

**Air Force Utility Allowance Program Transition Town Hall #1
January 20, 2026**

Q: Will windows and doors be evaluated for proper seals before this allowance takes place? I can feel drafts in my home and I've requested some of the seals on my screen doors be repaired, but it continually has a gap.

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. The program guidelines help ensure 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.

Q: How will you calculate "averages" and yet still account for 1) different house sizes and 2) significant different HVAC units (some older than me, some relatively new and thus way more efficient). Finally, with all the HVAC problems and uneven heating/cooling, will you put more effort/resources into making the ductwork/vents actually work efficiently?

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

Because these differences—such as square footage, layout, and efficiency features—are already built into the program, neither the age of your home nor the size of your home puts you at a disadvantage. Your charges reflect how your personal usage compares to similar homes of similar size, not how old or large your home is.

We also appreciate your suggestion for increased funding to improve HVAC systems. We will take this recommendation into consideration as we plan future improvements. As a reminder, annual Community Reinvestment Projects are finalized in partnership with Command, ensuring that priorities are aligned with mission needs and available resources.

Q: Will we be charged Time of Usage Pricing like the surrounding areas in Montgomery during the summer? If so what are the hours and effect on price? How is the average/baseline calculated, are unoccupied units included the average? How are the numerous variables amongst the houses differences in HVAC systems, locations, capacities, lack of insulation and air leaks the historic homes have factored into the fairness of the baseline? Is there an estimated cost of what this will save Hunt and the money they will be able to put back into the community?

A: The electric provider for our community is the installation itself. The electric rate used in the Air Force Utility Allowance Program is established once per year by the base and, at this time, does not include a Time-of-Use (TOU) component. This means the rate remains the same throughout the day, regardless of when electricity is used. 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.

In accordance with the Air Force guidelines, 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 guidelines also require the top 10% and bottom 10% of users to be removed before calculating the monthly baseline*. This ensures outliers, such as a TDY, do not impact the average.*

The Air Force Utility Allowance Program is designed to support energy-saving habits in a way that stays fair for everyone. To do this, each home is placed into a “like-type” group with other homes that share similar efficiency levels, building characteristics, and home size. The groupings are jointly reviewed and approved by Hunt, the local Command and AFCEC prior to the Air Force Utility Allowance Program implementation. This ensures your usage is only compared to homes that operate much like yours.

The average Air Force Utility Allowance Program savings varies by installation, but the key point is that savings are measured across the entire site, not just individual homes. Because homes are grouped into ‘like-type’ categories with similar efficiency levels, the program captures consistent, site-wide reductions in energy use as residents become more aware of their consumption. The exact savings differ from site to site, but the program is designed to generate steady, cumulative reductions rather than a single fixed number.

Q: What is being done to upgrade air conditioning air handlers that are more than 40 years old? How would it be fair if one home of the same type has old units and their neighbor has newer, more energy efficient air handlers?

A: Air conditioning air handlers that are more than 40 years old are addressed through planned Community Reinvestment Projects, which prioritize replacing obsolete HVAC equipment with modern, energy-efficient systems as funding allows. While not all homes are upgraded at the same time, the Air Force Utility Allowance Program remains fair because each home is compared only to other “like-type” homes with similar efficiency levels and building characteristics. This means residents are not penalized for having older equipment—your utility charges reflect how your usage compares to similar homes, not to neighbors with newer systems. Over time, continued reinvestment helps reduce these differences while improving comfort, efficiency, and sustainability for the entire community.

Q: How do I receive my certification of my meter? Will I be provided it or will I ask the local utilities to perform a verification of completion within a year?

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>

Q: Will steps be taken to ensure that our homes are energy efficient? Will proper seals, weather stripping, windows, updated units be put in to help keep costs down?

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.

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Q: How does it take into account older drafty windows and doors, some houses having old a/c units while others have new energy efficient ones, and recurring gas leaks?

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.

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Q: Can you explain to the residents how you calculated your baseline numbers each month. Did you take an average by number of bedrooms? If so, did you separate the historic houses from the new energy efficient houses on Gunter. If the baseline was taken from a mixture of houses then the calculation is invalid and should be recalculated with the historical houses only. These homes are not energy efficient, my house does not go below 78 degrees in the summer. Please explain in detail how you came up with your baseline numbers each month.

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.

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>

Q: Since BAH only cover 95% of rent and utilities, will rent adjustment be made so families BAH covers 95% for both?

A: Rent will remain unchanged, in accordance with your current lease terms. While BAH is calculated by the military to cover approximately 95% of typical housing and utility costs in the local market, it already includes the average cost of utilities. Under the Air Force Utility Allowance Program, 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.

Q: Will you be updating the houses to the houses maintain temperature better? What is the allowance? Will you still be keeping the entire BAH in outdated homes? Will you be insulating the homes better?

A: Homes are continuously updated over time through routine work orders and annual Community Reinvestment Projects, which are finalized each year in partnership with Command and prioritized based on the most critical needs and available funding. In the meantime, the Air Force Utility Allowance Program remains fair by comparing each home only to other *like-type* homes with similar efficiency and building characteristics, so the age of your home or equipment does not put you at a disadvantage. The allowance baseline is recalculated monthly to reflect current weather and utility rates, and rent and BAH collection will continue under existing lease terms. If your home is not maintaining temperature properly, please submit a maintenance request through the Resident Portal or contact your Resident Service Specialist.

Q: Are you going to address the mold problems?

A: Residents who experience mold or any other environmental concern should immediately submit a work order. The Maintenance team will respond and take the necessary steps to address the issue. If residents feel their concern is not being resolved, they should reach out to the Community Director for additional support.

Q: What are the factors I need which you base this allowance on?

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Q: I asked if I could use a nest thermostat in historic housing and was told "no" because Hunt's maintenance technicians had to be able to work on the thermostats. How is the new initiative in line with saving energy when Hunt won't allow residents to use updated technology or appliances designed to save energy.

A: The thermostat policy is currently being reviewed, and there may be opportunities in the future for a Community Improvement project that includes smart thermostats. For now, each home is placed into a 'like-type' group with others that have similar efficiency levels and building characteristics. Your usage is only compared to homes that operate like yours, so not having a smart thermostat doesn't put you at a disadvantage. Your charges reflect your personal usage compared to similar homes, not the age or efficiency of your home.

Q: My HVACs are old. I have visible gaps in my exterior doors where the sun and wind clearly comes through. My windows are single-pane. My heating system is incredibly inefficient. Historic homes are not designed or maintained by Hunt to be energy efficient. Will Hunt be updating my appliances, windows, and seals to reflect the new energy efficient expectations?

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 charges reflect how your personal usage compares to similar homes, not how old your home is.

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Q: Do you expect, and are you preparing for the potential work order increased for routine maintenance? For example, small water heater leaks or large gaps creating drafts in doors or windows? What level of support is expected on the renter to accomplish?

A: We do anticipate that residents may submit more routine maintenance requests as everyone becomes more aware of energy efficiency and home performance, and we are prepared to support that need. Any water leak—no matter how small—must be reported to maintenance as soon as possible so it can be repaired quickly and prevent further issues. Concerns like large gaps around doors or windows that create drafts can also be addressed through a standard work order. Residents are not expected to perform repairs themselves; your role is simply to report issues promptly so our team can take care of them.

The Air Force Utility Allowance Program is designed to encourage energy-saving habits in a fair and balanced way. Each home is placed into a “like-type” group with others that share similar efficiency levels and building characteristics, meaning your usage is only compared to homes that operate much like yours. The groupings are jointly reviewed and approved by Hunt, the local Command and AFCEC prior to UA Program implementation. 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 charges reflect how your personal usage compares to similar homes, not the age of the home itself. If you ever feel something isn’t working as it should, please submit a maintenance request through the Resident Portal or contact your Resident Service Specialist. Our team is here to ensure your home is functioning properly and efficiently.

Q: How/why were the billing months Feb-Apr decided? When the most usage is most likely the summer months when establishing a baseline to bill.

A: The Air Force guidelines require a 3-month mock billing period before transitioning into live billing. This trial period helps residents understand the process, review their usage, and make any needed adjustments before charges or credits are applied. While summer typically brings higher usage, the program does not set a fixed seasonal baseline. Instead, the monthly baseline average is recalculated every month to reflect current weather conditions and utility rates. This means your allowance automatically adjusts throughout the year—including during the hotter summer months—so billing remains accurate and fair based on real-time conditions.

Q: Energy audits: Have energy audits been conducted on these homes, or are any planned, to establish a fair and accurate baseline for average utility usage?

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 charges reflect how your personal usage compares to similar homes, not how old your home is.

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Q: Energy efficiency readiness: Before implementing the resident utility billing program, what specific energy-efficiency upgrades (window replacement, insulation improvements, sealing air gaps, or upgrading all AC units to the appropriate tonnage) will be completed to ensure residents are not penalized for inefficiencies beyond their control?

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 charges reflect how your personal usage compares to similar homes, not how old your home is.

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Q: Will our houses be evaluated and repaired so that will be energy efficient?

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Q: HVAC system limitations: Many of these homes were not designed for modern HVAC systems. We've been informed that the ductwork is undersized and that AC units are smaller than required for the size of the homes. Given these limitations, how are residents expected to maintain safe and comfortable indoor temperatures efficiently?

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: Use of utility billing revenue: According to the memo titled "IMPORTANT UTILITY BILLING PROGRAM CHANGES," dated January 2, 2026, what specific resident amenities, infrastructure improvements, or home upgrades will be funded through this program?

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.

Q: How do you make intend to get pro-rate folks with actual insulation versus those with no insulation in their house at all? Like mine?

A: The Air Force Utility Allowance Program accounts for these differences through the creation of Like-Type Groups (LTGs). The presence or absence of insulation—and other efficiency characteristics—is directly considered when homes are grouped. 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 with similar insulation levels and overall efficiency, ensuring you are not disadvantaged if your home has less insulation. If you believe your home may be missing insulation or is not performing as expected, please submit a maintenance request so our team can inspect and address any issues.

Q: I live in a home with faulty seals (doors and windows) and an old rusty ac unit. How will you make my home more energy efficient so it doesn't cost my family and arm and leg to pay utilities?

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 charges reflect how your personal usage compares to similar homes, not how old your home is.

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: What utilities will be we charged for?

A: Under the current Air Force program, active-duty residents are charged only when their electric or gas usage exceeds the established average for their like-type home. Normal, average consumption is already included, and charges apply only to above-average electric and gas use, ensuring the program remains fair and encourages energy-efficient habits.

Q: If neighbors are in the same type house, yet one has much newer A/C systems, will the person with the 1970s system be expected to be held to the same standard as one with a new system?

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 charges reflect how your personal usage compares to similar homes, not how old your home is.

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Q: What utilities will we pay for? Just electricity?

A: Under the current program, active-duty residents are charged only when their electric or gas usage exceeds the established average for their like-type home. Normal, average consumption is already included, and charges apply only to above-average electric and gas use, ensuring the Air Force Utility Allowance program remains fair and encourages energy-efficient habits.

Q: What will the savings be reinvested into? Will we have a vote or a voice for these reinvestments?

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 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. Residents are also encouraged to share their suggestions through the Annual Tenant Satisfaction Survey, which helps guide future priorities and improvements.

Q: Can credits be paid out to residents via check or only banked as future credits?

A: Rebates carry over each month and are automatically used to reduce any new utility charges. Once your total rebate balance reaches \$50, you can choose to receive it through direct deposit.

To set this up, update your Utility Billing Preferences in your Hunt Resident Portal and add the banking information for the checking or savings account you want to use. If you add or update your banking details after you've already reached the \$50 mark, your rebate will be issued at the end of the following billing cycle.

Q: We have recurring gas leaks and hvac malfunctions that contribute to an increase in utility usage. How is that taken into account?

A: If maintenance-related issues such as gas leaks or HVAC malfunctions 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.

Q: Hunt says it will use the money saved from this program to fund to invest in the community. What do they plan on using the money for? What do they even have permissions to improve around the base?

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 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. Residents are also encouraged to share their suggestions through the Annual Tenant Satisfaction Survey, which helps guide future priorities and improvements.

Q: Are the housing groups already established? What are they? Please share groupings.

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 can residents request an energy audit and will easy fixes like weather stripping be completed on site or will the resident need to submit work orders for each individual issue?

A: The first step in our Energy Audit process is 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 energy audit 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: How will Hunt address the top 10% units that are excluded when those units are energy hogs because of aging HVAC systems.

A: Our team proactively reaches out to the top 10% of highest-use homes each month. The first step we recommend is completing an Energy Audit through the Air Force Utility Allowance Program website, <https://www.huntmilitarycommunities.com/air-force-utility-allowance-program>. The Resident Self-Assessment provides same-day results and highlights specific opportunities to reduce usage. If, after reviewing your assessment, you still believe an in-person energy audit is needed, your Resident Service Specialist can help schedule one.

And if anything in your home isn't functioning properly—whether it's an HVAC concern or something simple like weather stripping—we encourage you to submit a maintenance request through the Resident Portal or by contacting your Resident Service Specialist. Our team will ensure repairs are completed so your home operates as efficiently as intended.

Q: While individual inefficiencies are not considered, how are overall housing inefficiencies impacting the baseline averages? If the program fails to highlight the need for upgrades, it's counter to the overall goal of "saving energy".

A. While individual home inefficiencies aren't factored into a resident's bill, overall neighborhood-level inefficiencies are reflected in the Like-Type Group (LTG) process. The monthly baseline is calculated using actual consumption data from the homes within each LTG, so the baseline naturally reflects the characteristics of the homes in your group.

If a group of homes is using more energy due to aging systems, insulation issues, or other structural factors, those higher usage patterns appear in the LTG's monthly average. This ensures residents aren't penalized for issues outside their control.

High LTG baseline averages also provide a valuable data point for identifying neighborhoods that may benefit from upgrades to support long-term energy savings, and this information is used in discussions to determine future Community Reinvestment Projects.

Q: Will there be time of usage rates in the summer?

A: The electric provider for our community is the installation itself. The electric rate used in the Air Force Utility Allowance Program is established once per year by the base and, at this time, does not include a Time-of-Use (TOU) component. This means the rate remains the same throughout the day, regardless of when electricity is used. 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: Have the meters been evaluated and certified. If so who was the third party and can we view the certification?

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>

Q: In regards to funding operations, sustainability and future renovations. What plans have been made or projects that require this funding. Will this funding benefit the tenants in regards to housing renovations (especially historical housing)

A: We're putting the finishing touches on the 2026 Community Reinvestment Projects. Keep an eye out for future announcements.

Q: Does the rebate roll over month-to-month? If I don't want to apply it to future charges, can I transfer it to an external bank account?

A: Rebates carry over each month and are automatically used to reduce any new utility charges. Once your total rebate balance reaches \$50, you can choose to receive it through direct deposit.

To set this up, update your Utility Billing Preferences in your Hunt Resident Portal and add the banking information for the checking or savings account you want to use. If you add or update your banking details after you've already reached the \$50 mark, your rebate will be issued at the end of the following billing cycle.

Q: I've only received paper mock bills from Yes. How do I access or view old mock bills?

A: You can view your monthly statements anytime through your Hunt Resident Portal. If you prefer to receive them by email instead, you can update your statement delivery preference in the portal as well.

Q: Historical housing: what implementations are in the works in regards to the inefficiencies of historical housing. I.e windows, insulation, doors, and old structural buildings.

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 charges reflect how your personal usage compares to similar homes, not how old your home is.

We're putting the finishing touches on the 2026 Community Reinvestment Projects. Keep an eye out for future announcements.

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: My mock billing shows a huge spike in electric usage in the winter compared to LTGs, and a huge dip in gas usage compared to the LTG during the same period. We're talking over \$350 compared to the norm for a single month. How can this be a valid LTG with such a drastic difference?

A: We understand how concerning a large difference in usage can feel. The best next step is to contact your Resident Service Specialist to set up an in-office meeting with your Management Team. During that meeting, they can review the details of your Like-Type Group to make sure your home is being compared with others that share the same key characteristics.

If everything is confirmed to be correct, the following step would be to schedule an in-home energy assessment. This allows us to check that your systems are working properly and operating as expected.

Q: Are air purifier and dehumidifier usage factored in based on recommendation for home safety and air quality?

A: The standard equipment that comes with your home is already considered when creating the Like-Type Groups. Items you choose to add on your own—such as air purifiers or dehumidifiers—aren't included in that process. This means any extra devices you use for comfort, or air quality won't affect how your home is grouped for utility comparisons.

Q: Will Hunt have light bulb exchange days to replace incandescent bulbs?

A: At this time, we are not planning special light-bulb exchange events. However, residents already have access to this service through our Self-Help Program, which offers a 1-for-1 swap for replacement lightbulbs at any time.