

Town Hall #2 Q&A
April 2, 2026

Q: Referencing Ms. Harvey's email today on energy saving efforts, was it taken into consideration that the months of January, February, and March most likely use the least amount of electricity all year as air conditioners are not running and it's only cold for a month and a half? How are the summer months factored in to usage with the baseline that was just set?

A: The program uses a monthly baseline calculation that accounts for both the current month's weather conditions and the applicable commodity rates. Because energy needs naturally change throughout the year—such as increased cooling during hotter months or higher heating demand during colder months—the baseline is adjusted each month to reflect these expected seasonal variations.

As a result, the monthly baseline naturally rises or falls based on current weather conditions, ensuring that residents are not held to the same usage expectations year-round. This weather-based adjustment helps create a fair comparison by recognizing that higher energy use is often unavoidable during extreme temperatures.

By combining weather data with current utility rates, the program establishes a realistic and equitable baseline for each month. This approach helps ensure residents are evaluated against reasonable expectations for that specific time of year, rather than a fixed standard that does not account for seasonal demand.

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 monthly baselines are calculated in AFCEC's RECP FAQs.
<https://www.huntmilitarycommunities.com/sites/homepage/files/html/RECP-FAQ-AFCEC.pdf>

Q: When will we know our utility CAP? What day does it begin? Will the homes be renovated to be more energy efficient?

A: The program uses a monthly baseline calculation that factors in the current month's weather conditions and applicable commodity rates. Because electric and gas services are provided by the installation, usage periods align with the calendar month, beginning on the first day and ending on the last day of each month.

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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 the Air Force has already incorporated these efficiency differences into the program, the age of your home or equipment does not put you at a disadvantage. Your charges reflect how your personal usage compares to similar homes, not how old your home is. 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.



HUNT MILITARY COMMUNITIES

Q: In order to make our house livable we have invested in space heaters, a window a/c unit, air purifiers, and plug-in bug lights due to the inefficiencies of the house. How are we supposed to conserve electricity when the conditions of the houses are subpar and not energy-efficient themselves?

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 the Air Force has already incorporated these efficiency differences into the program, the age of your home or equipment does not put you at a disadvantage. Your charges reflect how your personal usage compares to similar homes, not how old your home is. 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.

Standard equipment provided with your home is included when establishing Like-Type Groups. However, personal items added by residents—such as air purifiers, dehumidifiers, or other optional appliances—are not factored into the grouping process. While these devices may increase overall energy use, they do not affect how your home is categorized for utility comparisons.

Q: Can you publish which like-groups houses fall in?

A: Please stop by the office and we will be happy to discuss this with you in more detail. Like-Type Groups are established for homes exclusively within the Maxwell Family Housing neighborhoods, using criteria determined by Air Force policy. Depending on the 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 multiple levels of review to ensure accuracy and fairness. This includes evaluation by our Military Housing Office partners, review by Command, and final approval by AFCEC. To protect the privacy of all residents, we are not able to share the list of addresses included in any Like-Type Group.

Q: How do we verify our meters are accurate considering multiple gas leaks including on the meters themselves? How often are they verified?

A: The meters underwent an extensive inspection and certification process conducted by an independent third party in accordance with OSD policy. This certification confirms that the meters measure only the consumption of the specific unit and that the readings are accurate. After the inspection is complete, AFCEC reviews the full meter certification package and provides final approval before RECP implementation begins at the installation. You can find more information about the meter certification process in AFCEC’s RECP FAQs. <https://www.huntmilitarycommunities.com/sites/homepage/files/html/RECP-FAQ-AFCEC.pdf>

If maintenance related issues such as gas leaks have increased your utility usage, these situations can be reviewed and may qualify for a maintenance waiver, which prevents residents from being charged for usage caused by equipment failures. If you are experiencing recurring issues, please reach out to your Resident Service Specialist to discuss your concerns so we can ensure the situation is properly documented and addressed. Always submit a maintenance request as soon as problems arise—timely repairs help restore normal operating efficiency and protect you from being unfairly impacted by malfunction related utility usage.



HUNT MILITARY COMMUNITIES

Q: Question regarding whether information for gas systems will be provided to improve efficiency.

A: Our Air Force Utility Allowance Program website offers a variety of resources to support your conservation efforts. We invite you to explore our Natural Gas Conservation Tips at the link below:

<https://www.huntmilitarycommunities.com/document/natural-gas-conservation-tips>

We also encourage you to follow us on social media, where we regularly share seasonal conservation tips. Thank you for staying engaged with the program and helping us promote responsible energy use.

Q: Why is family size is not factored into the creation of Like-Type Groups?

A: Like-Type Groups are created for homes within the Maxwell 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. 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.

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>

Q: How often will the baseline be calculated?

A: The program uses a monthly baseline calculation that factors in the current month's weather conditions and applicable commodity rates. Because electric and gas services are provided by the installation, usage periods align with the calendar month, beginning on the first day and ending on the last day of each month.

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 monthly baselines are calculated in AFCEC's RECP FAQs. <https://www.huntmilitarycommunities.com/sites/homepage/files/html/RECP-FAQ-AFCEC.pdf>

Q: Any planned upgrades to HVAC infrastructure?

A: Community Reinvestment Projects focus heavily on energy-efficient home upgrades that improve comfort, reduce utility costs, and support long-term sustainability across the community. By prioritizing these types of enhancements, the program ensures homes remain modern, resilient, and environmentally responsible.

In addition to home-focused upgrades, the program also supports resident amenities and infrastructure improvements that strengthen neighborhood safety and livability. Examples include refreshed playgrounds, improved exterior and pathway lighting, sidewalk repairs, and enhancements to shared outdoor spaces. Each year, projects are proposed and finalized in partnership with Command to ensure funding is directed toward the most essential needs for residents and the installation.

Planning for the 2026 project cycle is still underway, and final project selections are currently being reviewed. As part of this effort, a restructuring of the AETC II project is anticipated to provide additional capital, which will support reinvestment initiatives of this nature.



HUNT MILITARY COMMUNITIES

Q: General concerns in my home have not been addressed and I have had a negative experience with maintenance.

A: Thank you for sharing your concerns with us. We value resident feedback and regret to hear that your general home concerns have not been adequately addressed and that your experience with our maintenance team did not meet expectations.

Delivering timely service and maintaining respectful, professional interactions are priorities for our team. We welcome the opportunity to address your concerns directly and work toward a resolution. Please contact your Resident Service Specialist so the outstanding issues in your home can be reviewed and appropriately addressed. If concerns persist after this process, you may contact the Military Housing Office for additional assistance.