

Town Hall #3 Q&A
June 29, 2026

Q: Over the weekend, downstairs, 73 degrees, upstairs, 81 degrees. All downstairs vents are closed. Will there be more consideration with updating the AC units to meet the housing temperature demand?

A: Many of the homes were built with older HVAC designs, and in some cases the original ductwork or system size does not match today's efficiency standards. To address these long term limitations, HVAC improvements are prioritized through annual Community Reinvestment Projects, which are finalized each year with Command based on the most critical needs and available funding.

In the meantime, the Air Force Utility Allowance Program keeps things fair by comparing each home only to other like type homes with similar building characteristics and efficiency levels, so no resident is penalized for living in a home with older HVAC infrastructure. The monthly allowance baseline is recalculated every month to account for current weather and utility rates, ensuring it adjusts as conditions change.

If your home is struggling to maintain temperature or something seems off with your HVAC system, please submit a maintenance request through the Resident Portal or contact your Resident Service Specialist so we can assess the system and make sure it is operating as effectively as possible.

Q: With the ever present concern of mold in these houses, we have multiple dehumidifiers running constantly to reduce the humidity in the houses which takes its toll on electricity usage. Are there any options available to account for this increase electricity usage or do we let mold grow in our homes and then place work orders for it to get cleaned constantly?

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>.

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.

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.



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Q: Request for clarification on policy for opening vs not opening blinds. Why does it seem contradictory?

A: We apologize for any confusion. During the cooling season, keeping curtains or blinds closed during the day can significantly reduce heat gain from sunlight and help lower energy consumption. However, if a room is occupied, partially opening the curtains to allow natural daylight can reduce the need for overhead lighting. For the greatest energy savings, balance natural lighting needs with minimizing direct sunlight and heat entering the home.

Q: What is the official protocol for reporting a gas leak?

A: Open a window, leave your home and call maintenance and/or 911 immediately.

Q: How does resident know if a gas meter is faulty or reading accurately?

A: YES Energy monitors meter health to ensure reporting accuracy and notifies project teams of any inconsistencies that require further investigation or repair. If residents have concerns, they should review their monthly bills for discrepancies or unexplained changes in energy consumption. If any issues are identified, residents should contact the Yes Energy customer service line for further investigation and/or notify local site leadership.

Q: Please share Like-Type groupings.

A: The previous request was discussed with Hunt's leadership team, which confirmed that sharing the addresses included in any Like-Type Group is not permitted in order to protect the privacy and confidentiality of all residents. While we cannot provide information about specific homes or residents within any Like-Type Group, we would be happy to discuss the general characteristics and criteria associated with your assigned Like-Type Group. Please call your Resident Service Specialist to request an appointment with the Community Director, who can review the general characteristics of your Like-Type Group and answer any related questions.

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.

Q: Will gas meter inspection/certification results be published for homes in similar housing groups?

A: Response provided at the town hall by AFCEC. Please visit your MHO with additional questions.

Q: Are meter readings for all homes private, or can broader trend data be shared?

A: Individual meter readings are private and are only available to the resident occupying that home. Personal household usage data is not shared with other residents or the public.

To ensure the program is managed appropriately and resident privacy is protected, AFCEC and the Military Housing Office (MHO) provide ongoing oversight of the program.



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Disclaimer

This Q&A document addresses broad, community-wide questions related to the Utility Allowance (UA) Program. To ensure the information remains relevant and beneficial to the greatest number of residents, questions outside the scope of the program or related to individual resident circumstances have been omitted.

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://maxwellfamilyhousing.securecafe.com/residentservices/maxwell-afb-family-housing/userlogin.aspx>, or by calling your Resident Service Specialist.

This concludes our Town Hall series on the transition to the Air Force Utility Allowance Program. If you have any questions or would like more information, please visit our dedicated program website, <https://www.huntmilitarycommunities.com/air-force-utility-allowance-program>, or reach out to your Resident Service Specialist. Thank you for choosing to call Maxwell Family Housing home.