

Town Hall Q&A
July 20, 2026

Q: What time period are the averages for utility cost being taken? Summer and winter costs are very different.

A: The monthly baseline is designed to account for factors that impact utility usage, including current weather conditions, utility rates, and home characteristics. To ensure fair comparisons, each home is assigned to a Like-Type Group (LTG) with other homes that share similar building characteristics and energy efficiency features.

The Air Force Utility Allowance Program is designed to encourage energy-saving habits while maintaining fairness for residents. Homes are grouped with other homes that operate similarly, meaning your usage is compared only to homes with comparable characteristics. The Like-Type Groups are jointly reviewed and approved by Hunt, the local Command, and AFCEC prior to program implementation.

Because the baseline is recalculated each month using actual consumption data, it reflects seasonal changes and current weather conditions, including periods of extreme weather fluctuations, heat or cold. Additionally, factors related to a home's construction and efficiency, such as those that may affect cooling performance, are accounted for through the Like-Type Grouping process. This helps ensure that the monthly baseline is representative of homes with similar operating characteristics rather than comparing all homes across the installation.

You can find more information about how Like-Type Groups are set up in AFCEC's RECP FAQs.

<https://www.huntmilitarycommunities.com/sites/homepage/files/html/RECP-FAQ-AFCEC.pdf>

Q: Do I need to do anything in my Florida Power & Light account for this transfer? How will we obtain our deposits?

A: Once you complete the Letter of Authority, YES Energy will work directly with Florida Power & Light and Florida City Gas to transfer your accounts effective September 1.

As a reminder, utility bills are paid in arrears, so you will receive a final bill from each provider sometime in September. Any final charges or credits, including budget billing true-ups and any applicable security deposit refunds, will be handled directly between you and the utility provider.

Q: Do you mark up the utility rates?

A: No, the utility rates are passed through directly from the provider with no markup.

Additionally, Active Duty residents are only charged for above average electric and gas usage. Administrative fees, as well as water, sewer, and trash service costs, are not passed through to Active Duty residents with this program.

Q: How does occupying a quadplex with Civilian resident impact the program?

A: Civilian residents have no impact to the program. They are responsible for 100% of their electric and gas consumption and are also charged a monthly administrative fee, along with allocated water, sewer, and trash service costs. Additionally, the meter certification process ensures that each utility meter is accurately measuring consumption only for the specific unit it serves.

To learn more about the Meter Certification process, please visit our dedicated Air Force Utility Allowance Program Website:

<https://www.huntmilitarycommunities.com/air-force-utility-allowance-program>



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Q: What about those that do crypto-currency as a hobby?

A: The intent of the policy is to encourage energy conservation and discourage excessive utility consumption. It is not designed to penalize residents for reasonable hobbies or activities, but rather to address unusually high usage patterns that significantly exceed average household consumption such as cryptomining or other personal lifestyle choices.

To support residents, we proactively identify and contact high-usage households each month. We provide conservation resources, including energy-saving tips, self-assessment tools, and in-home energy assessments, to help identify potential causes of elevated consumption, such as meter failure, maintenance issues, or opportunities to reduce energy use.

If a maintenance-related issue has contributed to an increase in your utility usage, we can review your account to determine whether it qualifies for a maintenance waiver. Maintenance waivers are intended to ensure residents are not held responsible for excessive utility consumption resulting from equipment failures or other qualifying maintenance-related conditions.

Q: Who is the POC and where do we get the forms and send once completed?

A: Alexandria "Alex" Deppe is our designated POC for the transition. For assistance, please call (321) 655-6321 or email her at: alex.deppe@huntcompanies.com

Q: With the \$50 threshold, does that reset every month or is it a one time thing?

A: The \$50 threshold does not reset each month. It is a cumulative balance that carries forward from one statement period to the next.

For example, if you incur \$15 in utility charges one month and \$20 the next month, no payment would be due because your cumulative balance is only \$35. Once your cumulative charges reach or exceed \$50, a payment will be required.

The same concept applies to rebates. If you earn rebates over multiple months, they will continue to accumulate until you reach the \$50 rebate threshold, at which point the rebate can be processed if you have elected to receive rebate payments and have banking information on file.

This approach helps minimize small, frequent transactions by allowing charges and rebates to accumulate over time before payment or disbursement is required.

Q: With this change will there be an effort to install/update the housing for more energy efficient items ie windows, ac units, ect.

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

Because these efficiency differences are already built into the program, the age of your home or equipment does not put you at a disadvantage. Your billing outcome reflects how your personal household usage compares to similar homes, not how old your home is. To learn more about the purpose, background and components of the Air Force Utility Allowance (UA) program, please review the Air Force Utility Allowance Program FAQ's at: <https://www.huntmilitarycommunities.com/sites/homepage/files/html/RECP-FAQ-AFCEC.pdf>.



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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.

As additional funding becomes available, we will continue pursuing upgrades such as roof, window, and appliance improvements. While the total RECP savings are not yet known, future reinvestment account funds are already planned to support ongoing community enhancements.

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: Will you be providing us with the required certified like and meter certifications for our LTG? Why are you choosing some of the cooling months for mock billing instead of using hotter months? Will you be updating appliances and HVAC systems to meet energy efficient requirements as well as meet Florida building codes and standards? You can't offer something for energy savings if you aren't giving the tools for residents to be energy efficient. What about the deposits paid to FPL? How will Hunt be handling that?

A: No. 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>

The pre-requisite process to meet the AFCEC standards has taken place over several years. As soon as approval was received, we moved forward with providing notification of the upcoming program change. Since the monthly baseline program is based on current weather conditions and rates, the time of year for the mock billing periods is not impactful.

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.



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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.

Lt. Col Mines also shared: Be intentional and look at your usage. Compare your statements to your previous Florida Power & Light usage and contact the site team with any concerns.

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Disclaimer

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

For assistance with other inquiries, please contact your Resident Service Specialist directly. If you have a maintenance concern, please submit a service request through the resident portal, <https://patrick-family-housing.securecafe.com/residentservices/patrick-afb-family-housing/userlogin.aspx>, or by calling your Resident Service Specialist.