



Vance AFB Town Hall
July 28, 2026

Q: What is the process to replace my old appliances, like ac unit that's way older than my neighbors' units.

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>.

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 the energy efficiency issues in all of the home be addressed in the future to assist with the energy consumption across the installation. i.e. dual pane gas filled windows that are not de-laminating and unable to fully seal along with adequate door seals for exterior doors.

A: Community Reinvestment Projects focus primarily on energy-efficiency improvements that enhance resident comfort, reduce utility consumption, and support the long-term sustainability of the community. Examples of these investments include window replacements, HVAC upgrades, and other home improvements designed to increase energy performance and overall quality of life.

In addition to home-focused enhancements, Community Reinvestment Projects may also fund amenities and infrastructure improvements that improve safety, accessibility, and neighborhood livability. Examples include playground renovations, upgraded exterior and pathway lighting, sidewalk repairs, and improvements to shared community spaces.

Projects are evaluated and prioritized annually in coordination with Installation Leadership to help ensure available funding is directed toward the most impactful improvements for residents and the overall community.

Q: Who's getting the money paid out? Hunt? DoW?

A: All savings generated through reduced energy consumption remain within Vance Family Housing and are reinvested through the Community Reinvestment Program for the benefit of residents. These funds support projects that enhance homes, community amenities, and neighborhood infrastructure.



By reducing overall utility consumption, residents help create opportunities for future investments that improve comfort, safety, and quality of life across the community. Examples of Community Reinvestment Projects may include energy-efficient home upgrades, playground improvements, enhanced lighting, sidewalk repairs, and other resident-focused improvements.

Projects are evaluated and prioritized in coordination with Installation Leadership to help ensure available funding is directed toward the community's most impactful needs.

Q: We were told someone would be out to verify window seals as well as the efficiency of our units' HVAC & insulation; in support, an updated "programmable" thermostat for accurate temperature control. What is the status of this process, is there a schedule, & will residents have notice of their date?

A: An upcoming project being conducted in partnership with our utility provider, OG&E, is currently being finalized. Once project details are confirmed, a general notification will be provided to all residents. Residents will also receive additional communication regarding their home's scheduled service date, along with any applicable instructions, expectations, or access requirements as that date approaches.

Q: I have rooms that are vastly different temps due to poor ventilation setup. Needs space heaters in the winter and constant fans in the summer to make it bearable despite the rest of the house being comfortable. Previous requests have sealed the windows with caulking. Will hunt take steps now to fix?

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 the Air Force has already incorporated these efficiency differences into the program, the age of your home or equipment does not put you at a disadvantage. Your charges reflect how your personal usage compares to similar homes, not how old your home is. 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.

Standard equipment provided with your home is included when establishing Like Type Groups. However, personal items added by residents—such as air purifiers, dehumidifiers, or other optional appliances—are not factored into the grouping process. While these devices may increase overall energy use, they do not affect how your home is categorized for utility comparisons.

Q: Do balances carry over? If so, doesn't saying June, the first month, 76% don't owe kinda skewing the conversation because at least half folks will owe something

A: Yes, balances carry over until they reach the \$50 threshold. The 76% figure refers to residents who did not have a balance of \$50 or more requiring payment in June, not whether they had any balance at all. Some residents may have had smaller charges that continue to accumulate over future billing periods. Because the program is designed to defer payments until the cumulative balance reaches the \$50 threshold, the statistic reflects the percentage of residents who were required to make a payment during that month.

Additionally, for the average resident, utility charges and rebates generally offset each other over the course of their residency, resulting in little to no out-of-pocket expense during occupancy. At move-out, any remaining balance is reconciled, and the resident will either make a small final payment or receive a small rebate, depending on their final cumulative utility balance.



Q: So refunds will be held until we ask for them but there will be due dates when we owe. It doesn't go both ways?

A: The intent is for the process to work consistently in both directions. The \$50 threshold applies to both charges and rebates to avoid collecting or issuing very small amounts each month. Just as residents are not required to make a payment until their cumulative balance reaches \$50 or more, rebate amounts are also allowed to accumulate until they reach the same threshold.

Residents may elect to receive rebates automatically once the \$50 threshold has been reached. To do so, they simply need to visit the resident portal, update their preference from "Credit to Ledger" to "Refund," and provide their checking or savings account information. Once this preference is selected, eligible rebates will be issued automatically when the threshold is met.

For most residents, utility charges and credits tend to balance out over the course of their residency, resulting in little or no out-of-pocket expense while they live at the property. Any remaining net balance is fully reconciled at move-out, at which time the resident will either receive a final rebate or make a final payment, regardless of whether the amount has reached the \$50 threshold.

Q: Can you clarify why you mean by family size doesn't matter? How does the number of people in the household not affect the amount of energy being consumed?

A: Lifestyle differences and home-based businesses, including Family Child Care (FCC) operations, are not factors used in determining Like-Type Groups (LTGs). LTGs are established using housing characteristics, not individual household behaviors or personal lifestyle decisions.

Family size is also not a criterion used when establishing LTGs. Similarly, a resident's rent and Utility Allowance (UA) are based on their authorized BAH and do not increase based on the number of occupants in the home.

As a result, activities such as cooking at home, frequency of laundry or showers, working from home, staying home during the day, or operating an approved home-based business do not result in a separate baseline or adjustment to the LTG assignment. Residents are encouraged to monitor their monthly utility statements and manage consumption in a way that supports their household needs and energy conservation goals.

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: How is the baseline calculated month to month with different weather conditions? For example, are all like type homes averaged for the month of July, and that's the baseline?

A: The program uses a monthly baseline calculation that accounts for both the current month's weather conditions and the applicable commodity rates. Because energy needs naturally change throughout the year—such as increased cooling during hotter months or higher heating demand during colder months—the baseline is adjusted each month to reflect these expected seasonal variations.

As a result, the monthly baseline naturally rises or falls based on current weather conditions, ensuring that residents are not held to the same usage expectations year-round. This weather-based adjustment helps create a fair comparison by recognizing that higher energy use is often unavoidable during extreme temperatures.

By combining weather data with current utility rates, the program establishes a realistic and equitable baseline for each month. This approach helps ensure residents are evaluated against reasonable expectations for that specific time of year, rather than a fixed standard that does not account for seasonal demand.



For Standard Baseline LTGs with more than 10 units, the average is recalculated each month using the prior month's consumption data. Before calculating the baseline, vacant homes, homes with extended absences (when residents have provided notification), and the top and bottom 10% of users are removed to ensure the baseline reflects typical usage.

Each month, our Military Housing Office partners also receive a copy of the billing report for their review. You can find more information about how monthly baselines are calculated in AFCEC's RECP FAQs.

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Q: With how old these houses are, and how our rent charge has been maximum BAH amounts, why hasn't efficiency installation (replace windows, seals, etc) been done already? If Hunt does "walk through" before and after personnel moved in, why haven't they documented these issues?

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 charges reflect how your personal usage compares to similar homes, not how old your home is.

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: What's keeping people going to IPT from not disclosing this and skewing the energy usage and reaping the benefits of getting a rebate?

A: The lease agreement requires residents to provide written notice for any absence exceeding 30 days. Residents are also responsible for preparing their home for an extended absence by following the "Absence from Premises" instructions outlined on page 10 of the Community Guidelines.

Additionally, please note that simply being away from your home does not necessarily result in below-average utility consumption. HVAC systems, appliances, electronics, and other devices may continue to use energy while the home is unoccupied. Taking steps such as adjusting thermostat set points, turning off lights, unplugging unused electronics, and reducing other sources of consumption can help minimize energy usage during your absence.

It is also important to note that the monthly utility baseline is calculated using a Like-Type group methodology. To ensure the baseline accurately reflects typical consumption patterns, the lowest 10% and highest 10% of users within the Like-Type group are excluded from the monthly average calculation. This approach provides a more representative benchmark for comparison across the Like-Type group.

If you have any questions regarding your utility charges or how to prepare your home for an extended absence, please contact our office. We are happy to assist.

Q: I saw in the FAQ about EFMP or special medical equipment receiving deductions or waiver. What is the process for that?

A: Please reach out to your MHO office to learn more about the medical waiver process.

Q: Do you pay the total amount over average or the total amount minus \$50?

A: Once the cumulative balance reaches \$50 or more, payment in full is required. Once payment is received, the cumulative balance resets and begins accumulating again with future utility charges and credits.



Q: Is there a map or list of what houses are in what "like type groups"? Can you consider where the sun rises/sets and where houses windows are located? Can housing provide "black out" options?

A: The request was discussed with Hunt's leadership team, which confirmed that sharing the addresses included in any Like-Type Group is not permitted in order to protect the privacy and confidentiality of all residents. While we cannot provide information about specific homes or residents within any Like-Type Group, we would be happy to discuss the general characteristics and criteria associated with your assigned Like-Type Group. Please call your Resident Service Specialist to request an appointment with the Community Director, who can review the general characteristics of your Like-Type Group and answer any related questions.

Like-Type Groups are established for homes exclusively within the Vance Family Housing neighborhoods, using criteria determined by Air Force policy. Depending on the home type, groups may be formed using one of three approved methods: Standard Baseline, 5-Year Average, or Per-Square-Foot usage.

Each Like-Type Group goes through multiple levels of review to ensure accuracy and fairness. This includes evaluation by our Military Housing Office partners, review by Command, and final approval by AFCEC.

Q: Utility allowance? Will be money be added to our checks? If not, who's allowance is it? If so, will it further increase payments for folks off base?

A: Resident's rent and utility allowance is based on BAH which does not increase based on family size. Residents living in private sector rentals do not receive additional utility allowances for family size.

Q: What is hunts plan to handle all the increase of upcoming work orders to help fix any efficiency issues? Seems like there are only really two workers (unless there are more and region based in the housing area)

A: Open work orders are monitored daily. If we experience a significant increase in work order volume, additional resources are available to help maintain timely response times. These resources may include engaging additional vendor support or temporarily reallocating personnel from other AETC II or Hunt properties as needed. This flexibility helps ensure resident service requests continue to be addressed as efficiently and effectively as possible.

Q: What exactly are the ideas for community improvement from these rebates? We've had a massive pot hole on the Main Street into our home for a year. I'd love to see that filled.

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 types of 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.

Q: I have a room that is completely overheated despite open windows or closed curtains and have had work orders to have the AC be fixed multiple times. The most they did was inspect it and replace the filters. Will they finally come and fix now that i am paying for AC?

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



If you are experiencing recurring issues, please reach out to your Resident Service Specialist to discuss your concerns so we can ensure the situation is properly documented and addressed.

Always submit a maintenance request as soon as problems arise. Prompt reporting and timely repairs help restore normal operating efficiency and protect you from being unfairly impacted by excessive utility usage associated with equipment malfunctions.

Q: Why doesn't Hunt send someone to check and make sure houses are energy efficient before anyone moves in?

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>.

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: Regarding the BAH survey, I own my house and after indicating this on the survey I was not asked any further questions. How do I make my voice heard regarding BAH?

A: The BAH survey is administered by the government. Please contact your Military Housing Office for further assistance.

Q: How many like type groups are there?

A: Vance Family Housing is organized into 26 like-type groups, all of which were reviewed and approved by the Military Housing Office (MHO), Command, and AFCEC through the Air Force Utility Allowance Program's established oversight and approval process.

- 5 Like-Type groups, representing 175 homes, utilize the monthly average baseline methodology.
- 21 Like-Type groups, representing 67 homes, utilize the 5-Year Average baseline methodology.

Q: Can I leave my dehumidifier running with a NOA to prevent mold growth? We were told then we were gone for IPT, no one checks the inside our homes unless there's an obvious issue visible from the outside and we hear of mold issues and worry about that.

A: Yes. Residents may choose to leave a personal dehumidifier running while they are away if they believe it is necessary to help manage humidity levels and reduce the risk of mold growth within their home.



Please note that while standard equipment provided with the home is considered when establishing Like Type Groups, resident-owned appliances and devices, such as dehumidifiers, air purifiers, portable refrigerators, or other optional equipment, are not factored into the grouping methodology. As a result, operating a dehumidifier may increase your home's overall energy consumption, but it will not affect how your home is categorized for utility comparison purposes.

If you expect to be away from your home for more than 7 days, we encourage you to notify your Resident Service Specialist. This information helps support the integrity of baseline calculations and ensures monthly averages remain an accurate reflection of normal occupancy and usage patterns.

Additionally, if requested by the resident and with an approved Permission to Enter (PTE) on file, our team can conduct weekly home walks during the approved absence period to help ensure the home remains in good condition and to identify any visible issues that may require attention.

Before leaving, please also follow the "Absence from Premises" guidelines outlined in your lease and take any precautions you feel are appropriate to protect your home while you are away.

Q: BAH amounts are based on rank and whether or not you have a dependent so why is the size of family not being accounted for when it comes to utility overages?

A: Like-Type Groups are created for homes within the Vance Family Housing neighborhoods using criteria defined by Air Force policy. Depending on the specific home type, groups may be formed using one of three approved methods: Standard Baseline, 5-Year Average, or Per-Square-Foot usage. Family size is not a criterion used in establishing Like-Type-Groups. Resident's rent and utility allowance is based on BAH which does not increase based on family size. Residents living in private sector rentals do not receive additional utility allowances for family size.

You can find more information about how Like-Type Groups are set up and how monthly baselines are calculated in AFCEC's RECP FAQs. <https://www.huntmilitarycommunities.com/sites/homepage/files/html/RECP-FAQ-AFCEC.pdf>

Q: Are there initiatives to address mold growth within base housing instead of it being painted over for the next family to have the same issue?

A: We do not paint over mold.

If mold is identified either by a resident or during maintenance activities between residents, the Hunt team takes the appropriate steps to identify and mitigate the source of the moisture. Any affected surfaces are thoroughly cleaned and remediated prior to painting.

If a resident has concerns regarding mold or moisture, they should immediately submit a work order so the issue can be inspected and addressed promptly.

As with all work orders, if residents feel their concerns are not being addressed appropriately, we encourage them to contact the Community Director to schedule a home visit and ensure appropriate action is taken.

Q: The young lady at the front desk at hunt office specifically said they do not enter homes (and she went and verified with the other gal that's not here at the moment) and said it's a no-go to avoid liability for loss of items

A: We apologize for the misinformation regarding home checks during a resident's absence.



If requested by the resident and with an approved Permission to Enter (PTE) on file, our team can conduct weekly home walks during the approved absence period to help ensure the home remains in good condition and to identify any visible issues that may require attention. Please contact your Resident Service Specialist if you would like to arrange this service prior to your departure.

Q: Is there a way to see the break down your homes LTG?

A: The request was discussed with Hunt's leadership team, which confirmed that sharing the addresses included in any Like-Type Group is not permitted in order to protect the privacy and confidentiality of all residents. While we cannot provide information about specific homes or residents within any Like-Type Group, we would be happy to discuss the general characteristics and criteria associated with your assigned Like-Type Group. Please call your Resident Service Specialist to request an appointment with the Community Director, who can review the general characteristics of your Like-Type Group and answer any related questions.

Like-Type Groups are established for homes exclusively within the Barksdale Family Housing neighborhoods, using criteria determined by Air Force policy. Depending on the home type, groups may be formed using one of three approved methods: Standard Baseline, 5-Year Average, or Per-Square-Foot usage.

Each Like-Type Group goes through multiple levels of review to ensure accuracy and fairness. This includes evaluation by our Military Housing Office partners, review by Command, and final approval by AFCEC.

Q: Will there be a dependent multiplier to allow for more accurate averages based on house size?

A: No. Family size is also not a criterion used when establishing LTGs. Similarly, a resident's rent and Utility Allowance (UA) are based on their authorized BAH and do not increase based on the number of occupants in the home.

Q: If you are outside of the +/- \$50 of average do you pay the entire amount or just the amount over the \$50

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 for the total charges due is required within 21 days of receipt of your monthly statement.

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.

If you have any additional questions about the Utility Allowance Program, we invite you to visit our dedicated program website, <https://www.huntmilitarycommunities.com/air-force-utility-allowance-program>, for program information, resources, and frequently asked questions. You may also contact your Resident Service Specialist, who will be happy to assist you and help connect you with the appropriate resources. We are committed to providing clear communication and support throughout the program.



Disclaimer

This Q&A document addresses broad, community-wide questions related to the Utility Allowance (UA) Program and applies to Active Duty residents. 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://vancefamilyhousing.securecafe.com/residentservices/vance-afb-family-housing/userlogin.aspx>, or by calling your Resident Service Specialist.