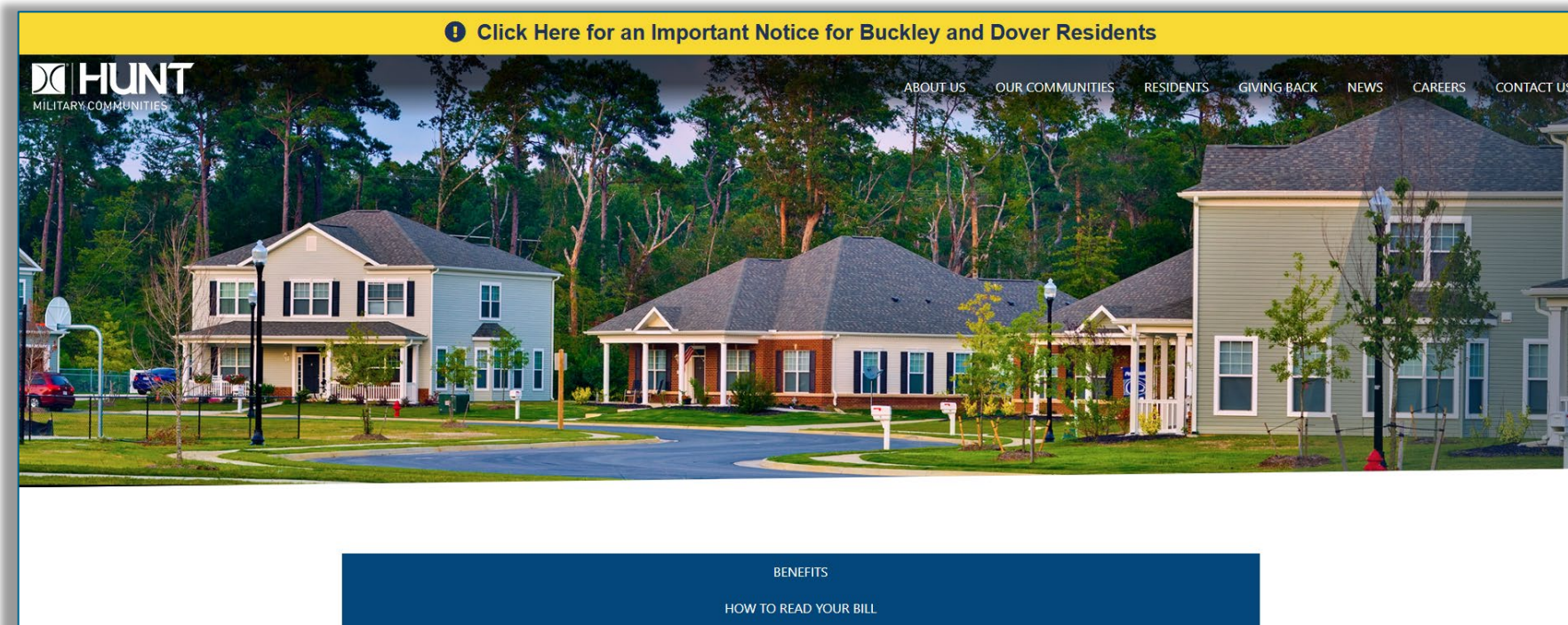
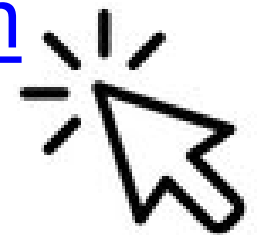
- Total Billable Active-Duty Residents = **339**

	ABOVE the Baseline Avg	At the Baseline Avg	BELOW the Baseline Avg
Number of Residents	161 residents (47.5%)	0	178 residents (52.5%)
Average Bill/Rebate Amount	\$42.64	\$0	(\$30.40)
Number of Residents >\$50 Threshold	45 residents (13%)	\$0	35 residents (10%)
Average Bill/Rebate Amount >\$50 Threshold	\$105.71	\$0	(\$67.75)

The majority of residents in the Community (**76% of residents**) would have **NO ACTION** required in this billing period (i.e. below the \$50 payment/rebate threshold). *\*\*Last three months of live/mock billing data reflects lower usage/cost than earlier in the year\*\**

# 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!](#)

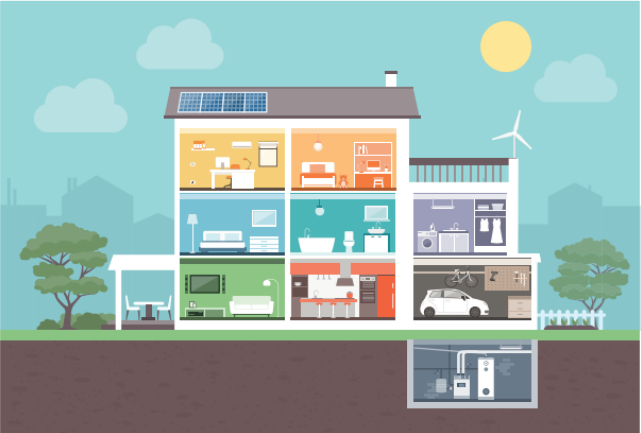
## Videos

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.



# Resources for Residents

- Resources for High Users:
  - Conservation Tip Sheets
  - Self 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  
HuntMilitaryCommunities.com



### 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.



Resident Portal Manual   Resident App Manual



### Home Energy Assessment Checklist

Resident Version

Item Description	Heating/Cooling System			Comments
	Yes	No	NA	
Are A/C thermostats set at 76-78 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.
Do you adjust your thermostat in evenings/mornings?				Recommend adjusting 5-10 degrees.
Are the dampers adjusted correctly per season?				If unknown, contact the Maintenance Dept.
Do you adjust your thermostat when taking long trips?				Heating not lower than 50 degrees due to pipes possibly freezing, cooling no higher than 85 degrees.
Is the exterior of HVAC clean; no debris blocking air flow?				Do not attempt to clean, contact the Maintenance Dept.
Are the HVAC lines insulated?				If not, contact the Maintenance Dept.
Are front/back/garage doors &/or windows left open while A/C or heater are working?				Recommend home is closed up when either appliance is active.
Are vents in low traffic areas partially/fully closed to help push air to high traffic areas?				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 the air outlets/vents free of obstructions?				Example - Please make sure no furniture is obstructing the vent.
Are windows open during spring/fall rather than using heating/cooling system?				In historic homes, at least one window per room should be operational. Contact the Maintenance Dept. & submit a work order request.
During heating season, are blinds/curtains open in day and closed at night?				Allowing sunlight in during the day helps with heating and closing them at night blocks cold air.
During cooling season, are curtains closed in day and open at night?				Preventing sunlight in during the day helps with cooling and opening them at night allows cooler air.
Do you have heat producing electronics/appliances located near thermostat(s)?				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.
Are air filters replaced monthly?				Filters are available at the Maintenance Dept. on Warehouse Rd.

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 5

Energy Star ratings.

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Page 2 of 5

# 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 vehicle charging stations for our residents.

**What is TRO Energy?**  
TRO Energy Solutions, Inc. delivers clean-energy solutions to support and promote electric vehicle (EV) usage, build EV infrastructure, and inspire confidence in the EV ecosystem. The ChargeTime app provides a user-friendly, economical, Level-2 home charging products and services for EV owners.

**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 (757) 300-7000 from 7 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.

**COMING SOON – STAY TUNED FOR DETAILS!**



# YES Energy SLIDES



# 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.

1069 High Street  
Dover, DE 19901

  
**YES ENERGY  
MANAGEMENT**

DOVER, DE 19901

This is NOT A BILL

Falcon View  
<https://www.doverfamilyhousing.com/>  
YES Customer Service:  
844-979-4416

Resident ID: m0511340  
Statement Date: 2/27/2025  
  
Due Date: 03/19/2025  
Amount Due: \$186.76  
  
Amount Enclosed: \$ \_\_\_\_\_

Service Address

Community Name

Falcon View

Like-Type Group

D

Customer Service

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

Website

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

Online Registration Code

Resident ID: m0511340

YES System Information

Property ID: dov169c

Community Message

On Jan 1st, the UA Program successfully transitioned. Full BAH is now collected, and a 3 month mock billing period is now in effect for Jan - Mar 2025. This is your first YES statement under the new UA billing method for the Jan 2025 service period. IMPORTANT: ANY PAST-DUE BALANCE REFLECTED ON THIS STATEMENT OWED FOR A PERIOD PRIOR TO JAN 1ST REMAINS APPLICABLE AND MUST BE PAID BY THE next UA statement you will be responsible to act on will be in May for the Apr 2025 service period. Please contact YES Customer Service with any questions or concerns, and we are happy to assist you!

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

ACCOUNT DETAIL -

Resident ID

m0511340

Due Date

03/19/2025

Utility Type	Current Reading	Your Usage	Meter	Rate	Your Usage
	kWh	kWh	Multiplier	\$/kWh	Amount
ELECTRIC	5,031.00	618.00		0.1426780	\$88.18

Average Usage, \$94.44

Credit Due

(Normal Usage Zone)

Payment Due

Your Usage, \$88.18

Utility Type	Previous Reading	Current Reading	Your Usage	Rate	Your Usage
	ccf	ccf	ccf	\$/ccf	Amount
GAS	4,564.00	4,647.00	83.0000		\$109.56
			20.00	1.6290000	32.58
			30.00	1.3340000	40.02
			33.00	1.1200000	36.96

Average Usage, \$127.82

Credit Due

(Normal Usage Zone)

Payment Due

Usage, \$109.56

Previous Balance

\$186.76

Usage(under) or over the Normal Usage Zone ELECTRIC 12/24/2024 - 01/22/2025

\$-8.28

Usage(under) or over the Normal Usage Zone GAS 01/09/2025 - 02/08/2025

\$-18.28

Current Month Payments

\$(0.00)

Amount Due

\$186.76

The main body lists:

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

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





# YES Energy Resident Billing Service

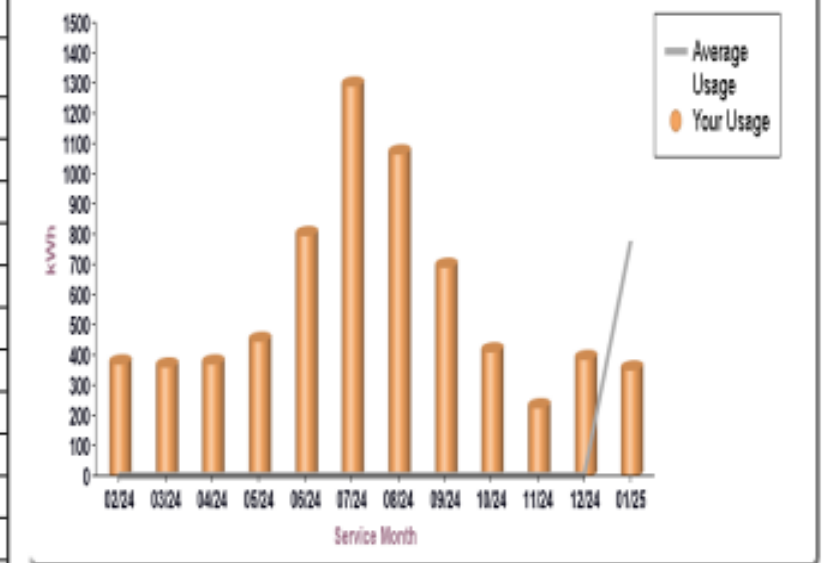
## Statement Enhancements:

- Combining all Electric and Gas Details into a Single 12-month Chart and Graph on 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