We Want to Honor **YOUR TIME**

Thank you for joining us at Moody 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

HUNT
MILITARY COMMUNITIES

Hunt Military Communities

Air Force Utility Allowance (UA) Program Town Hall

Installation Briefers (Wing CC Rep & Hunt Rep)
01/29/2026

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

Variances in Energy Efficiency of Homes

- The primary goal of the UA Program is to **promote energy conservation** through positive behavioral changes among residents.

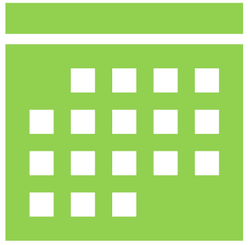
- **Program Design**
  - The UA Program is structured to **account for differences in home energy efficiency**. Homes are grouped into **“like-type” categories**, ensuring comparisons are made only among homes with similar efficiency and thermal characteristics. This approach provides a fair and accurate 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.

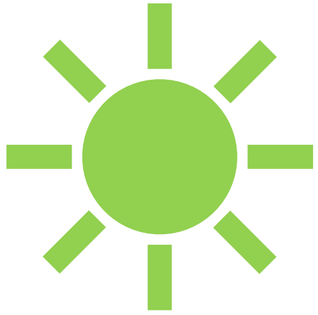
Air Force UA Program Overview

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** vs. the previous model that took an average of the year's overall 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 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 Program

	Air Force UA Policy
Energy Calculation	100% of the actual average monthly consumption of like-type homes.
Payments	Residents pay out-of-pocket only for above average usage (over the $50 payment threshold).
Rebates	Residents earn rebates for usage below the average (over the $50 rebate threshold).
Seasonal Fluctuation Calculations	UA accurately captures cost, including seasonal fluctuations monthly.
Rate Fluctuations	UA accurately captures rates updated monthly.
Impact on Airmen	Residents using above average consumption will pay the difference out of pocket if above the $50 threshold. Residents using average consumption will pay $0 out of pocket.

Air Force UA Transition Milestones

September 2025:

- TRANSITION BEGAN

-Began collecting FULL BAH (No UA Credits)

October 2025:

- 1st MONTH MOCK BILLING
(Sept Usage)

Nov 2025:

- 2nd MONTH MOCK BILLING
(Oct usage)

Dec 2025:

- 3rd MONTH MOCK BILLING
(Nov Usage)

- December USAGE IS NOW LIVE

Current Step:

January 2026:

- 1st LIVE STATEMENT FOR December USAGE

(billing is 30 days in arrears)

- Payments/rebates post to resident ledgers if above the $50 threshold

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?

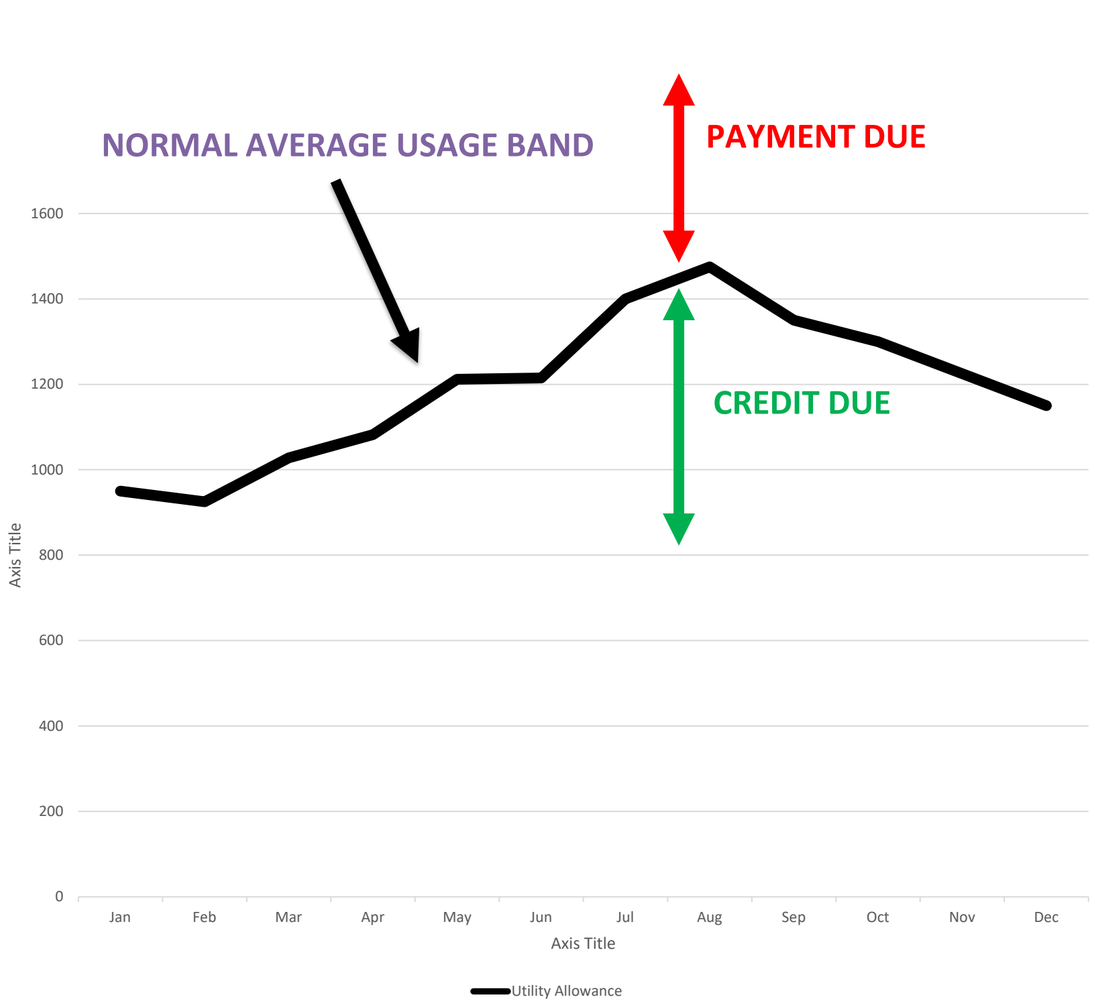
Like Type Groups:

- Homes are grouped together in **"Like Type Groups"** (LTGs) based on factors that influence energy usage including:
  - Size (sqftg, 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

The Billing Process



How Are Payments & Credits Determined?

- **Establish the normal usage band for every like-type group 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)

- **Compare against the normal usage band:**
  - Rebate Issued: If your usage is BELOW the normal usage band, you will be eligible for a credit
  - Payment Due: If your usage is ABOVE the normal usage band, you will need to pay for the extra usage

- **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 kWh – 1000 kWh = (250 kWh)

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

(250 kWh) X $0.14326/kWh = **($35.82) REBATE**

Payment owed when total payment amount exceeds >$50
-OR-
Rebate issued when total rebate amount exceeds > $50

1st Live Billing Statement

Average **LIVE** Bill Outcomes – December 2025 Service Period (January 2026 YES Statements)

- Total Billable Active Duty Residents = **286**

	ABOVE the Baseline Avg	At the Baseline Avg	BELOW the Baseline Avg
Number of Residents	**135 residents**	**1 resident**	**150 residents**
Average Bill/Rebate Amount	**$32.79**	**$0.00**	**($26.90)**
Number of Residents >$50 Threshold	**36 residents**	**0 residents**	**21 residents**
Average Bill/Rebate Amount >$50 Threshold	**$75.57**	**$0**	**($72.88)**

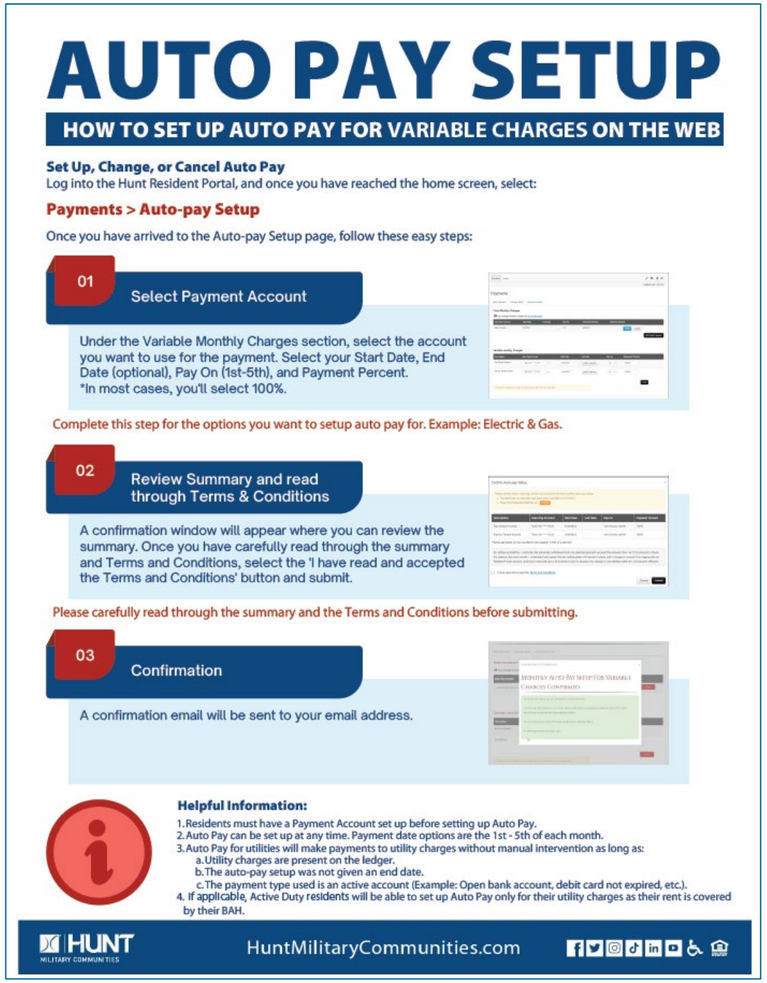
The majority of residents in the Community (**87% of residents**) have **NO ACTION** required in this billing period (i.e. below the $50 payment/rebate threshold).

Hunt Resident Portal

- **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 info to complete auto pay and electronic refund setup.



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.

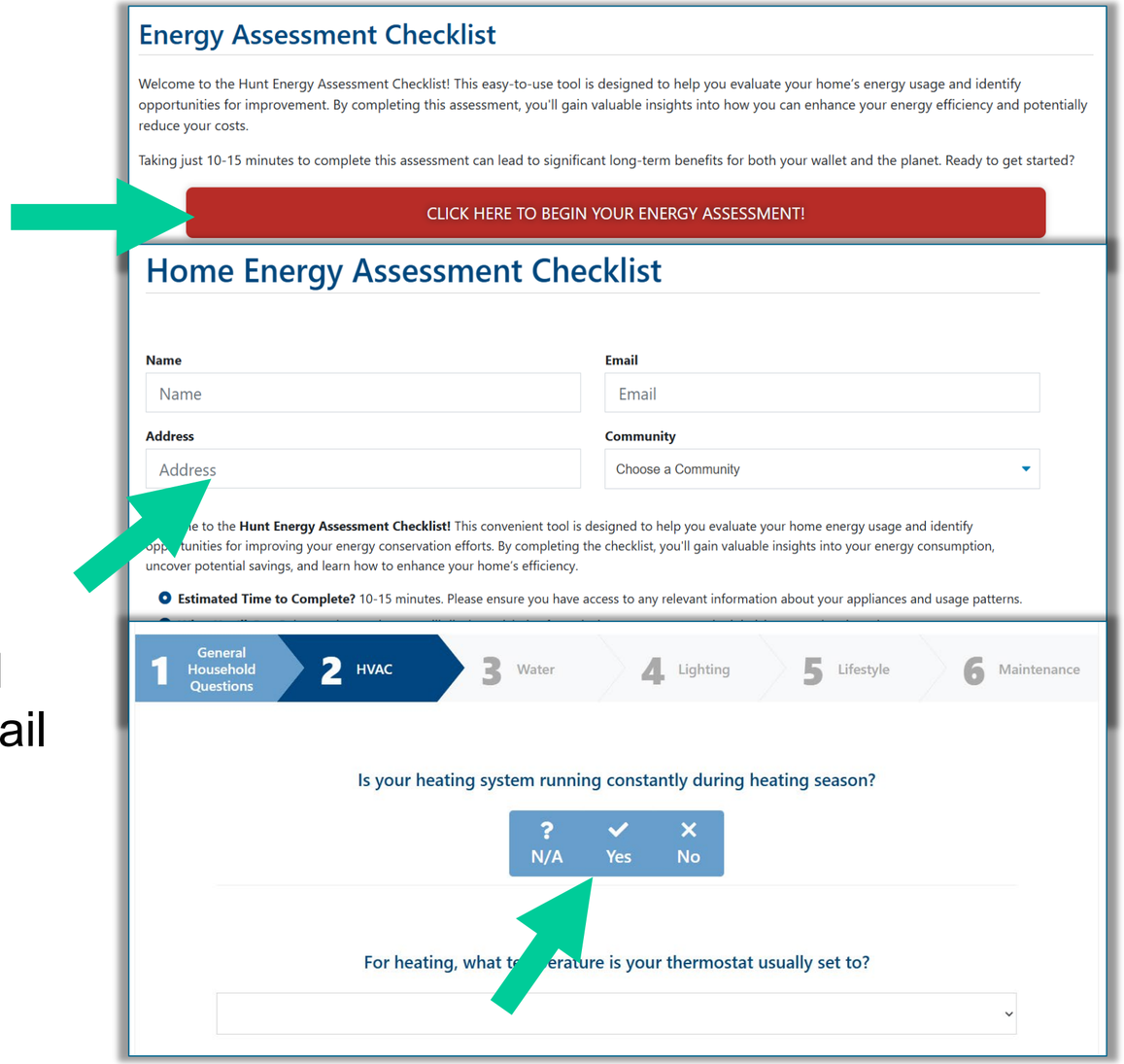
Evaluating a possible future solution

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

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



High Usage Concern – Energy Assessment Process

Complete the Online Energy Assessment Checklist (on the Hunt UA Program Website).

Results Are Processed & Customized Response is Provided

SCORE = 80 - 100%:

ENERGY CONSERVING - Congrats! Your household is already taking many great steps to conserve energy!

HIGH USAGE CAUSE – There was no obvious reason for high energy usage based on your responses. An in-home assessment may be needed.

NEXT STEPS –

1) If high usage continues, contact Hunt Maintenance to schedule an in-home energy assessment.

SCORE = 0 - 79%:

ROOM FOR IMPROVEMENT - Your household has opportunities to improve on energy conservation efforts.

HIGH USAGE CAUSE – Your high energy usage is likely due to lifestyle choices in the home. You received an email with conservation tips, best practices and specific actions you can take to help address the high usage in your home.

NEXT STEPS –

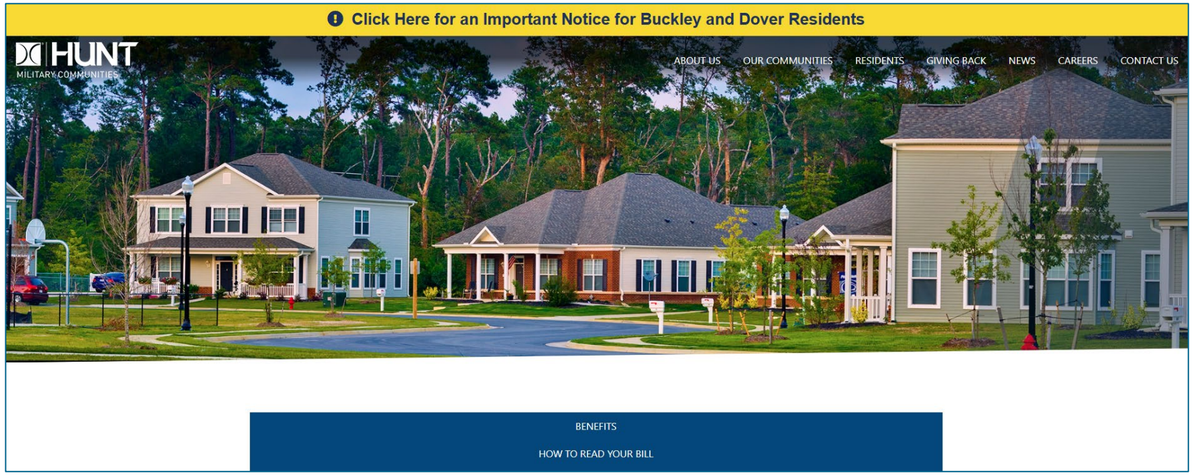
1) Continue to monitor consumption, and implement the recommended actions that were provided in your response email to reduce your usage.

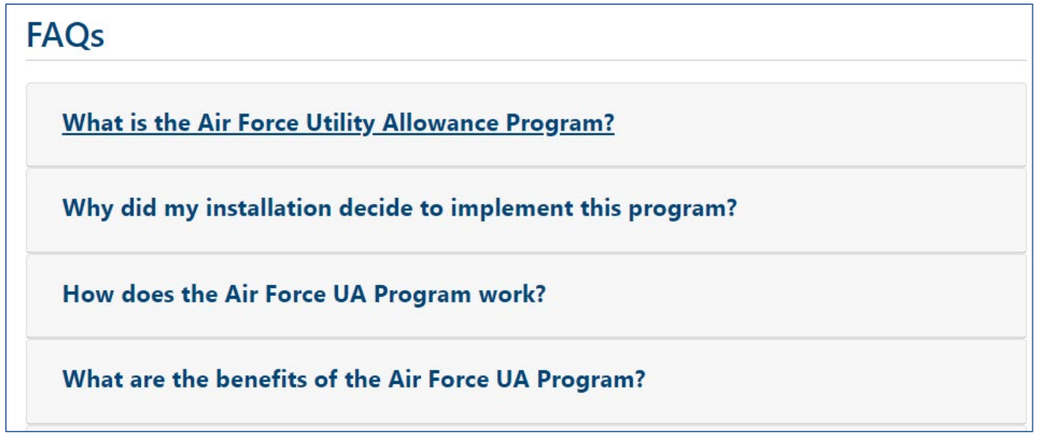
2) Review the 5 minute energy assessment walkthrough video and conservation tips sheets found on the UA Program website.

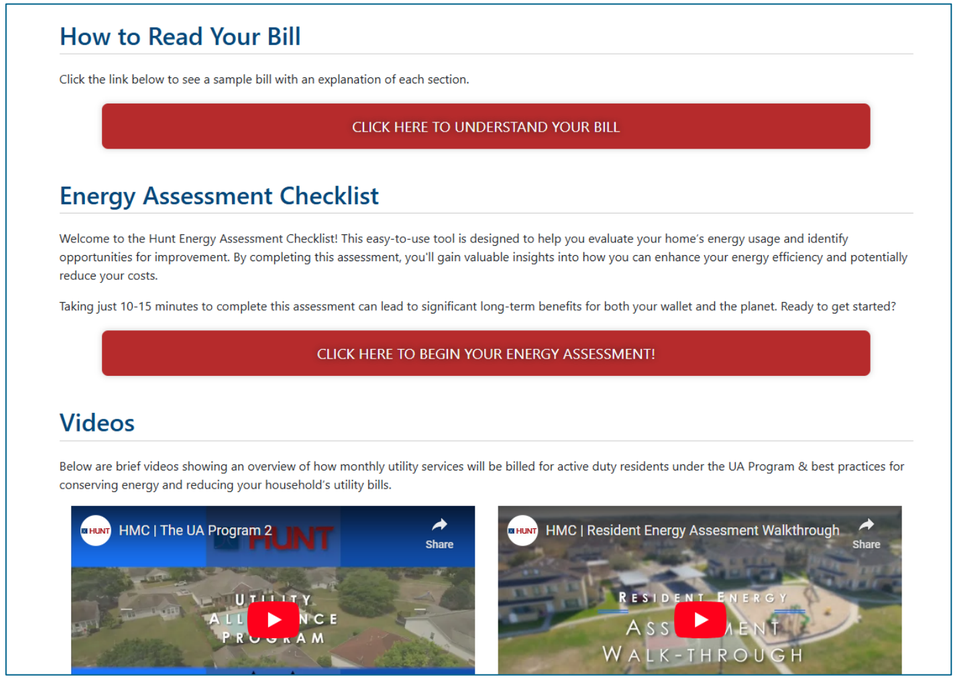
3) If high usage continues, contact Hunt Maintenance to schedule an in-home energy assessment.

Dedicated Air Force UA Program Website

URL: https://www.huntmilitarycommunities.com/resident-utility-program







We Want to Honor **YOUR TIME**

Thank you for joining us at Moody 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

YES ENERGY
MANAGEMENT

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 be easier to read and understand. Statements will continue to be mailed to your home 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.

Reach this team by phone 24/7 at *1-888-363-0493*

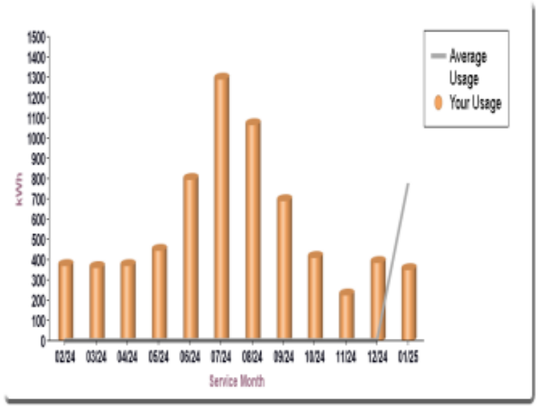
YES Energy Resident Billing Service

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.

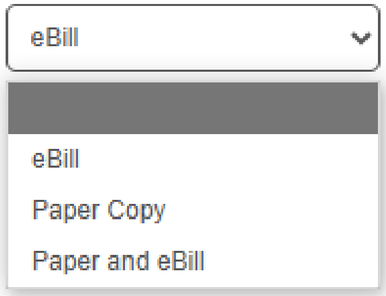
Your Electric Usage
(*indicates estimation)

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.

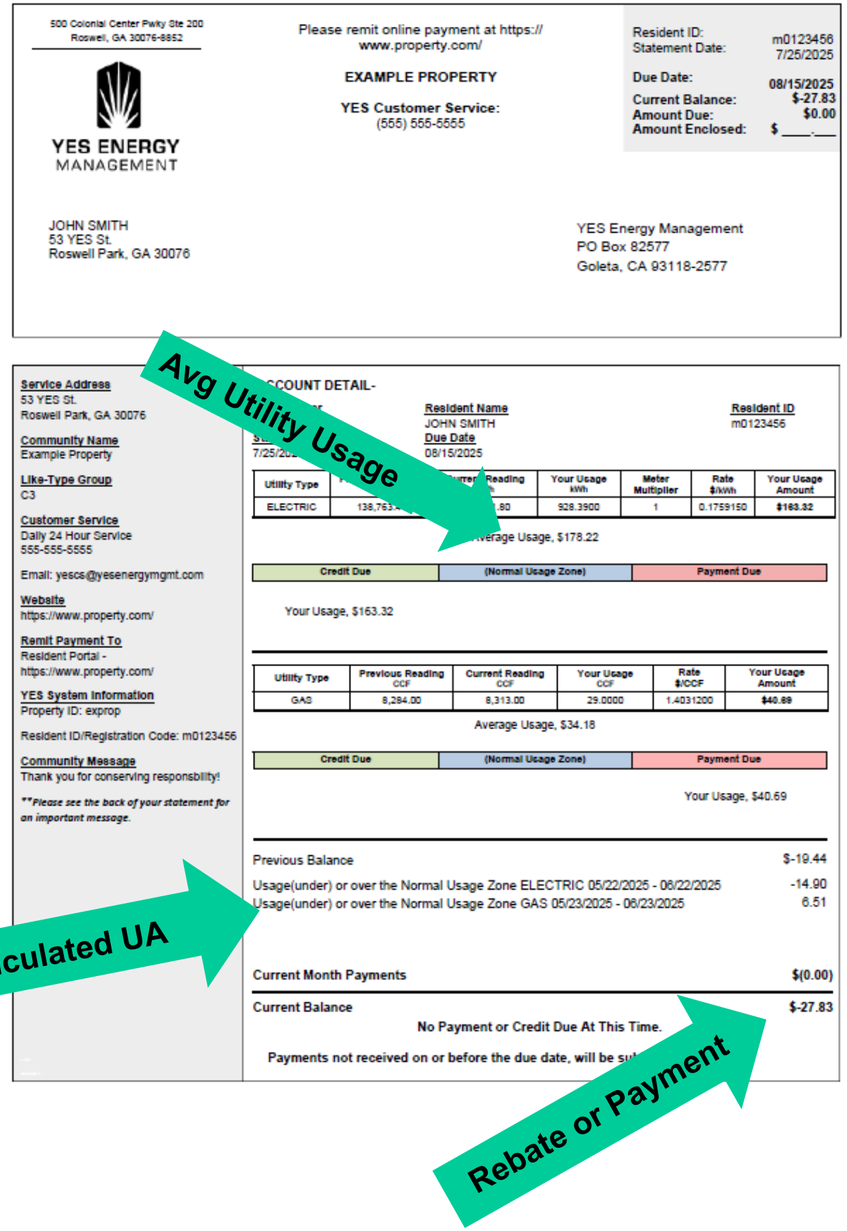


SAMPLE STATEMENT FRONT

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.



500 Colonial Center Pwky Ste 200
Roswell, GA 30076-8852

YES ENERGY MANAGEMENT

Please remit online payment at https://www.property.com/

EXAMPLE PROPERTY

YES Customer Service:
(555) 555-5555

Resident ID: m0123456
Statement Date: 7/25/2025
Due Date: 08/15/2025
Current Balance: $-27.83
Amount Due: $0.00
Amount Enclosed: $ ____.__

JOHN SMITH
53 YES St.
Roswell Park, GA 30076

YES Energy Management
PO Box 82577
Goleta, CA 93118-2577

Service Address
53 YES St.
Roswell Park, GA 30076

Community Name
Example Property

Like-Type Group
C3

Customer Service
Daily 24 Hour Service
555-555-5555

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.*

-ACCOUNT DETAIL-

Resident Name
JOHN SMITH
Due Date
08/15/2025

Resident ID
m0123456

Utility Type		Reading	Your Usage kWh	Meter Multiplier	Rate $/kWh	Your Usage Amount
ELECTRIC	138,763	.80	928.3900	1	0.1759150	$163.32

Average Usage, $178.22

Credit Due	(Normal Usage Zone)	Payment Due

Your Usage, $163.32

Utility Type	Previous Reading CCF	Current Reading CCF	Your Usage CCF	Rate $/CCF	Your Usage Amount
GAS	8,284.00	8,313.00	29.0000	1.4031200	$40.69

Average Usage, $34.18

Credit Due	(Normal Usage Zone)	Payment Due

Your Usage, $40.69

Previous Balance	$-19.44
Usage(under) or over the Normal Usage Zone ELECTRIC 05/22/2025 - 06/22/2025	-14.90
Usage(under) or over the Normal Usage Zone GAS 05/23/2025 - 06/23/2025	6.51
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 su

Avg Utility Usage

Calculated UA

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

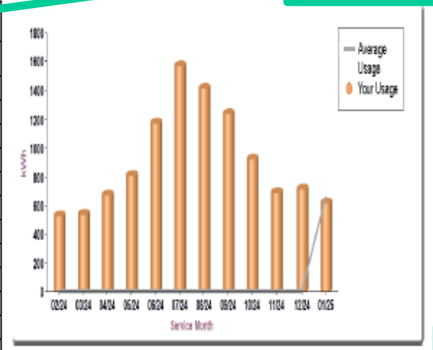
SAMPLE STATEMENT BACK
graph and usage table in detail)

***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.*

Seasonally-Adjusted Monthly Baseline Average

Your Electric Usage
(*indicates estimation)

Month	Your Usage kWh	Amount	Baseline	Difference	Your Charge
02/24	526.00	$75.05	0.00	526.0000	$75.05
03/24	542.00	$77.33	0.00	542.0000	$77.33
04/24	673.00	$96.02	0.00	673.0000	$96.02
05/24	811.00	$115.71	0.00	811.0000	$115.71
06/24	1178.00	$168.07	0.00	1,178.0000	$168.07
07/24	1567.00	$223.58	0.00	1,567.0000	$223.58
08/24	1413.00	$201.60	0.00	1,413.0000	$201.60
09/24	1245.00	$177.63	0.00	1,245.0000	$177.63
10/24	923.00	$131.69	0.00	923.0000	$131.69
11/24	688.00	$98.16	0.00	688.0000	$98.16
12/24	714.00	$101.87	0.00	714.0000	$101.87
01/25	618.00	$88.18	661.94	-43.9400	$-6.26



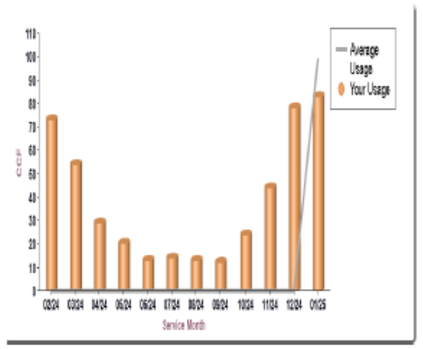
12-months of historic usage profile table:

- Utility consumption.
- Baseline Average
- Dollar charges or rebates.

Payment owed when total Payment Amount >$50
-OR-
Rebate credit issued when total Rebate Amount > $50

Your Gas Usage
(*indicates estimation)

Month	Your Usage CCF	Amount	Baseline	Difference	Your Charge
02/24	73.00	$89.64	0.00	73.0000	$89.64
03/24	54.00	$70.10	0.00	54.0000	$70.10
04/24	29.00	$40.44	0.00	29.0000	$40.44
05/24	20.00	$29.50	0.00	20.0000	$29.50
06/24	13.00	$19.17	0.00	13.0000	$19.17
07/24	14.00	$20.65	0.00	14.0000	$20.65
08/24	13.00	$19.17	0.00	13.0000	$19.17
09/24	12.00	$17.70	0.00	12.0000	$17.70
10/24	24.00	$36.55	0.00	24.0000	$36.55
11/24	44.00	$64.64	0.00	44.0000	$64.64
12/24	78.00	$103.96	0.00	78.0000	$103.96
01/25	83.00	$109.56	99.30	-16.3000	$-18.26



12-month graph:

- Residence consumption.
- Like type unit baseline.
- Normal Usage Average

YES ENERGY MANAGEMENT

YES Energy Resident Billing Service

LIVE DEMO OF UTILITY ACCOUNT MANAGEMENT ON THE HUNT RESIDENT PORTAL

MOODY
FAMILY HOUSING
HUNT MILITARY COMMUNITIES

Stay Connected!

Follow us for community updates, exciting monthly events, and much more!

Scan the QR Code to follow us on Facebook!

@MoodyFamilyHousing

Moody Family Housing 2012

HUNT
MILITARY COMMUNITIES

QUESTIONS?

HUNT MILITARY COMMUNITIES

Reference Slides

Air Force UA Transition Milestones – (Continue) Colquitt Electric Accounts

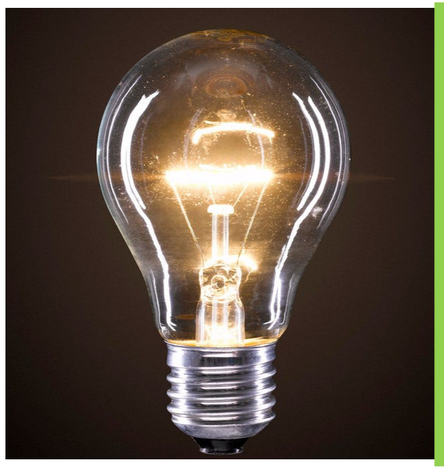
Active Duty Residents:

- All Active-Duty residents are required to sign a release form allowing Colquitt Electric to transfer electric accounts to Hunt
  - The RECP Program requires Hunt to have all commodity services in the projects name to bill RECP.
  - This is a Colquitt Electric requirement to sign a release form to transfer accounts under Hunt.
  - Primary account holder is required to sign the release. Should match the name on the utility bill.
  - If primary account holder is currently deployed, a signed Power of Attorney is acceptable. Name on release form must match name on POA.

Civilians:

- Civilians are not eligible for the RECP program
  - Not required to sign release form
  - Will continue to have electric account setup with Colquitt electric and pay them directly for service.

Energy Conservation Tips

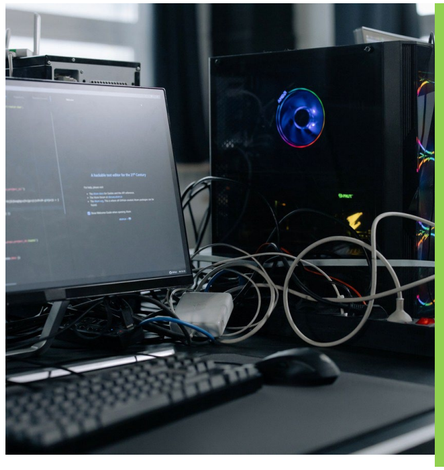


Lighting

- 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 moderate weather of spring and fall

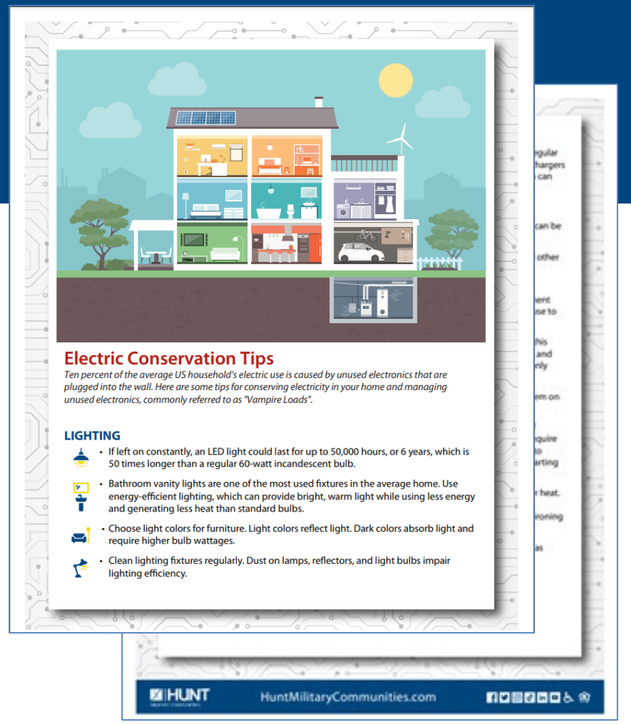
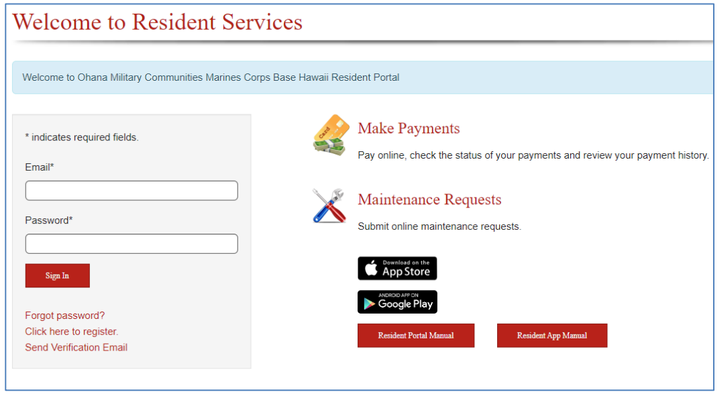
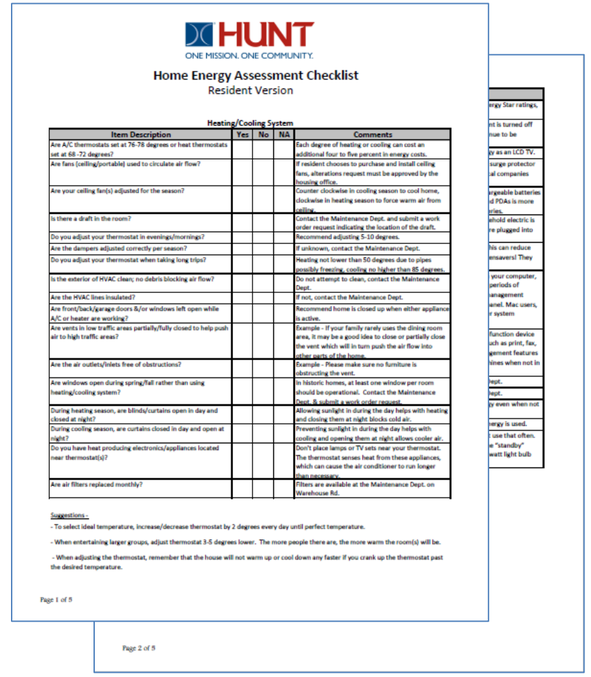


Electronics

- 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.

Resources for Residents

- Resources for High Users:
    1. Conservation Tip Sheets
    2. Self 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