



Air Force Utility Allowance (UA) Program Town Hall

Buckley Installation Briefers (AFCEC Rep & Hunt Rep)
8/27/2025





U.S. AIR FORCE

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**



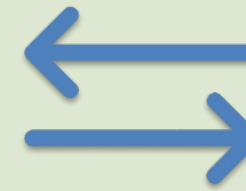
OVERVIEW OF THE AIR FORCE UA PROGRAM



Air Force UA Program Key Changes



1) BAH & UA Credits: Residents no longer receive BAH utility credits. The rent amount is equal to the full BAH allotment (less any rent concessions), with no utility credit applied.



2) Billing Transition: A three-month mock billing period is in effect from January to March 2025 under the new methodology. Live billing will commence in April 2025.

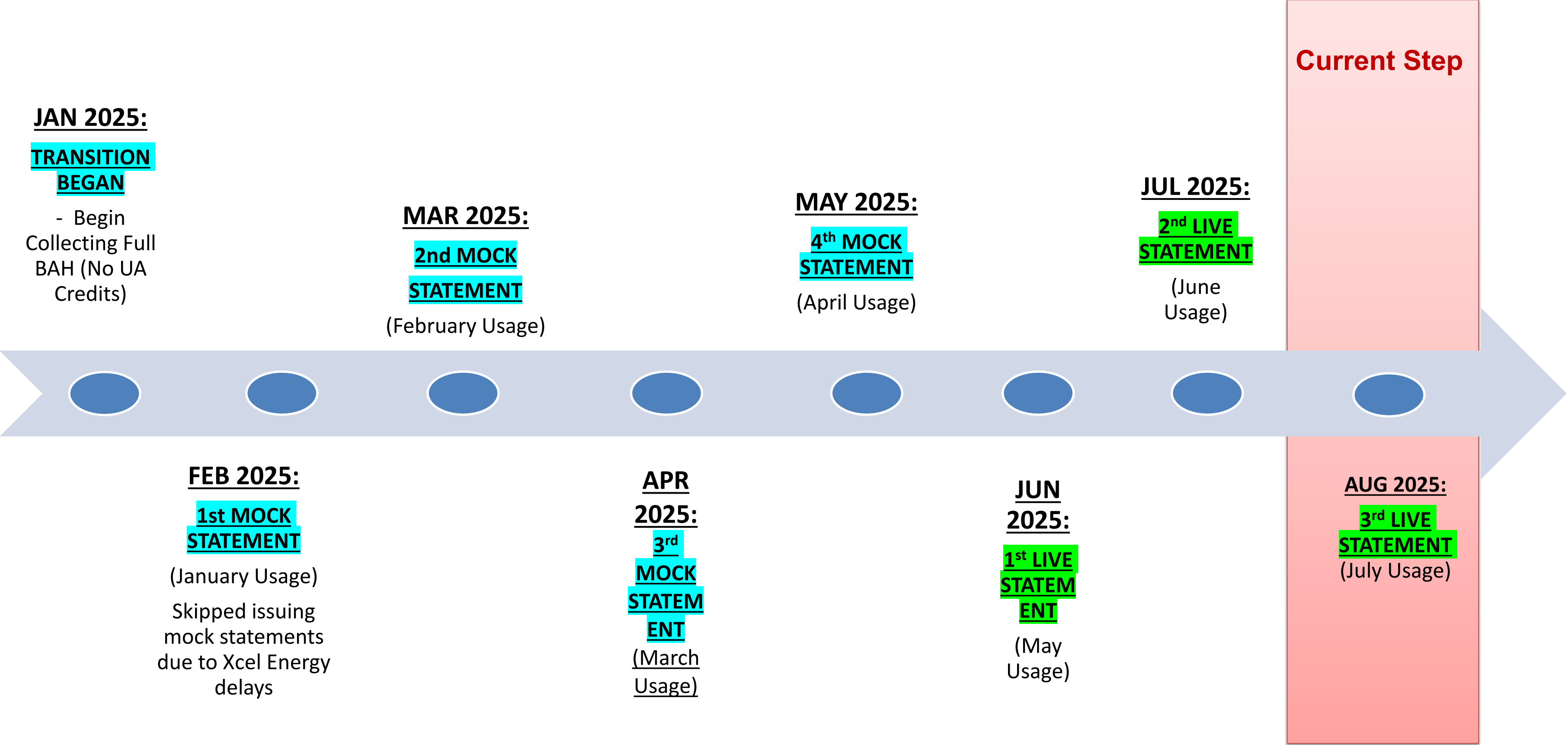


3) New UA Billing Method: The UA method is now based on a monthly baseline method. Under this new system, a portion of your BAH is allocated to the Utility Allowance. This allowance is based on normal monthly usage baselines for each like-type home group.



4) Over-Consumption and Under-Consumption Billing: Residents are billed monthly for usage that exceeds the established baseline (over-consumption) and may receive rebates for usage below the baseline (under-consumption) to encourage energy conservation.

Air Force UA Transition Milestones



How are LTG's Determined?



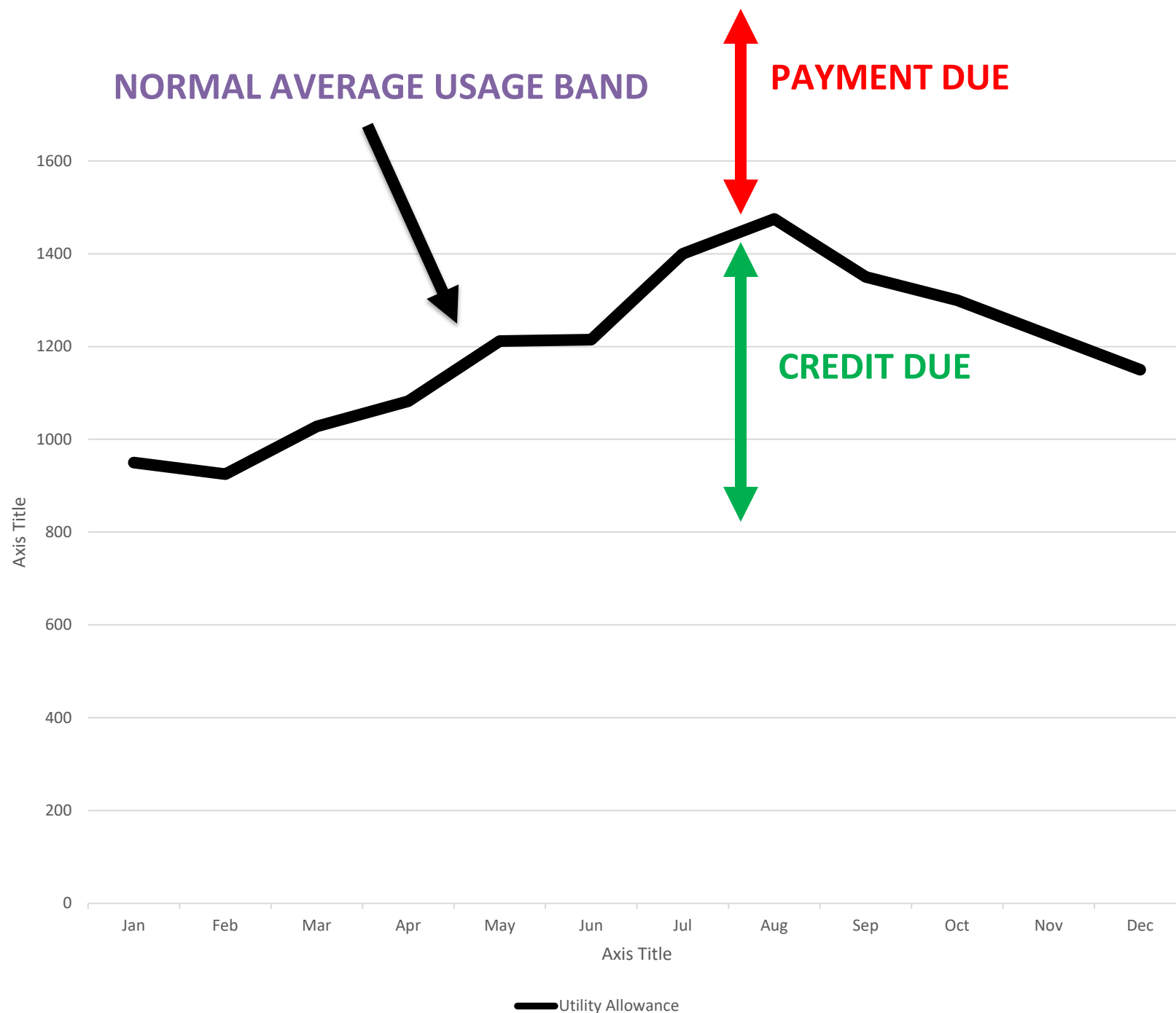
Like Type Groups:

- Homes are grouped together in “**Like Type Groups**” (LTGs) based on factors that influence energy usage including:
 - Size (sqftg, number of bedrooms)
 - Age of the home (year built)
 - Construction style and thermal characteristics
 - Variations in type of heating and cooling equipment
- ***Family size is not a factor***

Small Like Type Groups:

- For small groups with fewer than 10 homes or unique homes, the baseline average will be determined using:
 - 5 Year Rolling Average Method
 - Per Square Foot Method

Overview of the UA Billing Process



How Are UA Payments & Credits Determined?

- **1) Establish the baseline average for every LTG (by commodity):**
 - Remove Exclusions: Vacant/Partially Occupied Homes, Estimates, Homes with Electric Vehicles, and Civilians
 - Eliminate the Highest 10% and Lowest 10% of Users (If >10 homes in a LTG)
- **2) Compare each home's usage against the baseline average:**
 - **REBATE ISSUED:** If your usage is **BELOW** the baseline, you will be eligible for a credit
 - **PAYMENT DUE:** If your usage is **ABOVE** the baseline, you will need to pay for the extra usage
- **3) Apply the \$50 threshold:**
 - Payments/Rebates **BELOW** the \$50 Threshold: **NO ACTION** (unless the cumulative balance exceeds the threshold)
 - Payments/Rebates **ABOVE** the \$50 Threshold: **PAYMENT DUE** or **REBATE ISSUED**
 - **At the Baseline:** If your usage falls equal to the normal average usage amount, you will owe nothing (covered by BAH)

3rd Live Billing Statement

Average Live Bill Outcomes – July 2025 Service Period (AUGUST 2025 YES Statements)

- Total Billable Active Duty Residents = **318**

	ABOVE the Baseline Avg	At the Baseline Avg	BELOW the Baseline Avg
Number of Residents	163 residents (51.3%)	0	155 residents (48.7%)
Average Bill/Rebate Amount	\$57.56	\$0	(\$56.25)
Number of Residents >\$50 Threshold	63 residents (19.8%)	\$0	72 residents (22.6%)
Average Bill/Rebate Amount >\$50 Threshold	\$115.27	\$0	(\$96.38)

The majority of residents in the Community (**80% of residents**) would have **NO ACTION** required in this billing period (i.e. below the \$50 payment/rebate threshold).

Hunt Resident Portal

Simplify Your Rebates

Skip the Hassle—Receive Your Utility Rebates via Direct Deposit

Easy ACH Setup for Payments & Refunds

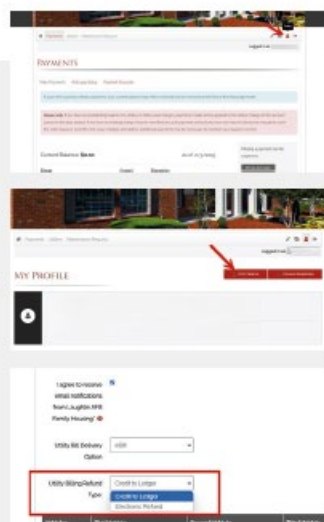
Below are the steps and screenshots from Hunt's RentCafe portal to help residents set up ACH for payments and refunds, including those related to the Air Force Utility Allowance (UA) Program.



Utility Billing Refund Type* Setup for Residents

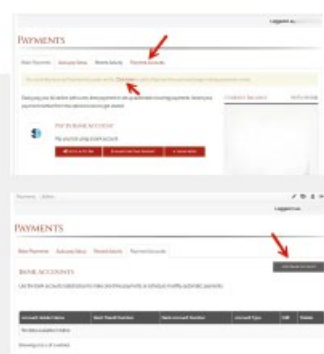
1. Log into the resident portal, go to **PROFILE**, and select to **EDIT PROFILE**.
2. Select the drop-down menu for **UTILITY BILLING REFUND TYPE**. This is where the resident will opt in for "Credit to Refund" or "Electronic Refund."
3. Click to select **CREDIT TO LEDGER** to opt in for your utility rebate to accumulate on your ledger.
4. Click to select **ELECTRONIC REFUND** to opt in for your rebate to be paid out once the balance of your utility refund exceeds the \$50 threshold amount.

NOTE: You will be required to enter your ACH banking information in order to complete the setup.



Overview of ACH Setup for Residents

1. On the Payments screen, select either the **PAYMENT ACCOUNTS** tab or **CLICK HERE**.
2. Select "Add Bank Account." This is where the resident will add routing and account information.



HuntMilitaryCommunities.com



- **How to Register for Auto Payments:**
 - Go to **PAYMENTS**, select **AUTO PAY SETUP**.
 - Select your Payment Account, Start Date, and Payment Percent (in most cases you'll select 100%).

- **How to Opt In for Electronic Refunds:**
 - Go to the resident portal, select **EDIT PROFILE**.
 - Click the **UTILITY BILLING REFUND TYPE** drop-down menu.
 - Click to select **ELECTRONIC REFUND**.

- **IMPORTANT NOTE:** You will be required to enter your ACH banking info to complete auto pay and electronic refund setup.

AUTO PAY SETUP

HOW TO SET UP AUTO PAY FOR VARIABLE CHARGES ON THE WEB

Set Up, Change, or Cancel Auto Pay

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

Payments > Auto-pay Setup

Once you have arrived to the Auto-pay Setup page, follow these easy steps:

01

Select Payment Account

Under the Variable Monthly Charges section, select the account you want to use for the payment. Select your Start Date, End Date (optional), Pay On (1st-5th), and Payment Percent. *In most cases, you'll select 100%.



Complete this step for the options you want to setup auto pay for. Example: Electric & Gas.

02

Review Summary and read through Terms & Conditions

A confirmation window will appear where you can review the summary. Once you have carefully read through the summary and Terms and Conditions, select the 'I have read and accepted the Terms and Conditions' button and submit.



Please carefully read through the summary and the Terms and Conditions before submitting.

03

Confirmation

A confirmation email will be sent to your email address.



Helpful Information:

1. Residents must have a Payment Account set up before setting up Auto Pay.
2. Auto Pay can be set up at any time. Payment date options are the 1st - 5th of each month.
3. Auto Pay for utilities will make payments to utility charges without manual intervention as long as:
 - a. Utility charges are present on the ledger.
 - b. The auto-pay setup was not given an end date.
 - c. The payment type used is an active account (Example: Open bank account, debit card not expired, etc.).
4. If applicable, Active Duty residents will be able to set up Auto Pay only for their utility charges as their rent is covered by their BAH.

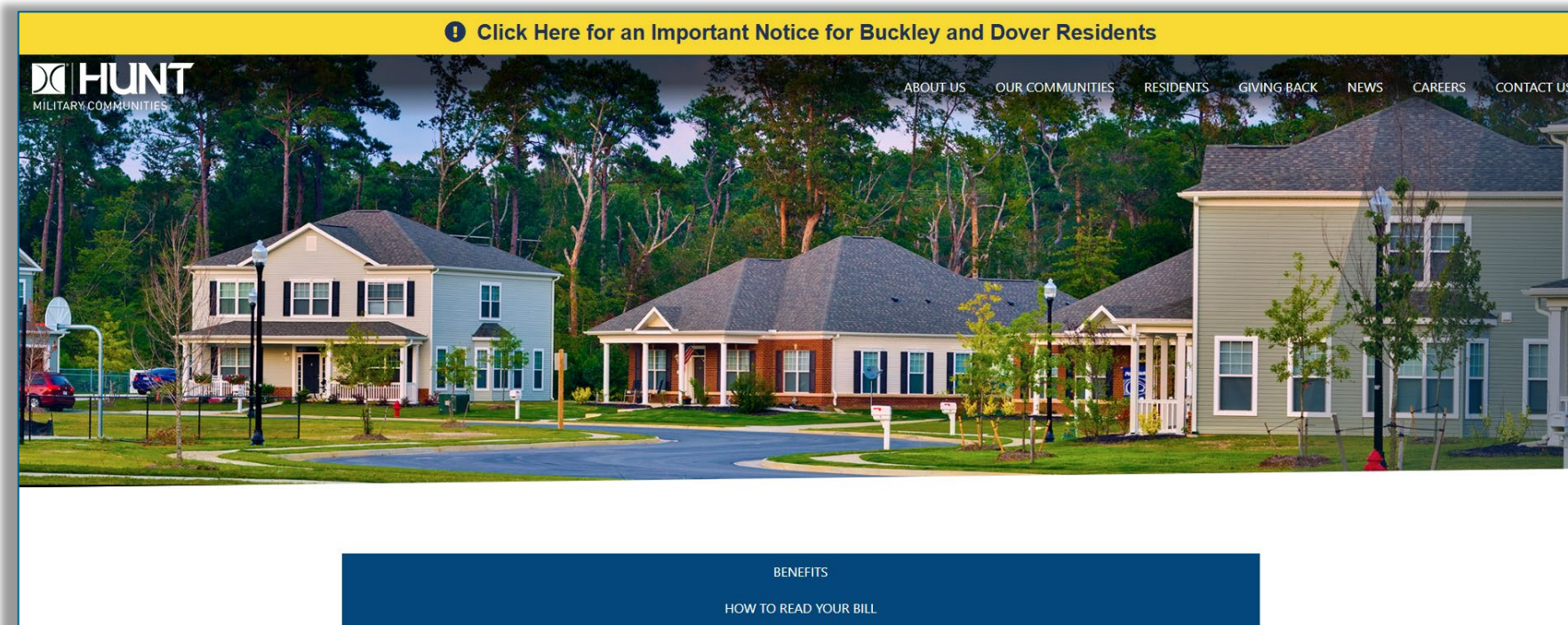
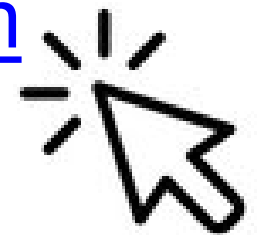


HuntMilitaryCommunities.com



Dedicated Air Force UA Program Website

WEBSITE LINK: <https://www.huntmilitarycommunities.com/resident-utility-program>



FAQs

[What is the Air Force Utility Allowance Program?](#)

[Why did my installation decide to implement this program?](#)

[How does the Air Force UA Program work?](#)

[What are the benefits of the Air Force UA Program?](#)

How to Read Your Bill

Click the link below to see a sample bill with an explanation of each section.

[CLICK HERE TO UNDERSTAND YOUR BILL](#)

Energy Assessment Checklist

Welcome to the Hunt Energy Assessment Checklist! This easy-to-use tool is designed to help you evaluate your home's energy usage and identify opportunities for improvement. By completing this assessment, you'll gain valuable insights into how you can enhance your energy efficiency and potentially reduce your costs.

Taking just 10-15 minutes to complete this assessment can lead to significant long-term benefits for both your wallet and the planet. Ready to get started?

[CLICK HERE TO BEGIN YOUR ENERGY ASSESSMENT!](#)

Videos

Below are brief videos showing an overview of how monthly utility services will be billed for active duty residents under the UA Program & best practices for conserving energy and reducing your household's utility bills.





YES Energy Resident Billing Service

Hunt Military Communities has partnered with YES Energy, a leading energy and metering company, for the administration of the resident utility conservation program.



Account Payments

A variety of convenient payment options including automatic payments are available on the Hunt Resident Portal.



Statements and Notices

The new and improved monthly statements are now easier to read and understand. Statements will continue to be emailed and/or mailed to your home each month and will also be available electronically in the Hunt Resident Portal.



Customer Assistance- Available Now!

Contact the YES Customer Service Center for help managing your utility account. We have a dedicated group of employees standing by to help you with any questions you have regarding this transition or your utility account.

You can reach out to YES Energy 24/7 by phone at 1-844-979-4416 or by email at yescs@yesenergymgmt.com



YES Energy Resident Billing Service

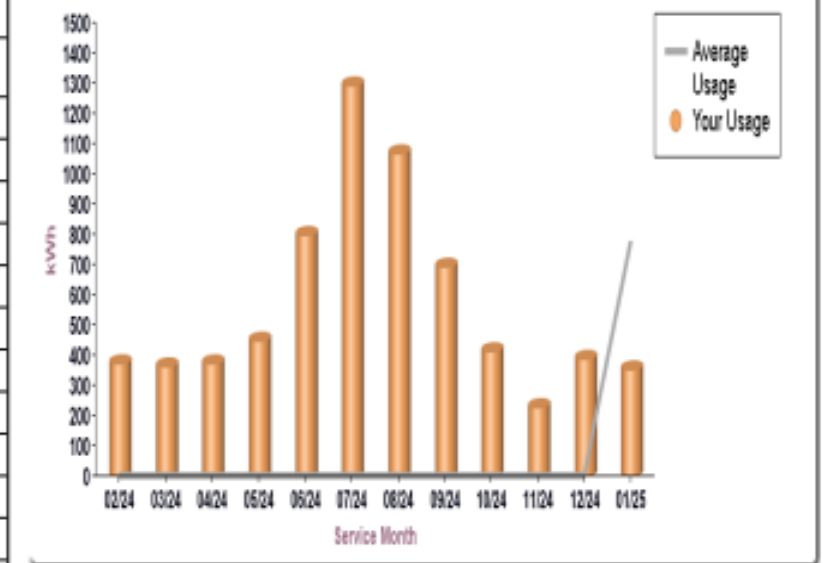
Statement Enhancements:

- Combining all Electric and Gas Details into a single page. 12-month Chart displayed on the back of the statement.
- Difference Column on Back Chart to show positive and negative values.

Delivery of Statements

- Utility Billing Delivery Option preference can be selected on the Hunt Resident Portal under My Profile.
- Options Include: eBill, Paper and eBill, or Paper Copy.

Your Electric Usage (*indicates estimation)					
Month	Your Usage kWh	Amount	Baseline	Difference	Your Charge
02/24	371.00	\$52.93	0.00	371.0000	\$52.93
03/24	360.00	\$51.36	0.00	360.0000	\$51.36
04/24	371.00	\$52.93	0.00	371.0000	\$52.93
05/24	444.00	\$63.35	0.00	444.0000	\$63.35
06/24	793.00	\$113.14	0.00	793.0000	\$113.14
07/24	1291.00	\$184.20	0.00	1,291.0000	\$184.20
08/24	1063.00	\$151.67	0.00	1,063.0000	\$151.67
09/24	691.00	\$98.59	0.00	691.0000	\$98.59
10/24	411.00	\$58.64	0.00	411.0000	\$58.64
11/24	224.00	\$31.96	0.00	224.0000	\$31.96
12/24	386.00	\$55.07	0.00	386.0000	\$55.07
01/25	351.00	\$50.08	775.56	-424.5600	\$-60.58



eBill

eBill

Paper Copy

Paper and eBill

SAMPLE STATEMENT FRONT

The top portion of the statement is the tear-off stub with payment details.

Legend stating if there is an amount to pay, nothing to pay, or if a refund is due.

The left-hand side contains:

- Customer service contact details.
- Portal website address.
- Community name.
- Resident ID and portal registration code.

500 Colonial Center Pkwy Ste 200
Roswell, GA 30076-6852

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

YES ENERGY MANAGEMENT

JOHN SMITH
53 YES St.
Roswell Park, GA 30076

EXAMPLE PROPERTY

YES Customer Service:
(555) 555-5555

Resident ID: m0123456
Statement Date: 7/25/2025
Due Date: 08/15/2025
Current Balance: \$-27.83
Amount Due: \$0.00
Amount Enclosed: \$ _____

YES Energy Management
PO Box 82577
Goleta, CA 93118-2577

Service Address
53 YES St.
Roswell Park, GA 30076

Community Name
Example Property

Like-Type Group
C3

Customer Service
Daily 24 Hour Service
555-555-5555

Email: yescs@yesenergymgmt.com

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

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

YES System Information
Property ID: exprop

Resident ID/Registration Code: m0123456

Community Message
Thank you for conserving responsibility!

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

ACCOUNT DETAIL-

Resident Name: JOHN SMITH
Due Date: 08/15/2025

Utility Type	Previous Reading	Current Reading	Your Usage kWh	Meter Multiplier	Rate \$/kWh	Your Usage Amount
ELECTRIC	138,763	138,800	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

Credit Due	(Normal Usage Zone)	Payment Due
		Your Usage, \$40.69

Previous Balance \$-19.44
Usage(under) or over the Normal Usage Zone ELECTRIC 05/22/2025 - 06/22/2025 -14.90
Usage(under) or over the Normal Usage Zone GAS 05/23/2025 - 06/23/2025 6.51

Current Month Payments \$(0.00)

Current Balance \$-27.83

No Payment or Credit Due At This Time.

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

The main body lists:

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

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

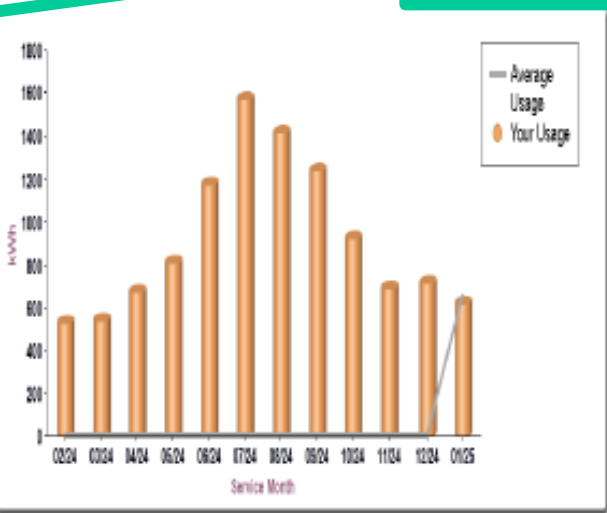
SAMPLE STATEMENT BACK

graph and usage table in detail)

***Rates listed include all applicable charges, fees, and rate discounts as determined by the local utility provider. If your usage is indicated as *EST, your actual usage could not be obtained and your usage has been estimated and adjusted to fall within the average of your LTG for the period.*

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

Seasonally-Adjusted
Monthly Baseline Average

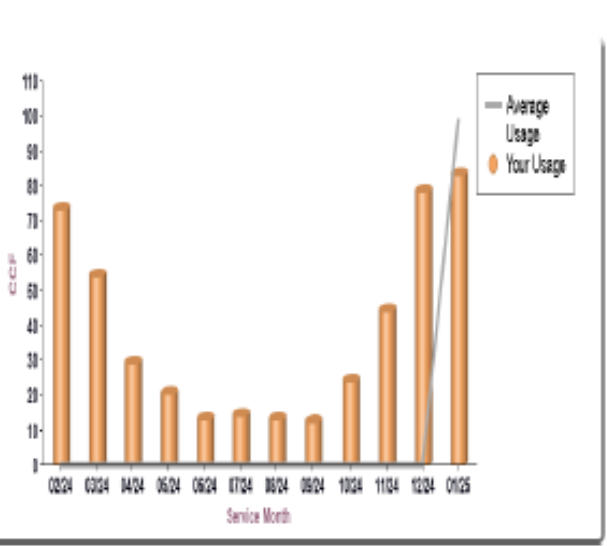


**12-months of historic
usage profile table:**

Utility consumption.
Baseline Average
Dollar charges or
rebates.

Your Gas Usage (*indicates estimation)					
Month	Your Usage CCF	Amount	Baseline	Difference	Your Charge
02/24	73.00	\$89.64	0.00	73.0000	\$89.64
03/24	54.00	\$70.10	0.00	54.0000	\$70.10
04/24	29.00	\$40.44	0.00	29.0000	\$40.44
05/24	20.00	\$29.50	0.00	20.0000	\$29.50
06/24	13.00	\$19.17	0.00	13.0000	\$19.17
07/24	14.00	\$20.65	0.00	14.0000	\$20.65
08/24	13.00	\$19.17	0.00	13.0000	\$19.17
09/24	12.00	\$17.70	0.00	12.0000	\$17.70
10/24	24.00	\$36.55	0.00	24.0000	\$36.55
11/24	44.00	\$64.64	0.00	44.0000	\$64.64
12/24	78.00	\$103.96	0.00	78.0000	\$103.96
01/25	83.00	\$109.56	99.30	-16.3000	\$-18.26

Payment owed when total
Payment Amount >\$50
-OR-
Rebate credit issued when
total Rebate Amount > \$50



12-month graph:

Residence
consumption.
Like type unit baseline.
Normal Usage
Average



Stay Connected!

Follow us for Community Updates, Exciting Monthly Events and much more!

Scan the QR Code to Follow us on Facebook!



@buckleyafbfamilyhousing



Buckley Family Housing

