

Town Hall Q&A
Mock Bill #1 – October 23, 2025

Q: Is the portal the same thing as the app?

A: The portal is the web version of the app. Access it online by visiting:

<https://www.moody-family-housing.com/>

- Select Current Residents
- Select Online Payments

Q: Gas was not on my bill?

A: Magnolia Grove residents are only responsible for electric consumption as these homes are not individually metered for gas. The electric and gas service periods are determined by the Utility Provider and may vary.

- Magnolia Grove & Quiet Pines electric service period: September 4 - October 3, 2025
- Quiet Pines gas service period: September 1 - 30, 2025

If you moved in after the end of a service period, the commodity will not appear on your billing statement.

Q: Under the old program I used to receive a \$200 buffer, now it is only a \$170 buffer.

A: We transitioned from the old billing methodology, the annual UA program, where the utility credit was based on an annual determined amount of average utility cost. Under the new monthly UA program, the monthly baseline allowance is calculated each month. This baseline amount will vary from month to month depending on the time of year. If you average it out over an entire year it would likely be a similar outcome. This updated program benefits residents because it takes into account provider rate increases and current weather conditions throughout the year.

Q: Will the rebates earned during the Mock Billing periods rollover to Live Billing in January 2026?

A: No, Charges/Rebates during shown on Mock Billing Statements will not rollover to January. The mock billing period is designed to raise awareness of energy consumption, familiarize residents with the billing format and encourage residents to make conservation adjustments prior to becoming accountable for above-average usage. The first month that residents will be eligible for utility credits or responsible for payments on cumulative balances over the \$50 threshold will be January 2026, for your December 2025 consumption.

Q: What happens if I have a maintenance related issue that impacts my usage?

A: If your high consumption is determined to be a result of equipment failure, a maintenance waiver may be provided for the affected commodity.

Q: Can you keep rolling over utility rebates until you are ready to receive it?

A: Yes, the **Credit to Ledger** option is the default option for all residents. By choosing this option, any earned utility credits accumulated on your account will automatically be applied to offset any new utility charges until your utility credits are exhausted. If you continue to build a utility credit balance, and it is above the \$50 threshold, you can elect to receive your utility credit rebate by changing your election to **Electronic Refund** via the resident portal.

Link: [Simplify Your Utility Rebates Flyer](#)