

We Want to Honor **YOUR TIME**

Thank you for joining us at Maxwell Family Housing's Utility Allowance Town Hall. As you learn about key changes to the Air Force Utility Allowance Program, please submit your questions using the QR code provided to you upon arrival. This helps us document your questions and share answers with all residents, as others may have the same question.

You may submit questions at any time throughout the presentation. All questions will be answered at the end of the presentation and will also be published on our website.

Thank you for helping us create a clear and informative Town Hall experience for our community.

HAVE QUESTIONS?

Please submit your questions to be answered in the Town Hall by scanning this QR code.





Hunt Military Communities

Maxwell Family Housing Utility Allowance (UA) Program Town Hall

Installation Briefers (Wing CC Rep & Hunt Rep)
01/20/2026



Air Force UA Program VIDEO

<https://www.youtube.com/watch?v=SgbCvJKdhvA&t=8s>





U.S. AIR FORCE

Why a Utility Allowance (UA)?

- **Basic Allowance for Housing (BAH) includes two components: one for rent, and one for utilities**
- **Department of Defense policy on Utility Allowance is to:**
 - **Encourage conservation by making residents responsible for their energy consumption (electricity and natural gas)**
 - **Reward Service members who conserve utilities to keep the difference between the cost of their consumption and the UA**
 - **Provide Services with the flexibility to adjust the UA based on actual consumption data and experience with the initial methodology**
 - **Conservation of utilities lowers demand on the grid increasing the resilience of the system to support mission requirements**

- The primary goal of the UA Program is to **promote energy conservation** through positive behavioral changes among residents.
- **Program Design**
 - The UA Program is structured to **account for differences in home energy efficiency**. Homes are grouped into “like-type” **categories**, ensuring comparisons are made only among homes with similar efficiency and thermal characteristics. This approach provides a fair and accurate baseline for usage calculations.
- **Impact on Billing**
 - Because energy efficiency is already factored into the program design, homes **within the same like-type group share similar energy use profiles**. This means efficiency differences are not expected to influence individual residents’ billing outcomes.

Variances in Energy Efficiency of Homes



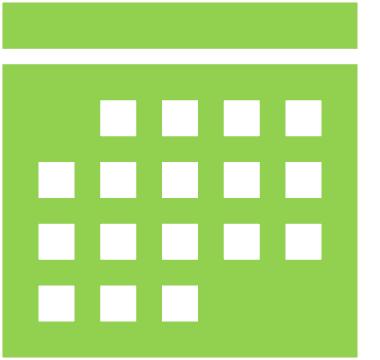
Air Force UA Program Overview



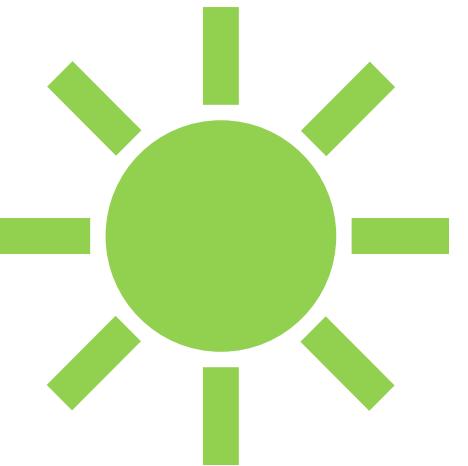
The UA Program is an [OSD mandated program](#) that provides the privatized military partners the opportunity to participate.



The UA Program's baseline calculations use [current weather conditions](#).



[3 months of mock billing](#) will be provided to allow residents an adjustment period to get familiar with the program.



Utility baselines are calculated based on the [current month's weather conditions](#) as well as the commodity rate.



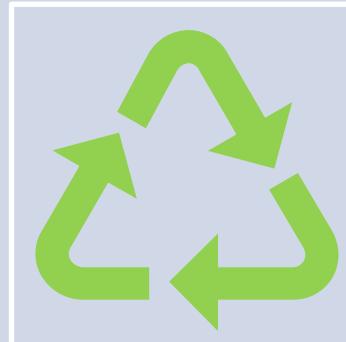
Under LIVE billing, [most Airmen will likely experience no out-of-pocket expenses](#). The utility component of the BAH should cover utility costs for the majority of household's who consume "normal" or average usage. Those with above normal usage will only owe if the payment is above the \$50 threshold.

Benefits of the New UA Program for Residents



Accurately calculates energy costs

- Based on monthly averages, and current utility rates to account for seasonal impacts and real-time costs
- Increases Airmen transparency



Promotes energy conservation

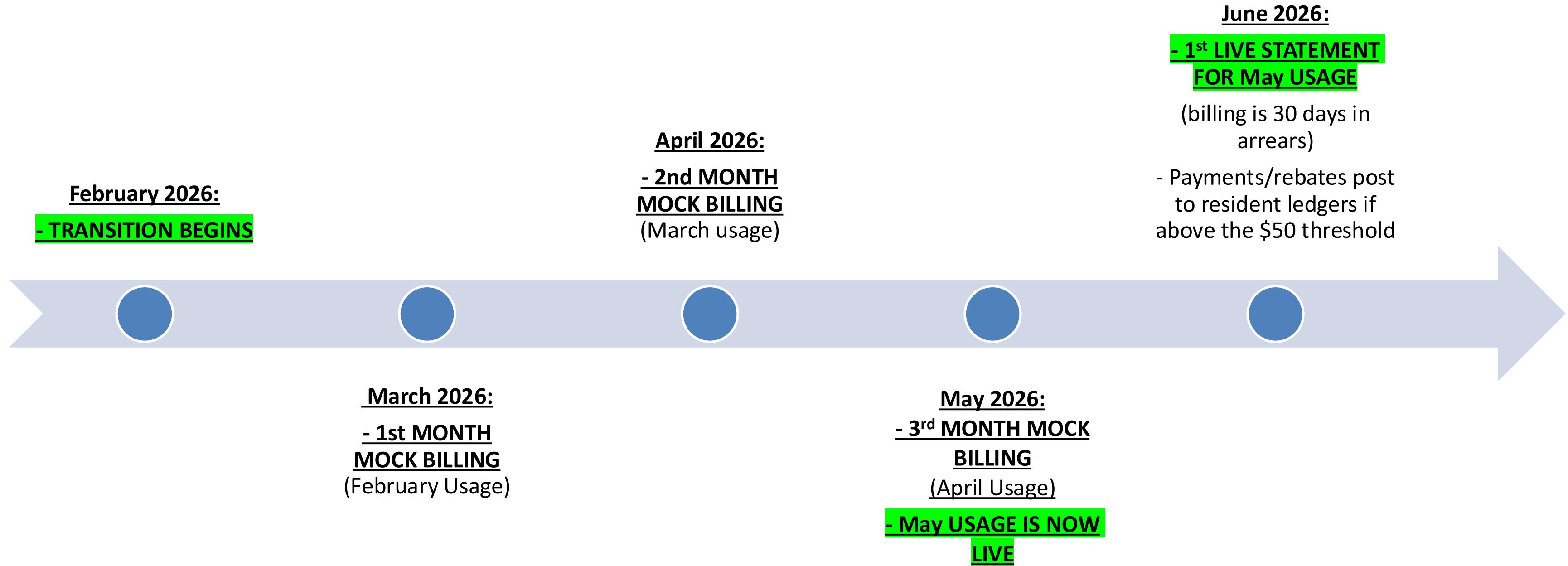
- Offers rebate incentive to those who conserve electricity & gas beyond the normal usage range
- 50% of residents will receive rebates for conserving
- Zero out-of-pocket costs for the average utility consumer



Allows more project funds to be reinvested in homes and communities

- Balances financial incentives to residents and helps reduce project operating expenses
- Encourages Project Owner investment in energy-saving initiatives

Air Force UA Transition Milestones



IMPORTANT NOTE:

YES Energy UA billing statements will always be delivered ~30 days after the usage period has closed.

This is due to the time needed by the 3rd Party Billing Company to receive the meter and cost data from the Utility Provider and calculate the UA baseline averages for each LTG, along with, payment and rebate allocations.

How are LTG's Determined?



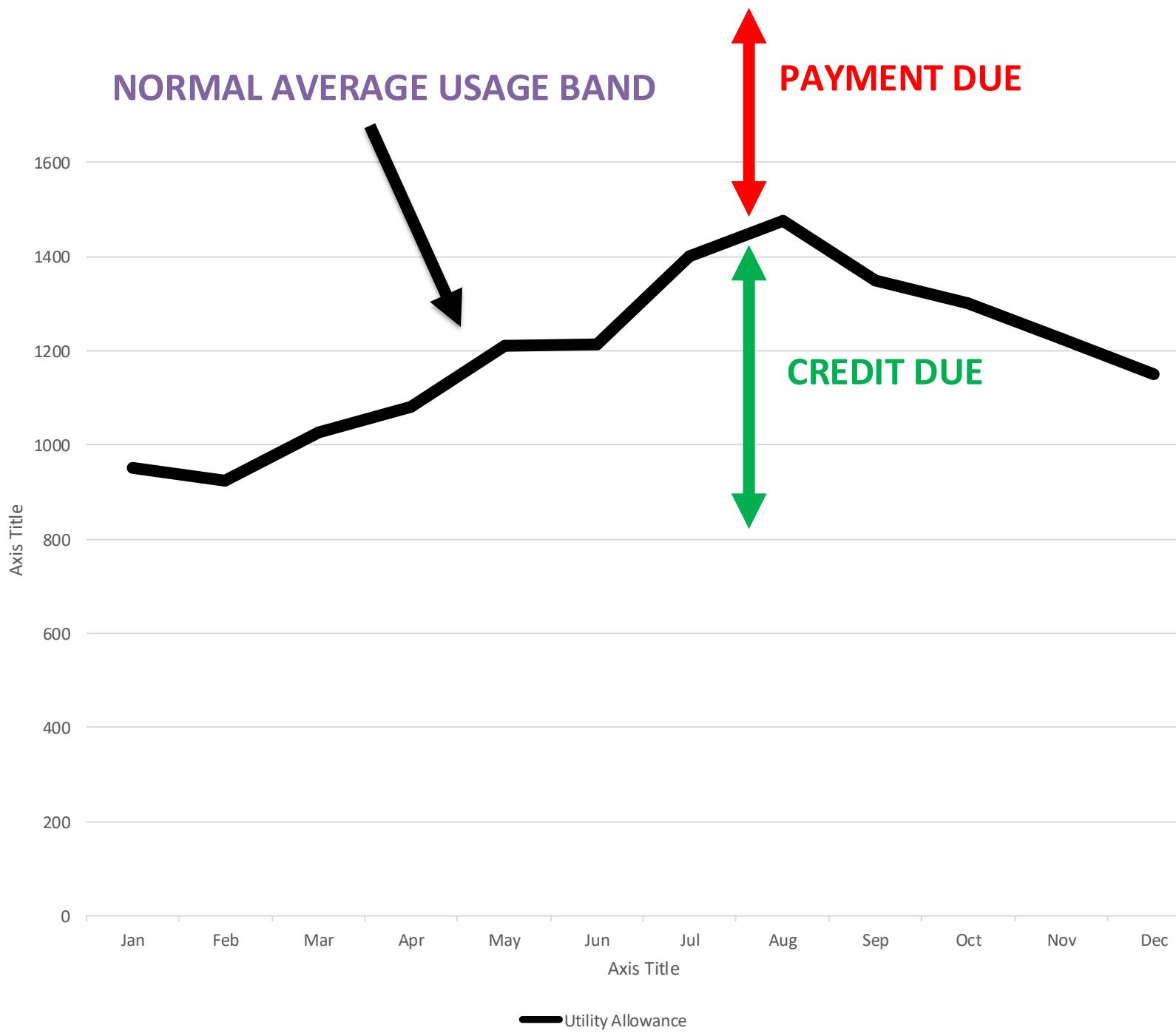
Like Type Groups:

- Homes are grouped together in “**Like Type Groups**” (LTGs) based on factors that influence energy usage including:
 - Size (sqft, number of bedrooms)
 - Age of the home (year built)
 - Construction style and thermal characteristics
 - Variations in type of heating and cooling equipment
- *****Family size is not a factor*****

Small Like Type Groups:

- For small groups with fewer than 10 homes or unique homes, the baseline average will be determined using:
 - 5 Year Rolling Average Method
 - Per Square Foot Method

Overview of the UA Billing Process



How Are UA Payments & Credits Determined?

- **1) Establish the baseline average for every LTG (by commodity):**
 - Remove Exclusions: Vacant/Partially Occupied Homes, Estimates, Homes with Electric Vehicles, and Civilians
 - Eliminate the Highest 10% and Lowest 10% of Users (If >10 homes in a LTG)
- **2) Compare each home's usage against the baseline average:**
 - **REBATE ISSUED:** If your usage is **BELOW** the baseline, you will be eligible for a credit
 - **PAYMENT DUE:** If your usage is **ABOVE** the baseline, you will need to pay for the extra usage
- **3) Apply the \$50 threshold:**
 - Payments/Rebates **BELOW** the \$50 Threshold: **NO ACTION** (unless the cumulative balance exceeds the threshold)
 - Payments/Rebates **ABOVE** the \$50 Threshold: **PAYMENT DUE** or **REBATE ISSUED**
 - At the Baseline: If your usage falls equal to the normal average usage amount, you will owe nothing (covered by BAH)

Sample Bill Calculation



Example Billing Calculation for Usage BELOW the Normal Average Usage Band:

Resident's Actual Monthly Usage = 750 kWh

Monthly LTG Average 1000 kWh

Difference between resident's usage and the normal average usage band:

$750 \text{ kWh} - 1000 \text{ kWh} = (250 \text{ kWh})$

Billing amount is calculated by applying the current effective electric rate to determine the charges for usage below the buffer:

$(250 \text{ kWh}) \times \$0.14326/\text{kWh} = (\$35.82) \text{ REBATE}$

**Payment owed when total payment amount exceeds >\$50
-OR-**

Rebate issued when total rebate amount exceeds > \$50



Program Locations Overview

LIVE

- Dover AFB – January 2025
- Buckley AFB – January 2025
- Air Force Academy – May 2025
- Moody AFB – September 2025

IMPLEMENTATION

- Little Rock AFB – February 2026
- Maxwell AFB – February 2026

Air Force Academy's Transition*

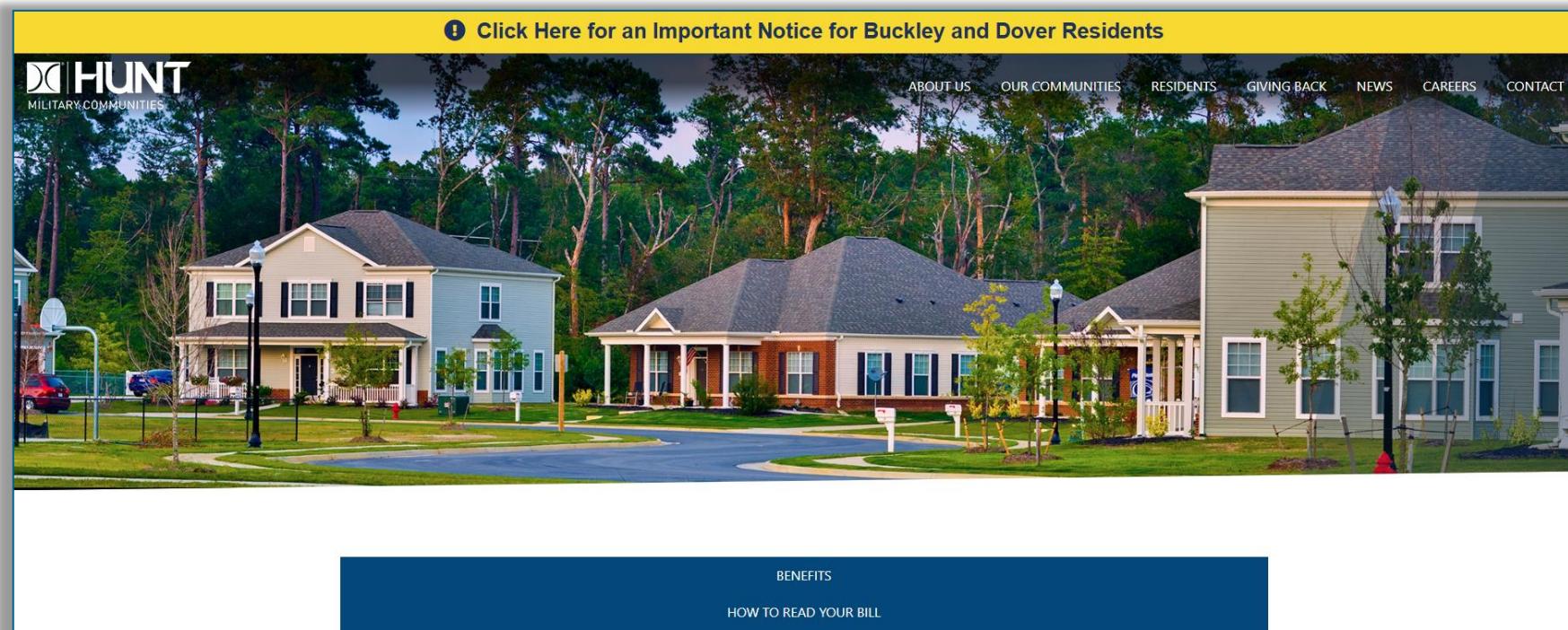
Residents have earned more than \$25,000 in UA Rebates!

	Sep-25	Oct-25	Nov-25	Dec-25
# of Billable Residents	474	473	486	490
Residents with Higher Than Average Usage (Statement Charges)				
# Residents with Statement Charges	214	220	226	232
% Residents with Statement Charges	45%	47%	47%	47%
Average Charge Amount	\$ 44.97	\$ 29.20	\$ 32.28	\$ 28.45
# Residents with Statement Charges \geq \$50.00	76	45	41	40
% Residents with Statement Charges \geq \$50.00	16%	10%	8%	8%
Average Statement Charge	\$ 87.34	\$ 73.58	\$ 84.87	\$ 77.05
Highest Statement Charge	\$ 198.50	\$ 160.71	\$ 216.62	\$ 179.20
Residents with Less Than Average Usage (Statement Rebates)				
# Residents with Statement Rebates	260	253	260	258
% of Residents with Statement Rebates	55%	53%	53%	53%
Average Rebate Amount	\$ (32.20)	\$ (21.81)	\$ (21.64)	\$ (23.26)
# Residents with Statement Rebates \geq \$(50.00)	52	13	14	27
% Residents with Statement Rebates \geq \$(50.00)	11%	3%	6%	6%
Average Rebate Amount	\$ (66.74)	\$ (63.76)	\$ (65.06)	\$ (63.42)
Highest Statement Rebate	\$ (143.42)	\$ (111.56)	\$ (116.70)	\$ (106.31)

On average, the majority of residents in the community **(89% of residents)** would have **NO ACTION** required in each billing period (i.e. below the \$50 payment threshold).

Dedicated Air Force UA Program Website

WEBSITE LINK: <https://www.huntmilitarycommunities.com/resident-utility-program>

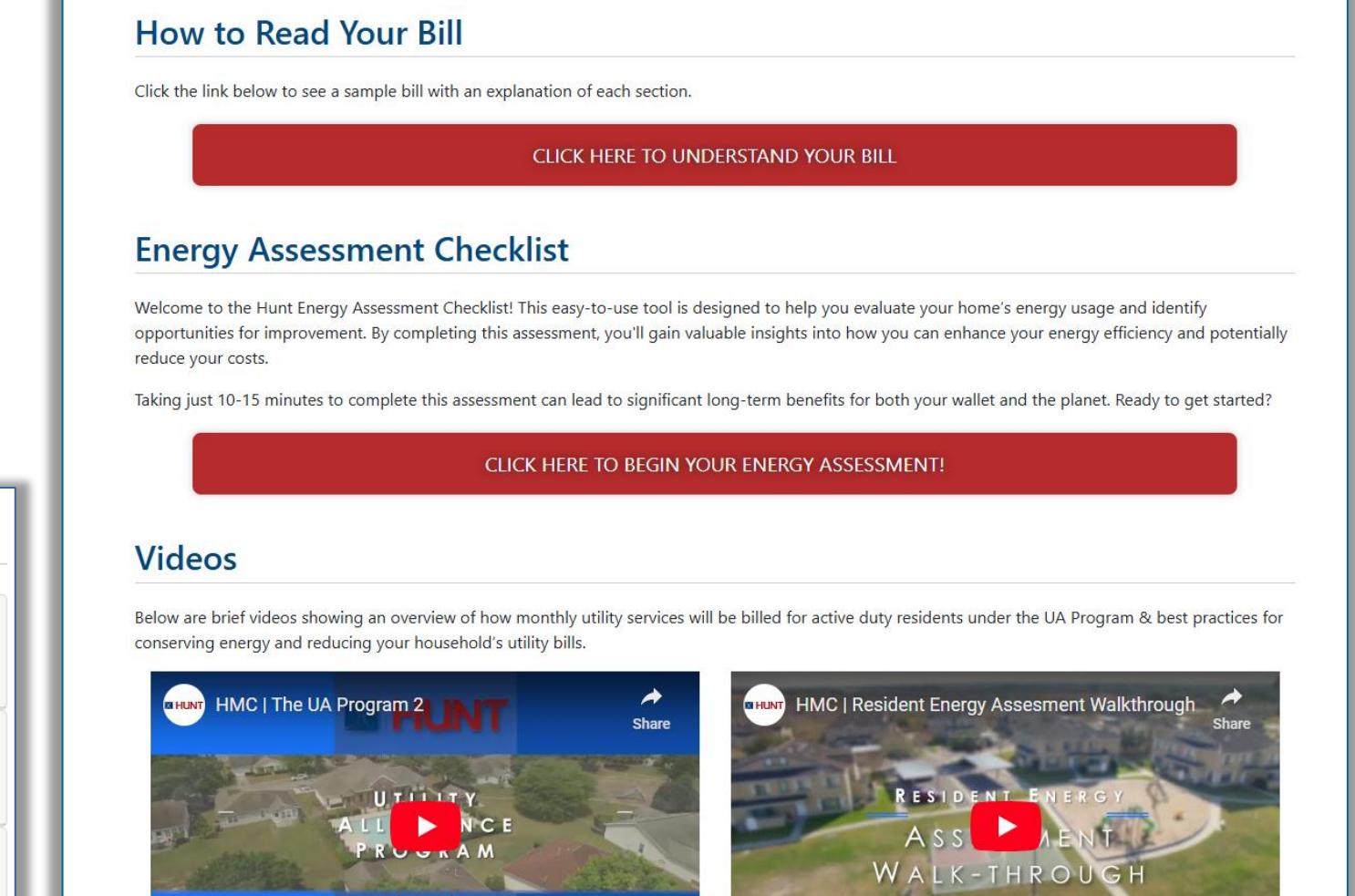


Click Here for an Important Notice for Buckley and Dover Residents

ABOUT US OUR COMMUNITIES RESIDENTS GIVING BACK NEWS CAREERS CONTACT US

BENEFITS

HOW TO READ YOUR BILL



How to Read Your Bill

Click the link below to see a sample bill with an explanation of each section.

CLICK HERE TO UNDERSTAND YOUR BILL

Energy Assessment Checklist

Welcome to the Hunt Energy Assessment Checklist! This easy-to-use tool is designed to help you evaluate your home's energy usage and identify opportunities for improvement. By completing this assessment, you'll gain valuable insights into how you can enhance your energy efficiency and potentially reduce your costs.

Taking just 10-15 minutes to complete this assessment can lead to significant long-term benefits for both your wallet and the planet. Ready to get started?

CLICK HERE TO BEGIN YOUR ENERGY ASSESSMENT!

FAQs

What is the Air Force Utility Allowance Program?

Why did my installation decide to implement this program?

How does the Air Force UA Program work?

What are the benefits of the Air Force UA Program?

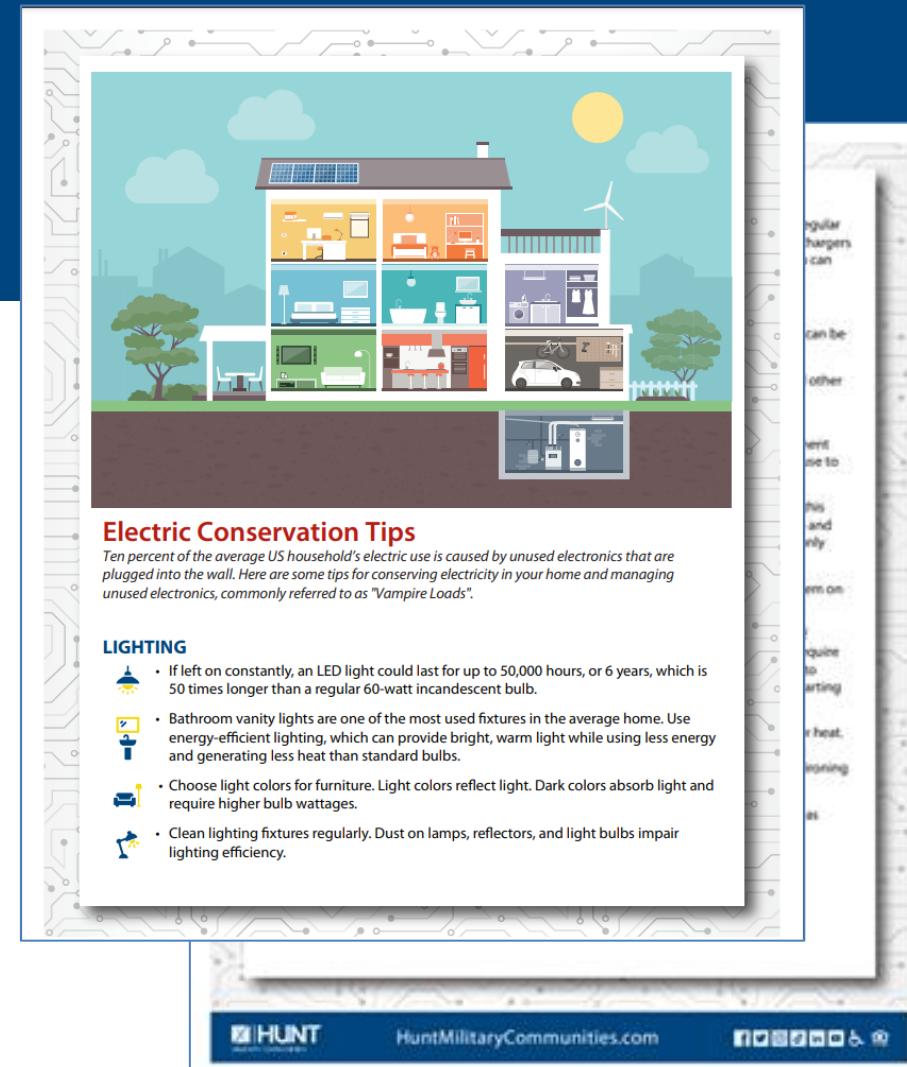
Videos

Below are brief videos showing an overview of how monthly utility services will be billed for active duty residents under the UA Program & best practices for conserving energy and reducing your household's utility bills.



Resources for Residents

- Resources for High Users:
 1. Conservation Tip Sheets
 2. Online Energy Assessment Checklist
 3. Energy Assessment Walkthrough Video (5 min video on property website)
 4. In-Home Energy Assessment
 5. Maintenance Service for Equipment Concerns
 6. Preventative Maintenance for A/C and water heaters upon resident request



Welcome to Resident Services

Welcome to Ohana Military Communities Marines Corps Base Hawaii Resident Portal

* indicates required fields.

Email*

Password*

[Sign In](#)

[Forgot password?](#)

[Click here to register.](#)

[Send Verification Email](#)

Make Payments
Pay online, check the status of your payments and review your payment history.

Maintenance Requests
Submit online maintenance requests.

[Download on the App Store](#)

[Google Play](#)

[Resident Portal Manual](#)

[Resident App Manual](#)

HUNT
ONE MISSION. ONE COMMUNITY.

Home Energy Assessment Checklist
Resident Version

Item Description	Yes	No	NA	Comments
Are A/C thermostats set at 76-78 degrees or heat thermostats set at 68-72 degrees?				Each degree of heating or cooling can cost an additional four to five percent in energy costs.
Are fans (ceiling/portable) used to circulate air flow?				If resident chooses to purchase and install ceiling fans, alterations request must be approved by the housing office.
Are your ceiling fan(s) adjusted for the season?				Counter clockwise in cooling season to cool home, clockwise in heating season to force warm air from ceiling.
Is there a draft in the room?				Contact the Maintenance Dept. and submit a work order request indicating the location of the draft.
Do you adjust your thermostat in evening/mornings?				Recommend adjusting 5-10 degrees.
Are the dampers adjusted correctly per season?				If unknown, contact the Maintenance Dept.
Do you adjust your thermostat when taking long trips?				Heating not lower than 50 degrees due to pipes possibly freezing, cooling no higher than 85 degrees.
Is the exterior of HVAC clean, no debris blocking air flow?				Do not attempt to clean, contact the Maintenance Dept.
Are the HVAC lines insulated?				If not, contact the Maintenance Dept.
Are front/back/side doors &/or windows left open while A/C or heater are working?				Recommend home is closed up when either appliance is active.
Are vents in low traffic areas partially/fully closed to help push air to high traffic areas?				Example - If your family rarely uses the dining room area, it may be a good idea to close or partially close the vent, which will in turn push the air into other parts of the home.
Are the air ducts/vents free of obstructions?				In historic homes, at least one window per room should be operational. Contact the Maintenance Dept. & submit a work order request.
Are windows open during spring/fall rather than using heating/cooling system?				Allowing sunlight in during the day helps with heating and closing them at night helps with cooling.
During heating season, are blinds/curtains open in day and closed at night?				Providing sunlight in during the day helps with cooling and opening them at night allows cooler air.
During cooling season, we curtains closed in day and open at night?				Do not place lamps or TV sets near your thermostat. The thermostat senses heat from these appliances, which can cause the air conditioner to run longer than necessary.
Do you have heat producing electronics/appliances located near thermostat(s)?				Filters are available at the Maintenance Dept. on Warehouse Rd.
Are air filters replaced monthly?				

Suggestions -

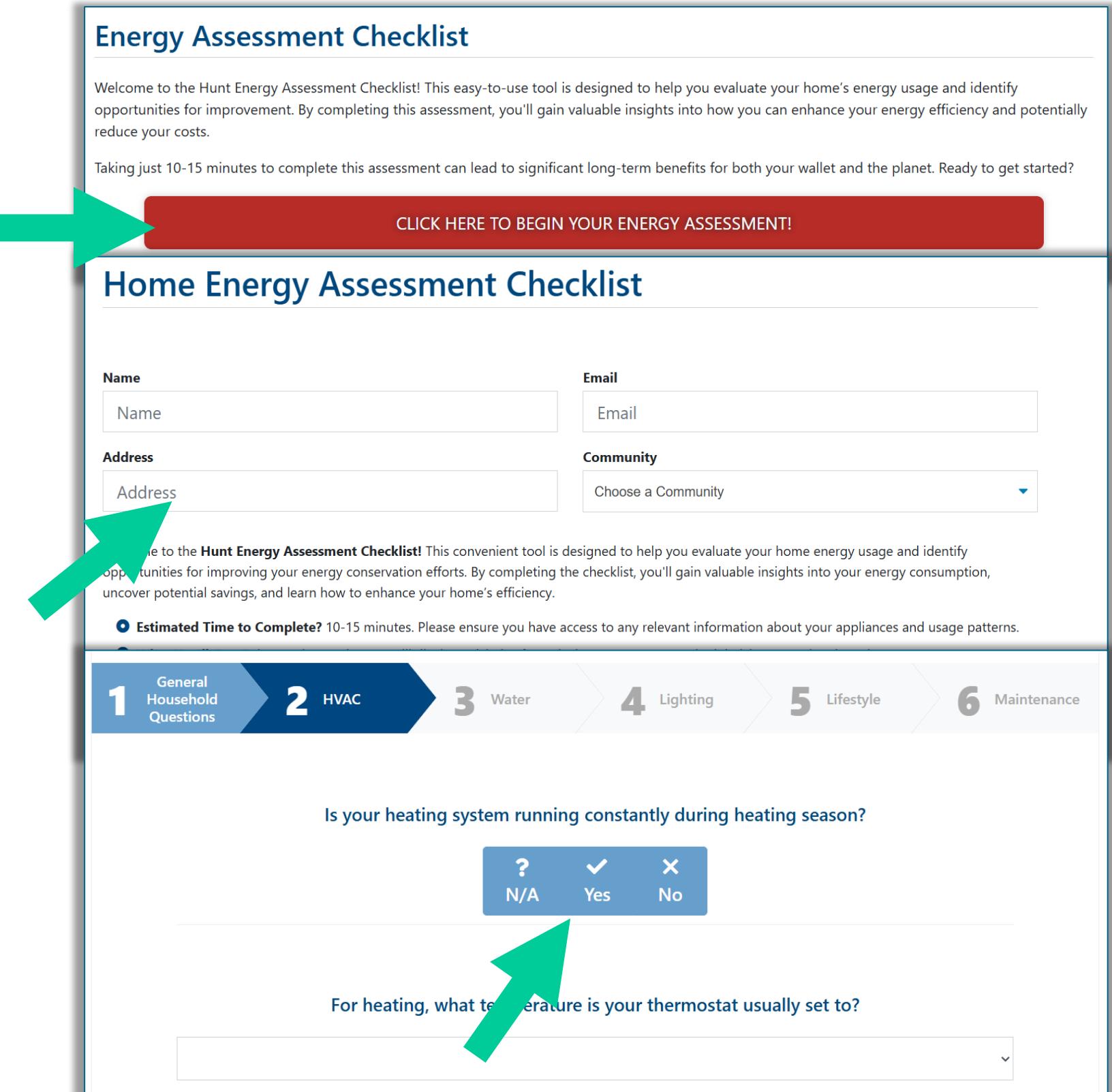
- To select ideal temperature, increase/decrease thermostat by 2 degrees every day until perfect temperature.
- When entertaining larger groups, adjust thermostat 3-5 degrees lower. The more people there are, the more warm the room(s) will be.
- When adjusting the thermostat, remember that the house will not warm up or cool down any faster if you crank up the thermostat past the desired temperature.

Page 1 of 5

Page 2 of 5

High User Outreach

- Our team will proactively reach out to individuals identified as high users in their LTG to offer support/resources.
- The online **Energy Assessment Checklist**:
 - A convenient tool designed to help you evaluate your energy usage and identify opportunities to conserve!
 - **Estimated Time to Complete?** 10-15 minutes.
 - **What Happens?** Once you submit the form, an analysis of your responses will be completed and recommended next steps will be provided via email within 15 minutes.
 - **Click Here to Access:**
<https://www.huntmilitarycommunities.com/home-energy-assessment-checklist>



Energy Assessment Checklist

Welcome to the Hunt Energy Assessment Checklist! This easy-to-use tool is designed to help you evaluate your home's energy usage and identify opportunities for improvement. By completing this assessment, you'll gain valuable insights into how you can enhance your energy efficiency and potentially reduce your costs.

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CLICK HERE TO BEGIN YOUR ENERGY ASSESSMENT!

Home Energy Assessment Checklist

Name Email
Address Community

Welcome to the **Hunt Energy Assessment Checklist**! This convenient tool is designed to help you evaluate your home energy usage and identify opportunities for improving your energy conservation efforts. By completing the checklist, you'll gain valuable insights into your energy consumption, uncover potential savings, and learn how to enhance your home's efficiency.

• **Estimated Time to Complete?** 10-15 minutes. Please ensure you have access to any relevant information about your appliances and usage patterns.

1 General Household Questions **2 HVAC** **3 Water** **4 Lighting** **5 Lifestyle** **6 Maintenance**

Is your heating system running constantly during heating season?

?

N/A

✓

Yes

✗

No

For heating, what temperature is your thermostat usually set to?

HMC EV Charging Policy



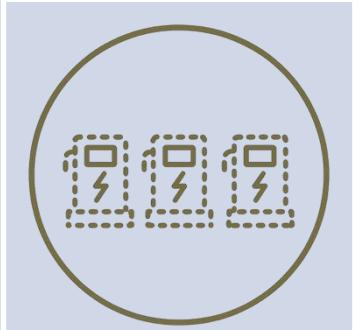
In-home EV charging is not permitted

- As outlined in your Community Guidelines.
- Aligns with the Department of the Air Force EV policy (17MAR23).



Prioritizing safety

- Older housing/infrastructure may have limited capacity.
- House fires caused by unauthorized charges and overloaded circuits.
- Unsecured homes and trips hazards created by extension cords and cables.



Evaluating a possible future solution

- Collaborating with partners to assess feasibility while safeguarding infrastructure integrity.
- Evaluating community charging options that deliver greater cost-saving benefits than public charging stations.

We Want to Honor **YOUR TIME**

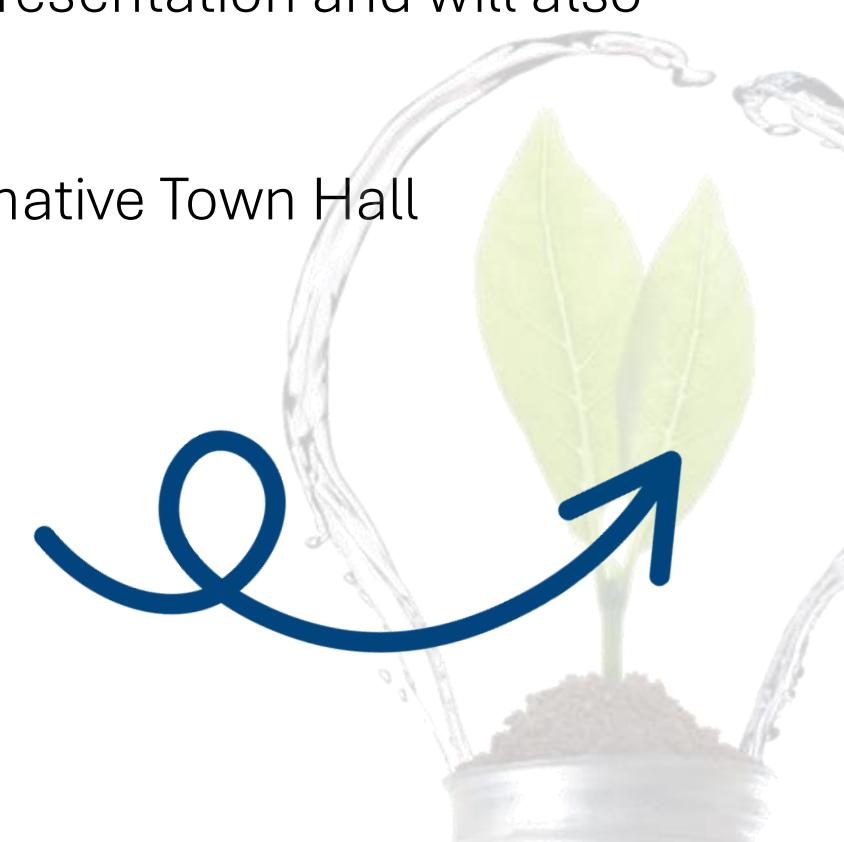
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YES Energy Resident Billing Service

Hunt Military Communities has partnered with YES Energy, a leading energy and metering company, for the administration of the resident utility conservation program.



Account Payments

A variety of convenient payment options including automatic payments available on the Hunt Resident Portal.



Statements and Notices

The new and improved monthly statements are now easier to read and understand. Statements will continue to be emailed to you each month and will also be available electronically in your YES online web portal.



Customer Assistance- Available Now!

Contact the YES Customer Service Center for help managing your utility account. We have a dedicated group of employees standing by to help you with any questions you have regarding this transition or your utility account.

**You can reach out to YES Energy 24/7 at 844-979-4416
or by email at yescs@yesenergymgmt.com.**

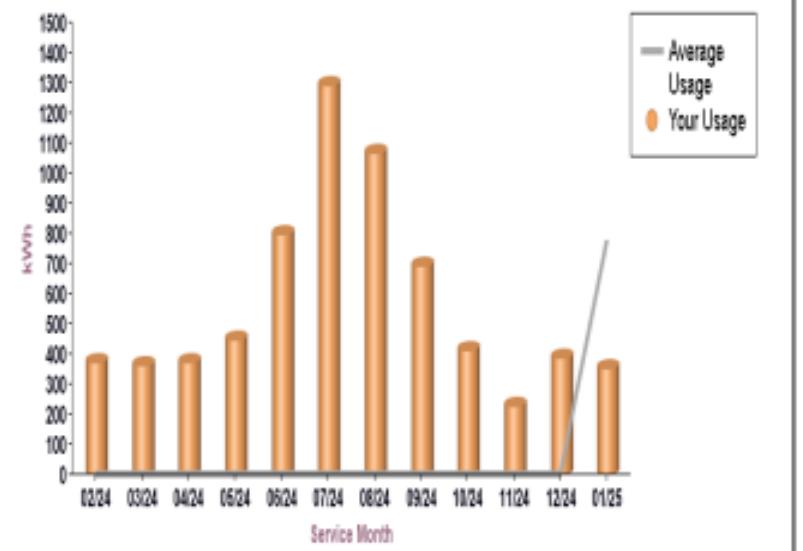


YES Energy Resident Billing Service

Statement Enhancements:

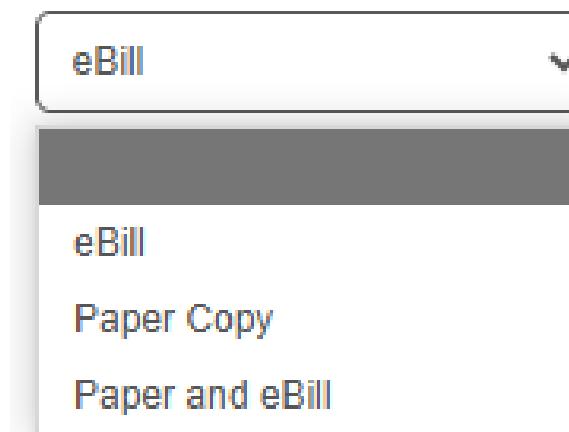
- Combining all Electric and Gas Details into a single page. 12-month Chart displayed on the back of the statement.
- Difference Column on Back Chart to show positive and negative values.

Your Electric Usage (*indicates estimation)					
Month	Your Usage kWh	Amount	Baseline	Difference	Your Charge
02/24	371.00	\$52.93	0.00	371.0000	\$52.93
03/24	360.00	\$51.36	0.00	360.0000	\$51.36
04/24	371.00	\$52.93	0.00	371.0000	\$52.93
05/24	444.00	\$63.35	0.00	444.0000	\$63.35
06/24	793.00	\$113.14	0.00	793.0000	\$113.14
07/24	1291.00	\$184.20	0.00	1,291.0000	\$184.20
08/24	1063.00	\$151.67	0.00	1,063.0000	\$151.67
09/24	691.00	\$98.59	0.00	691.0000	\$98.59
10/24	411.00	\$58.64	0.00	411.0000	\$58.64
11/24	224.00	\$31.96	0.00	224.0000	\$31.96
12/24	386.00	\$55.07	0.00	386.0000	\$55.07
01/25	351.00	\$50.08	775.56	-424.5600	\$-60.58



Delivery of Statements

- Utility Billing Delivery Option preference can be selected on the Hunt Resident Portal under My Profile.
- Options Include: eBill, Paper and eBill, or Paper Copy.



Hunt Resident Portal

Simplify Your Rebates

Skip the Hassle—Receive Your Utility Rebates via Direct Deposit

Easy ACH Setup for Payments & Refunds

Below are the steps and screenshots from Hunt's RentCafe portal to help residents set up ACH for payments and refunds, including those related to the Air Force Utility Allowance (UA) Program.



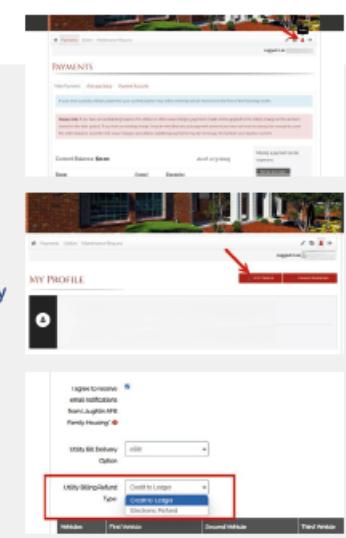
1. Log into the resident portal, go to PROFILE, and select to EDIT PROFILE.

2. Select the drop-down menu for UTILITY BILLING REFUND TYPE. This is where the resident will opt in for "Credit to Refund" or "Electronic Refund."

3. Click to select CREDIT TO LEDGER to opt in for your utility rebate to accumulate on your ledger.

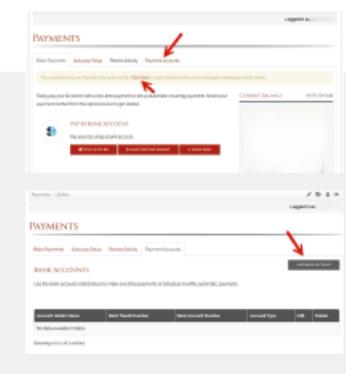
4. Click to select ELECTRONIC REFUND to opt in for your rebate to be paid out once the balance of your utility refund exceeds the \$50 threshold amount.

NOTE: You will be required to enter your ACH banking information in order to complete the setup.



1. On the Payments screen, select either the PAYMENT ACCOUNTS tab or CLICK HERE.

2. Select "Add Bank Account." This is where the resident will add routing and account information.



HuntMilitaryCommunities.com



- **How to Register for Auto Payments:**
 - Go to PAYMENTS, select AUTO PAY SETUP.
 - Select your Payment Account, Start Date, and Payment Percent (in most cases you'll select 100%).
- **How to Opt In for Electronic Refunds:**
 - Go to the resident portal, select EDIT PROFILE.
 - Click the UTILITY BILLING REFUND TYPE drop-down menu.
 - Click to select ELECTRONIC REFUND.
- **IMPORTANT NOTE:** You will be required to enter your ACH banking information in order to complete the auto pay and electronic refund setup.

AUTO PAY SETUP

HOW TO SET UP AUTO PAY FOR VARIABLE CHARGES ON THE WEB

Set Up, Change, or Cancel Auto Pay

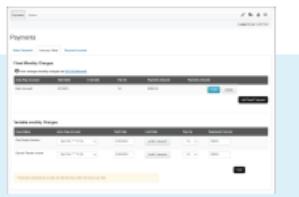
Log into the Hunt Resident Portal, and once you have reached the home screen, select:

Payments > Auto-pay Setup

Once you have arrived to the Auto-pay Setup page, follow these easy steps:

01 Select Payment Account

Under the Variable Monthly Charges section, select the account you want to use for the payment. Select your Start Date, End Date (optional), Pay On (1st-5th), and Payment Percent. *In most cases, you'll select 100%.



02 Review Summary and read through Terms & Conditions

A confirmation window will appear where you can review the summary. Once you have carefully read through the summary and Terms and Conditions, select the 'I have read and accepted the Terms and Conditions' button and submit.



Please carefully read through the summary and the Terms and Conditions before submitting.

03 Confirmation

A confirmation email will be sent to your email address.



Helpful Information:

1. Residents must have a Payment Account set up before setting up Auto Pay.
2. Auto Pay can be set up at any time. Payment date options are the 1st - 5th of each month.
3. Auto Pay for utilities will make payments to utility charges without manual intervention as long as:
 - a. Utility charges are present on the ledger.
 - b. The auto-pay setup was not given an end date.
 - c. The payment type used is an active account (Example: Open bank account, debit card not expired, etc.).
4. If applicable, Active Duty residents will be able to set up Auto Pay only for their utility charges as their rent is covered by their BAH.



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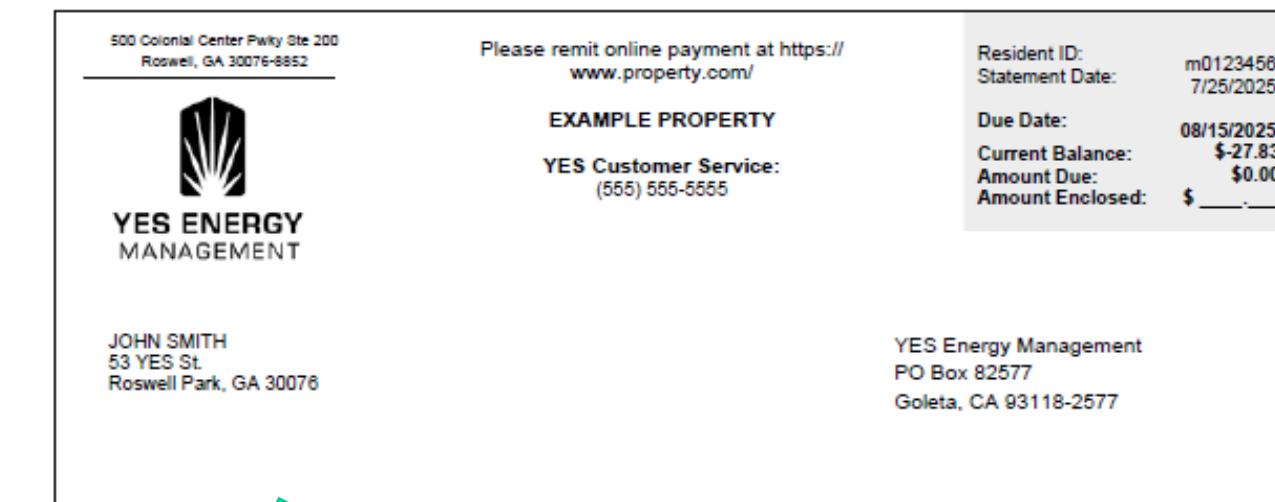


SAMPLE STATEMENT FRONT

The top portion of the statement is the tear-off stub with payment details.
Legend stating if there is an amount to pay, nothing to pay, or if a refund is due.

The left-hand side contains:

- Customer service contact details.
- Portal website address.
- Community name.
- Resident ID and portal registration code.



ACCOUNT DETAIL-									
Service Address 53 YES St. Roswell Park, GA 30076		Resident Name JOHN SMITH		Resident ID m0123456					
Community Name Example Property		Due Date 08/15/2025							
Like-Type Group C3		Utility Type ELECTRIC	Previous Reading 138,763.40	Current Reading 138,781.80	Your Usage kWh 928.3900				
Average Usage, \$176.22									
Customer Service Daily 24 Hour Service 555-555-5555		Credit Due (Normal Usage Zone)		Payment Due					
Email: yescs@yesenergymgmt.com									
Website https://www.property.com/									
Remit Payment To Resident Portal - https://www.property.com/									
YES System Information Property ID: exprop									
Resident ID/Registration Code: m0123456									
Community Message Thank you for conserving responsibility!									
**Please see the back of your statement for an important message.									
Calculated UA									
Previous Balance Usage(under) or over the Normal Usage Zone ELECTRIC 05/22/2025 - 06/22/2025 Usage(under) or over the Normal Usage Zone GAS 05/23/2025 - 06/23/2025									
Current Month Payments \$0.00									
Current Balance \$-27.83									
No Payment or Credit Due At This Time.									
Payments not received on or before the due date, will be subject to a late fee.									
Rebate or Payment									

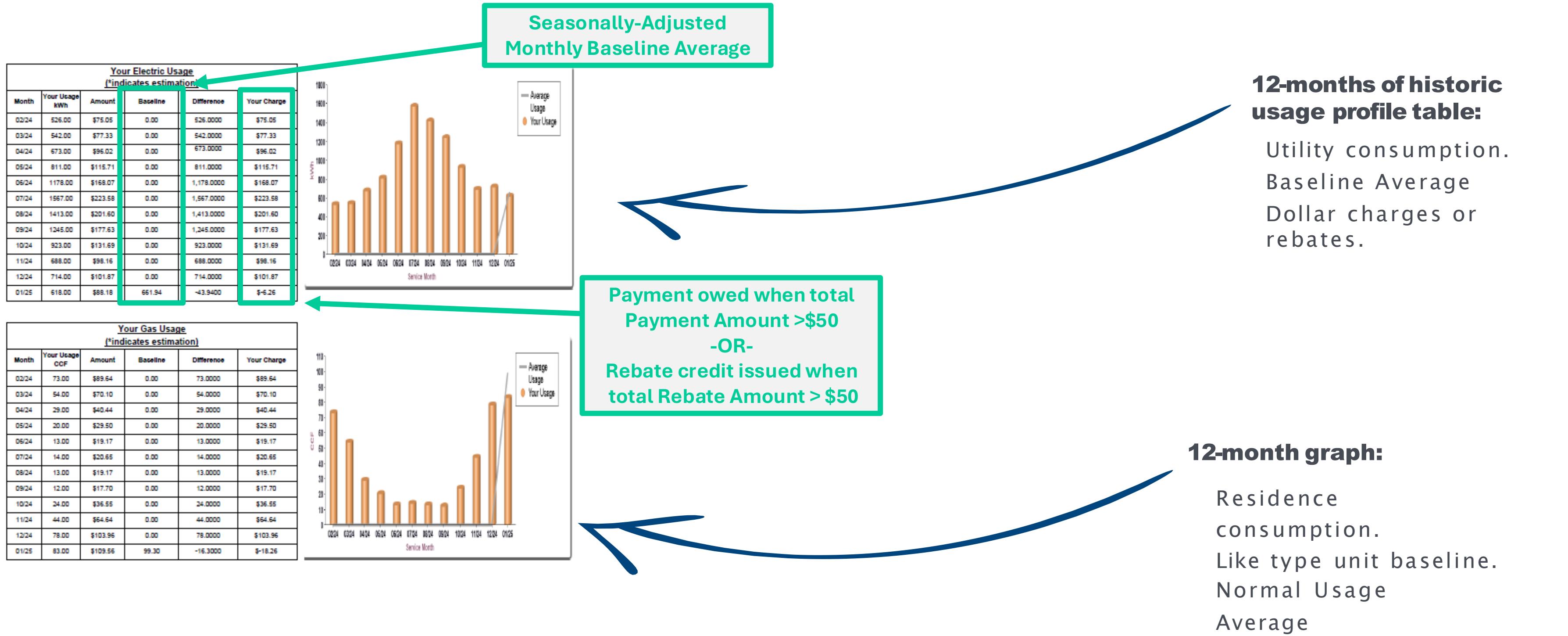
The main body lists:

- Meter information.
- Utilities invoiced.
- Baseline and dollar charges/ credits.

NOTE: ANY PAST DUE BALANCE ON THIS STATEMENT IS STILL APPLICABLE

SAMPLE STATEMENT BACK graph and usage table in detail)

**Rates listed include all applicable charges, fees, and rate discounts as determined by the local utility provider. If your usage is indicated as *EST, your actual usage could not be obtained and your usage has been estimated and adjusted to fall within the average of your LTG for the period.





YES Energy Resident Billing Service

**LIVE DEMO OF UTILITY ACCOUNT MANAGEMENT
ON THE HUNT RESIDENT PORTAL**



Stay Connected!

Follow us for Community Updates, Exciting Monthly Events and much more!

Scan the QR Code to Follow us on Facebook!



@MaxwellFamilyHousing



Maxwell Family Housing





QUESTIONS?





Resources



Conservation Tips



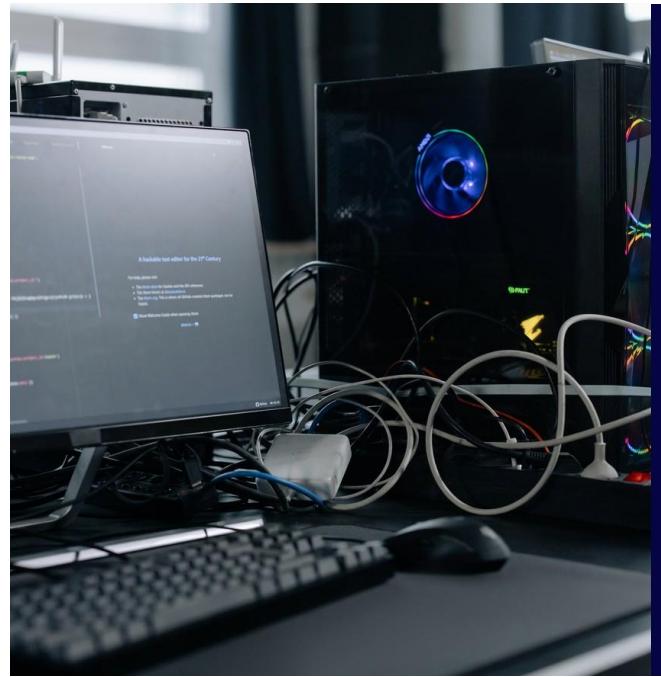
Lighting

- Replace incandescent bulbs with LEDs where possible. If left on constantly, an LED light could last for up to 50,000 hours, or 6 years, which is 50 times longer than a regular 60-watt incandescent bulb.
- Clean lighting fixtures regularly. Dust on lamps, reflectors, and light bulbs impair lighting efficiency.



Heating/Cooling

- Leave window shades, drapes and/or blinds closed during the day
- Replace filters more frequently if there are pets in the home.
- Use ceiling fans. Also run kitchen and bath exhaust fans long enough.
- Open windows during the moderate weather of spring and fall



Electronics

- Unplug infrequently or seasonally used power supplies
- Buy ENERGY STAR®-labeled electronics.
- Consolidate multiple power supplies on a single power strip



Appliances

- Gas flames from your stove should burn with a clear blue color. A yellow flame may indicate your burner isn't operating efficiently.
- Carefully time your preheat period when baking.
- Defrost the freezer regularly.
- Wash clothes in cold water whenever possible.

High Usage Concern – Energy Assessment Process

