

**Town Hall Q&A**  
**June 11, 2026**

**Q: Will we be able to check and monitor our meters ourselves. Also will the bills show the usage and what rate we are being billed.**

A: Yes, your monthly statements include usage and rate information. However, please note that billing is done in arrears, meaning your statement reflects a prior billing period, and your current meter reading may be higher by the time you receive it.

For homes with solar panels, you may notice that your meter reading does not exactly match your reported usage. This is because additional calculations are completed behind the scenes to capture your home's total energy use, including the portion that may have been offset by solar production.

At Shaw, the solar PV system operates as a rooftop community solar program that supports a portion of the installation's overall energy demand. As a result, individual resident usage is not directly offset by solar production, and electric rates remain unchanged.

**Q: What are the plans for improving the community with the savings from switching to 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 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.

While savings is a goal of this program, measurable impacts will be better understood over time as trend data becomes available. Residents are also encouraged to share feedback through the Annual Tenant Satisfaction Survey, which helps guide future priorities and improvements.

**Q: What happens if there is an issue with a water break in the house? Will the house have to pay for the water usage caused by the emergency till it can be isolated?**

A: Under the current program, active-duty residents are only charged if their electric or gas usage exceeds the established average for their like-type home. Water usage is not included in the program at this time.

**Q: Why was this implemented when so many people from this base are deployed and unable to do anything about this or come to "town halls?"**

A: The verification process has been underway for several years and includes meter certification and approval of like-type groupings. The timing of implementation was not intentional; we are currently in a mock billing phase to help residents become familiar with the program before live billing begins.

As a reminder, this is a DoD initiative focused on conservation, and we're here to support you. If you are not currently in your home due to deployment, please notify us so we can work with you. Over the next few months, residents are encouraged to prepare for live billing by completing the online self-assessment. If your results indicate strong energy-saving practices, you may request an in-home energy assessment through your Resident Service Specialist.



## HUNT MILITARY COMMUNITIES

Vacant homes are excluded from baseline calculations. Additionally, Community Guidelines require residents to notify their Resident Service Specialist of any planned absences longer than 30 days, which helps ensure baseline calculations remain accurate and are not skewed by extended absences.

### **Q: Will I still be charged if I notify you of an absence from the home?**

A: Yes, you remain responsible for utility usage during any period you are away from your home. To help minimize usage, please be sure to prepare your home according to the "Absence from Premises" guidelines outlined in your lease.

### **Q: Will there be Time-of-Use (TOU) rates?**

A: This program does not use time-of-use (TOU) or peak/off-peak pricing. Instead, a single, consistent rate is applied to all energy used during the service period, regardless of the time of day. Current rates are included on your monthly billing statement for reference.

### **Q: What is the default method for delivery of monthly utility statements?**

A: The default delivery method is e-bill, and is sent to the primary e-mail address on file. If you prefer to receive a paper statement, you must update your preferences in the Hunt Resident Portal, <https://shawfamilyhousing.securecafe.com/residentservices/shaw-airforce-base/userlogin.aspx>.

### **Q: If I opt-in to utilize the approved TRO Energy EV Charging solution in my home, with the usage for charging my EV be included in the monthly usage calculation for my home?**

A: No. Electricity used through the approved TRO Energy EV Charging solution is not included in your home's monthly consumption calculation. Your monthly statement will show your total electric usage along with a separate deduction for the portion used by the TRO Energy EV charger.

Please note that charging an electric vehicle outside of the approved TRO Energy program is a violation of your lease. If you own or plan to charge an EV, you must enroll in the approved program to remain in compliance.

### **Q: How would you know if someone is not using the approved TRO Energy EV Charging solution?**

A: We can find EVs illegally charging in their home through the high user outreach process. Charging an EV without the approved charging solution typically results in higher electricity usage compared to similar homes in their LTG.

### **Q: What is the cost of the TRO Energy EV Charging solution?**

A: On average, we are seeing residents paying about \$50 per month. It depends on the charging needs of the individual. Several subscription options are available. Visit the TRO Energy website, <https://troenergysolutions.com/our-services/home-charging/>, for more information or contact your Resident Service Specialist.

### **Disclaimer**

This Q&A document has been curated to address questions specifically related to the UA Program. Questions outside the scope of this program have been filtered out to maintain clarity and relevance.

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://shawfamilyhousing.securecafe.com/residentservices/shaw-airforce-base/userlogin.aspx>, or by calling your Resident Service Specialist.