

Town Hall Q&A
June 10, 2026

Q: "As we discuss the DoD Utility Allowance Program (electric), I'd like clarity on the allowance methodology and what protections exist for fairness. How is the electric allowance calculated (data period, occupancy assumptions, baseline kWh, and factors included/excluded), and will that methodology be provided to residents in writing?"

For identical floor plans, does the allowance account for major differences in sun exposure/solar load (south-facing sliding glass doors, lack of shade canopy, orientation/end-unit effects)? If not, what is the dispute/appeal process for outliers, what data will residents receive during mock billing (kWh, rate, allowance, over/under), and will residents have access to meter-level data beyond a monthly summary? If a home is over the allowance, what evaluation process exists to determine whether the driver is resident behavior versus home condition (HVAC performance, duct leakage, insulation/window performance—not just door seals), and who decides and funds repairs when building-envelope issues are identified?

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

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

For Standard Baseline LTGs with more than 10 units, the average is recalculated each month using the prior month's consumption data. Before calculating the baseline, vacant homes, homes with extended absences (when residents have provided notification), and the top and bottom 10% of users are removed to ensure the baseline reflects typical usage. Each month, our Military Housing Office partners also receive a copy of the billing report for their review. You can find more information about how Like-Type Groups are set up and how monthly baselines are calculated in AFCEC's RECP FAQs. <https://www.huntmilitarycommunities.com/sites/homepage/files/html/RECP-FAQ-AFCEC.pdf>.

We invite all residents 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 in-home energy assessment 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: Rent has gone up \$100 this year. Now, plans are in place for us to be charged utilities. Houses are moldy, there have been no improvements to the community, houses, amenities, or lawn care. Many families moved here with the expectation of security due to the gate, and we all know how that went. With all this in mind, why are we being charged utilities? One would think there would be a significant discount considering the decline in quality of life within Hunley park.

A: Response provided at the Town Hall by Col Rhea. Please visit your MHO with additional questions.

Q: Given South Carolina's hot and humid climate, can you explain the reasoning behind setting the minimum cooling temperature for base housing at 72°F? While I understand the intent may be to reduce energy consumption, many residents rely on lower indoor temperatures to help manage humidity and prevent mold growth, which can be a persistent issue in this region.

With the new utility allowance policy, will housing conduct routine or monthly mold inspections, or will inspections continue to be performed only when residents submit maintenance requests? My concern is that families may end up using more electricity during the spring and summer months to combat humidity and protect their homes from mold, potentially offsetting the intended energy savings and increase utility bills past the allowed limit. What are the allowed limits and how were they calculated with homes? Were they monitored during summer time, year round, or winter time?

Additionally, this policy may reduce the appeal of living on base for some families who are already dealing with the challenges of South Carolina's climate. Could you provide more information on how these concerns were considered when the policy was developed?

A: The Air Force Utility Allowance Program is designed to support energy-saving habits, and it does this in a way that keeps things fair for everyone. Each home is placed into a "like-type" group with other homes that share similar efficiency levels and building characteristics. The groupings are jointly reviewed and approved by Hunt, the local Command and AFCEC prior to UA Program implementation. This means your usage is only compared to homes that operate much like yours.

Because these efficiency differences are already built into the program, the age of your home or equipment does not put you at a disadvantage. Your billing outcome reflects how your personal household usage compares to similar homes, not how old your home is. To learn more about the purpose, background and components of the Air Force Utility Allowance (UA) program, please review the Air Force Utility Allowance Program FAQ's at: <https://www.huntmilitarycommunities.com/sites/homepage/files/html/RECP-FAQ-AFCEC.pdf>.

As a reminder, every resident receives the full benefit of the established baseline allowance. If your usage is above the average for your like-type group, you are only responsible for the cost of the consumption that exceeds that baseline—not the entire bill. This ensures that all residents receive the same baseline benefit and only pay for usage that goes beyond typical consumption for similar homes.

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

Q: I also understand the NWS housing is not doing a utility allowance program. Is there a reason we are and they aren't?

A: Response provided at the Town Hall by Col Rhea. Please visit your MHO with additional questions.

Q: Will Hunt provide energy saving lightbulbs, replace old outdated appliances, update windows?

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Residents can also visit Self-Help to exchange standard lightbulbs for energy-efficient LED bulbs at no cost (one-for-one).

Q: How much of the bah allowance is being allotted towards the utilities?

A: In 2026, the average utility component of the BAH for Joint Base Charleston is 13%, as established by the DoD. Under the Air Force Utility Allowance Program, the baseline average is meant to cover “normal” or typical usage for each home type, and only residents whose usage exceeds the monthly baseline average may receive a utility charge. The Air Force guidelines also establish a \$50 threshold, meaning utility charges are only actionable when the accumulated total exceeds \$50 or when you vacate your home. This structure keeps the program fair while ensuring rent and BAH remain aligned with established policy.

Please see the 2026 Basic Allowance for Housing Component Breakdown provided by the Office of the Under Secretary of Defense for more information: https://www.travel.dod.mil/Portals/119/Documents/BAH/PDF_BAH-Rate-Component-Breakdown/2026-BAH-Rate-Component-Breakdown.pdf

Q: We are recommended to move outside freezers to air conditioned areas, in Hunley we have very small and old refrigerators, and very limited house space. Updated refrigerators would eliminate the need for an extra freezer/refrigerator.

A: According to U.S. Department of Energy and ENERGY STAR guidance, refrigerators are designed to operate in climate-controlled indoor environments, and placing secondary units in garages or outdoors can lead to inefficient operation, increased energy use, and potential performance issues due to temperature extremes.

At this time, there is no planned community-wide refrigerator replacement project. However, appliance upgrades—including refrigerators—will continue to be evaluated as part of future Community Reinvestment Projects. Each year, projects are proposed and finalized in partnership with Command to ensure funding is directed toward the most critical needs for residents and the installation, with a strong focus on Life, Health, and Safety.

Community Reinvestment Projects focus on energy-efficient home improvements that enhance comfort, reduce utility costs, and support long-term sustainability across the neighborhood. By prioritizing these efforts, the program helps ensure homes remain modern, resilient, and environmentally responsible.

In addition to home improvements, the program also supports upgrades to resident amenities and community infrastructure that enhance safety and overall quality of life. Examples include refreshed playgrounds, improved exterior and pathway lighting, sidewalk repairs, and enhancements to shared outdoor spaces. Residents are encouraged to share feedback through the Annual Tenant Satisfaction Survey, which helps guide future priorities and improvements.

Q: Are the baseline estimates based on household size or structure size? If a family of 5 lives in a 3 bedroom compared to a family of 2 in a 3 bedroom, do they have the same estimated usage amounts?

If a household is consistently under utilizing, does their baseline adjust to reflect or are they still set at the same rate?

Once the program is fully implemented, will new incoming residents get a grace period to adjust usage or will they immediately assume the billing cycle?

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The three-month mock billing period applies only during the initial implementation phase of the program and is designed to help residents understand their usage compared to the monthly baseline before live billing begins. Once the program transitions to live billing, all residents—both existing and new incoming—will immediately participate in the live program based on their actual usage compared to the monthly baseline, with no additional mock billing grace period.

Q: If the baseline is a specific number (rather than a range) doesn't that mean that every single home will either be over or under every month? Which also means that roughly 50% of homes will have an accruing charge every month?

A: The \$50 threshold ensures small or occasional overages do not result in charges. Month-to-month usage variations (e.g., weather and behavior) also help offset balances, so only a small share of homes with significantly above average usage ever accumulate enough to trigger a charge in a given month. Each month, the vast majority of residents have no action required. NOTE: utility charges or rebates are only actionable when the accumulated total exceeds \$50 or when you vacate your home.

Disclaimer

This Q&A document has been curated to address questions specifically related to the UA Program. Questions outside the scope of this program have been filtered out to maintain clarity and relevance.

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://jbcharlestonfamilyhousing.securecafe.com/residentservices/joint-base-charleston/userlogin.aspx>, or by calling your Resident Service Specialist.