

Air Force Utility Allowance Program Transition Town Hall #1
January 15, 2026

Q: Why is it all of a sudden we have to pay utilities when that is the only reason people truly come on base as these houses aren't maintained well?

A: The program has been in place since 1994 and there were many other Air Force installations that did participate. This program is designed to encourage responsible energy use, create fairness across different home types, and support long-term housing quality by reinvesting savings as a result of reduced utility costs back into the community. Residents at Little Rock will now pay out-of-pocket for their above-average electric usage. All other applicable utilities remain unchanged. With this program, most residents will not need to take any action during each billing cycle because their balance falls below the \$50 payment threshold or they earned a rebate. During the first four months of the live program at USAFA, an average of 89% of residents had no action required.

Q: The program has been in place since 1994 and understand it was suspended in 2020. What is the catalyst to restore the program now?

A: The intent has always been to reinstate the program. It was temporarily suspended due to concerns about shared common areas, and the pause was necessary to verify that those issues were not present.

Q: Has Little Rock been part of the program prior?

A: No. Hunt currently has four (4) Air Force installations that have gone live with the program. Ex: Buckley, Dover and Moody now live, also USAFA had the program previously and is now back online. Other MHPI Housing companies are also taking steps to restore live billing across their portfolio.

Q: How will you determine the average usage of a home? Will it be based on the history of usage of that specific house or for the whole neighborhood?

A: Houses are categorized into 'Like Type Groups' (LTGs) based on characteristics like square footage, age, heating type, and condition. Average utility usage is calculated monthly. Household composition is not considered; only the home's physical characteristics are used.

Q: Why not just look at the individual home?

A: Earlier versions of the program relied on a five-year average, but that approach didn't account for the wide differences in individual lifestyles or the weather fluctuations that occur over such a long period. The current model, which uses a monthly baseline and groups similar home types together, is designed to reduce the impact of individual lifestyle differences and short-term weather variations on a single household.

Q: How do unique features of home impact Like-Type Groups?

A: It is rare that homes will have unique features; however, if a home has a feature that makes it meaningfully different from others, it would be placed in a small like-type group using the appropriate methodology to determine the monthly baseline.

Q: I understand the number of bedrooms will be factored in. What about the occupancy count? I may have the same # bedroom, same house as others in my neighborhood, but they may have more or less dependents than I do. Wouldn't the amount of people in a house affect utility usage?

A: Family size is not a criterion used in establishing Like-Type-Groups. Resident's rent and utility allowance is based on BAH which does not increase based on family size. Residents living in private sector rentals do not receive additional utility allowances for family size.

Q: How does the Occupancy of a home impact live billing?

A: Vacant homes are not included in the monthly baseline calculation. If you see a home with vendors doing work, this activity does not impact the monthly baseline. Additionally, the top 10% and bottom 10% of users are removed before calculating the monthly baseline*. This ensures outliers, such as a TDY, do not impact the average.

Q: How does the program impact families that homeschool or are home during the day?

A: Homeschooling is considered a lifestyle choice. Lifestyle choices are not taken into account for formulating like-type-groups.

Q: Are Duplexes billed as one?

A: No, each unit is billed separately, with individual utility usage measured through our certified metering system.

Q: How is the baseline utility allowance rate established or calculated? Is it a fixed or variable rate? If it's variable, are we notified of the current rate?

A: At Little Rock, rates are set once per year by our CE partner, who is the electricity provider on base. Rates will not change other than this annual adjustment. The rate follows Air Force guidance on how CE determines the cost of delivering electricity to housing, including the expenses associated with maintaining and sustaining the electrical infrastructure. The rate is displayed each month on your YES Energy Statement.

Q: The rate doesn't change seasonally?

A: Consumption fluctuates seasonally, but the rates stay the same. The baseline average can and will change.

Q: How will we know things are measured correctly? Are there meters?

A: There are meters. As part of the recertification process, there was an OSD requirement to inspect meters to confirm no discrepancies. Meters at Little Rock are typically located on the exterior of the home and can be located by following the electrical conduit from your outdoor AC unit.

Q: Is there a way to measure as your usage as you go throughout the month to maybe back up?

A: In theory, residents can track their meter readings daily if they choose. The Hunt Resident Portal also includes a projection tool that estimates current-month usage based on historical consumption, giving a helpful preview of where their usage is trending.

Q: What is the benefit to living on base if you're being charged for Utilities?

A: At Little Rock, active-duty residents enjoy meaningful savings and added convenience, including waived security deposits, no monthly pet fees, and zero electricity connection charges. Essential services—sewer, water, and trash—are fully covered, reducing out-of-pocket costs. Beyond the financial advantages, on-base living offers shorter commutes, exclusive resident events and amenities, and the peace of mind that comes with 24/7 emergency maintenance support.

Q: Does housing believe it is reasonable to shift operating costs onto residents without first ensuring homes meet basic energy-efficiency standards?

A: The goal of the utility program is not to shift operating costs onto residents, but to promote energy conservation. The program is designed to account for normal variations in efficiency through Like-Type Groups which takes into account age of home, and building characteristics.

Q: Will housing pause or refund overage charges when excess usage is later proven to be caused by maintenance deficiencies or inaction?

A: MHO provides direct oversight of all aspects of the program. If there is ever a situation where repairs are underway in a home or a circumstance outside our control, our intent is to review the utility charges and make any necessary adjustments. Residents can also contact MHO or their Resident Advocate at any time to ensure their concerns are fully addressed.

Q: Is housing conducting unit-specific energy audits, and if not, how can charges be considered accurate or fair across homes of varying age and condition?

A: All Like-Type Groups are reviewed and approved by MHO and AFCEC. This ensures the homes being compared must be similar in size, age, layout, and mechanical systems and AFCEC validates that the groupings are fair and accurate.

Q: What objective standard does housing use to determine a unit is energy-efficient before holding residents financially responsible for overages?

A: Like-Type Groups are formed to put similar homes together for monthly baseline purposes. You will not be compared against homes that are significantly different than yours. This approach accounts for differences in the overall efficiency of a home. If a resident ever believes their home isn't performing the way it should, we encourage them to submit a request for an energy assessment to confirm equipment is operating properly and correct any issues.

Q: What will be done to make homes more energy efficient?

A: As of the end of 2025, roughly 80% of the community will have received new HVAC systems through our large-scale replacement project, with the remaining 20% scheduled for completion in 2026. As additional funding becomes available, we will continue pursuing upgrades such as roof, window, and appliance improvements. While the total RECP savings are not yet known, future reinvestment account funds are already planned to support ongoing community enhancements.

Q: As the gov is taking this stance on energy conservation how is it modifying its facilities to promote energy conservation. For example led light low energy appliances double panes windows?

A: Unfortunately, we can't speak to Base Facilities. Please reach out to 19th Civil Engineer Squadron.

Q: Will this be a separate allotment on my LES?

A: No; however, you may choose to set up auto-pay using a credit card, debit card, or checking account on the Hunt Resident Portal.

Q: Do we only pay if we go over the allotted usage or is money taken automatically from our BAH to cover utilities and then reimbursed if we do not go over?

A: A Service Member's BAH covers rent and normal utility usage. The program is designed to encourage active-duty residents to maintain typical usage levels and reward conservation. By using utilities wisely, residents may have no out-of-pocket expenses and may even qualify for a rebate. Active-duty residents are only responsible for usage that exceeds the established baseline average, and only when their cumulative balance surpasses the \$50 payment threshold.

Q: Normally, you can see rent charges on the Hunt Resident Portal. Will this show differently now?

A: The Hunt Resident Portal will show rent along with utility charges and rebates.

Q: It was mentioned that RECP is for only for electricity at Little Rock. Is Hunt allowed to look at other utilities like water/sewer?

A: The program currently focuses solely on energy—specifically electricity and gas. Any changes to that scope would require a formal Air Force approval process, which is extensive. Civilian residents are charged for water, sewer and trash services.

Q: Are we allowed to make modifications to conserve energy?

A: In some cases, yes. For example, blackout curtains can help reduce sunlight and heat during the summer. If you're considering any modification to your home, please contact your Resident Service Specialist to submit a Reasonable Modification Request for review. If a request cannot be approved, we're happy to offer alternative solutions. Please note that aluminum foil on windows is not permitted, as it can damage the window seals.

Q: AFCEC's RECP FAQ is a great resource, did not see on website.

A: It is linked on the dedicated Air Force Utility Allowance website and the link below:

<https://www.huntmilitarycommunities.com/sites/homepage/files/html/RECP-FAQ-AFCEC.pdf>

Q: Are there available exceptions for EFMP or Wounded Warrior Families?

A: If you need something unique, such as medical equipment, please contact your Resident Service Specialist to submit a Reasonable Accommodation Request. Your request will be reviewed, and when there is a justifiable medical need, we are typically able to accommodate it with a medical waiver.