



# 633d Air Base Wing

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Langley Family Housing Town Hall  
2 March 2017

*Col Caroline M. Miller, 633 ABW/CC*



# Agenda

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- Utility Allowance Overview
- Resident Utility Program Rollout
- Questions



# Utility Allowance Overview

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- **1991 – DoD Energy Management Policy**
  - Required service departments to minimize the amount of energy used and its cost
- **1993 – DoD Housing Management Manual**
  - Mandated a reduction in energy of 20% by 2000
- **1998 – Policy on Payment of Utilities in Privatized Housing**
  - Utilities allowance is included in members' BAH
  - Set stage for current utilities allowance initiative
- **2010 – DoD Housing Management Manual**
  - Required members residing in privatized housing to pay both rent and utility bills
  - Services able to roll-out requirement based on geographic location and energy consumption statistics



# HUNT MILITARY COMMUNITIES



## Resident Utility Program

- Community Information Meeting



# Background

- After years of studying the various methods by all the branches, the DoD approved the Baseline Methodology which was found to be the best program for residents and the project
- Baseline method allows projects to utilize monthly consumption averages
  - This method best ensures consistency between the military branches, thus allowing a seamless transition from one branch to another
  - Will more accurately capture utility costs and usage
  - Now based on real-time meter readings vice the 5 year rolling average you may have seen at other installations
  - The purpose of the program is to conserve energy

# Program Overview

- This is an OSD mandated program that requires the privatized military partners participation.
- Utility baselines are calculated based on the current month's weather conditions as well as the commodity rate
- Once actual billing commences, Airmen in the majority of cases will likely experience no out-of-pocket expense due to utility billing. The utility component of the Basic Allowance for Housing should cover utility costs for normal usage.
- The Air Force estimates 75 percent of residents will be within \$8 of "the allowance" baseline (referenced from [ww.af.mil/News](http://ww.af.mil/News))

# Benefits of the Program

- More accurately calculates utility costs
- Better promotes energy conservation
  - Offers rebate incentive to those who conserve electricity & natural gas
  - Zero out-of-pocket costs for the average utility consumer
  - Significant reduction in energy use seen after live billing starts
- Allows more project funds to be reinvested in homes and communities
  - Better balances financial incentives to residents and project funding
  - Encourages investment in energy-saving projects

# New Method-Baseline Methodology Program

	<b>New Utility Policy</b>
Energy Calculation	100% of the actual average monthly consumption of like-type homes*
Rebates	Residents earn rebates for usage below 100% of the average within their like-type group
Seasonal Fluctuation Calculations (Buffer)	Buffer not needed since monthly baseline calculation accurately captures cost including seasonal fluctuations on a monthly basis
Impact on Airmen	Residents using above average consumption will pay the difference out of pocket. Residents using average consumption will pay \$0 out of pocket.



# Hunt Examples

- Some projects had residents that experienced extreme out of pocket hardships
  - A mild previous winter reduced the UA average
  - The following winter had severe storms and historical weather extremes causing most residents to exceed the UA average and major balances owed
  - Balances owed were in the hundreds of dollars each month
  - In the new program weather extremes are accounted for in real time and all resident baselines are affected evenly



# Hunt Examples

- Some locations cannot account for peak demand seasons based on utility rate spikes with the old methodology
  - Rates were calculated as an average from the prior 12 months
  - Utility companies traditionally raise rates based on peak demand seasons
  - Annual rate average didn't take into consideration these rate spikes causing residents to owe more than the utility allowance in high demand seasons
  - New method utilizes the current monthly rate and current consumption, creating a fair baseline based on current conditions



# Resident Billing Service

## Minol Resident Call Center

- Monday-Friday
- 7 a.m. - 7 p.m. (CST)

## Minol Direct

- Resident Access
- 24/7 Secure Access
- Option for E-Bill

## Payment Options

- Mail in Payment
- Online Banking
- Auto-Pay
- ACH/Electronic Check (free)
- Visa/MasterCard (Convenience Fee)
- Opt in for rebate accrual







# Statement

Top portion will be a coupon for payment due or a check for rebate statement

Amount due accrues until trigger amount is reached.

**Minol**  
All that counts.  
15280 ADDISON ROAD SUITE 100  
ADDISON TX 75001-4503

*Dear Resident: No payment is due at this time. A Payment is due only when your balance exceeds \$ 25.00*

SFC. JOHN DOE  
8920 TRENTON AVE #B  
CITY, ST ZIP

Account Number: 0074-000291-00

Billing Date: 04/26/2009  
Balance Due: \$0.00  
Payment Due Date: 05/11/2009  
Amount Due If Late: \$0.00

Amount Enclosed: Do not pay

Statement activity since last billing cycle

**Minol**  
All that counts.

Account Number: 0074-000291-00  
Customer Name: SFC. JOHN DOE  
Neighborhood: BEACHWOOD II  
Service Addr: 8920 TRENTON AVE #B  
Floor Plan Type: 08-N-G-N-N-N

**Electricity & Gas Statement**

**Your New Statement**

Last Month Previous Balance	\$0.00
Payments	\$0.00
Previous Balance Forward	\$0.00
<b>This Month - Billing Date 04/26/2009</b>	
Current Charges	\$-17.30
Adjustments & Fees	\$0.00
<b>Total New Charges This Month</b>	<b>\$-17.30</b>
<b>New Balance</b>	<b>\$-17.30</b>

Charge Description	Beg Read	End Read	Your Usage	Base Line	Net Usage	Grace Zone	Billable Use	Rate	Amount
<b>ELECTRICITY Service From 3/17/09 to 4/15/09</b>									
Electricity Per kWh	29,465	29,888	423	652.52	-229.52	-64.34	229.52	0.042180	\$-9.68
									<b>Total ELECTRICITY charges</b>
<b>GAS Service From 3/17/09 to 4/15/09</b>									
Gas	3,480	3,532	56.45	-6.17	-7.72	-6.42	7.72	0.986550	\$-7.62
									<b>Total GAS charges</b>
									<b>\$-7.62</b>

For Customer Service Call: 1-888-636-0493  
(Mon - Fri 7am - 7pm CST)

Access your account and pay your bill on-line at [www.minolusa.com](http://www.minolusa.com)

Total New Charges This Month: \$-17.30

Current Charge Detail - note service dates

Current Month Comparison

MESSAGES:

**Electricity Consumption for your Plan Type**

**Gas Consumption for your Plan Type**

13 Months of Graphical Data

**Your Electricity and Gas consumption summary -**

Description	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09
NET EL Usage	-316.19	-216.38	-269.09	-299.66	-168.27	-474.62	-146.64	-104.99	-262.30	-336.30	-284.02	-297.30	-229.62
EL Grace Zone	42.46	35.62	39.55	43.78	40.61	38.58	32.08	31.95	40.96	46.76	40.55	38.36	-65.25
Billable EL Use	-316.19	-216.38	-269.09	-299.66	-168.27	-474.62	-146.64	-104.99	-262.30	-336.30	-284.02	-297.30	-229.62
Your EL Charge	\$-13.69	\$-9.32	\$-11.66	\$-12.97	\$-7.28	\$-20.64	\$-6.36	\$-4.64	\$-11.35	\$-14.19	\$-11.98	\$-12.64	\$-9.68
NET GAS Usage	0.62	-5.32	-4.26	2.26	-0.26	-5.70	2.83	7.56	9.23	5.30	9.73	-8.01	-7.72
GAS Grace Zone	3.46	2.77	1.66	0.95	0.74	1.01	1.57	3.26	3.42	4.29	4.17	4.36	-6.42
Billable GAS Use	0.00	-5.32	-4.38	2.26	-0.36	-5.70	2.83	7.56	9.23	5.30	9.73	-8.01	-7.72
Your GAS Charge	\$0.00	\$-5.25	\$-4.20	\$2.23	\$-0.26	\$-5.63	\$2.79	\$7.46	\$9.11	\$5.23	\$9.59	\$-7.90	\$-7.62
Your Charge*	\$-13.69	\$-14.57	\$-15.86	\$-10.74	\$-7.54	\$-26.17	\$-3.66	\$2.92	\$-2.24	\$-6.96	\$-2.39	\$-20.44	\$-17.30

\* Your Charge = Your EL Charge + Your GAS Charge

13 Months of Historic Data



- Account Summary
- Statement History
- Your Profile
- FAQ
- Contact Us
- Change Password
- Log Out

**Resident Relations**  
 1.888.636.0493  
[customerservice@minolusa.com](mailto:customerservice@minolusa.com)  
 Monday – Friday  
 7:00 a.m. – 7:00 p.m. (Central)

**Account Number:** [REDACTED]      **Name:** [REDACTED]  
**Start Date:** 12/11/2014      **Address:** 106 CRESENT DRIVE  
 WARNER ROBINS, GA 31098  
**End Date:** -      **Property Info:** ROBINS II AFB - CRESTVIEW

Account Summary	
<b>Current Balance</b>	: \$0.00
<b>Last Statement Date</b>	: 08/07/2016
<b>Payment Due</b>	: \$0.00
<b>Payment Due Date</b>	: -
<b>Last Payment Received</b>	: -
<b>Last Payment Posted On</b>	: -

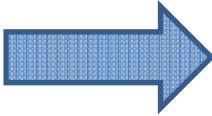
[View Now](#)

[Pay Now](#)

**Message Center**  
 A compact fluorescent light bulb uses 75% less energy than a regular bulb and can last up to four years.

**Account Options**

[Cancel eStatement](#)      [Enroll In AutoPay](#)  
[Rebate Opt In/Out](#)



**Activity Since last Statement**

Activity Type	Activity Date	Description	Amount
No record found			

# Conservation Tips

The Smart Strip monitors power consumption and can sense the difference between when computers and other devices are on or off. Upon figuring this out, its auto-switching technology automatically shuts down devices that are not in use, eliminating the idle current drawn from them.

A Smart Strip normally pays for itself in as little as six weeks.

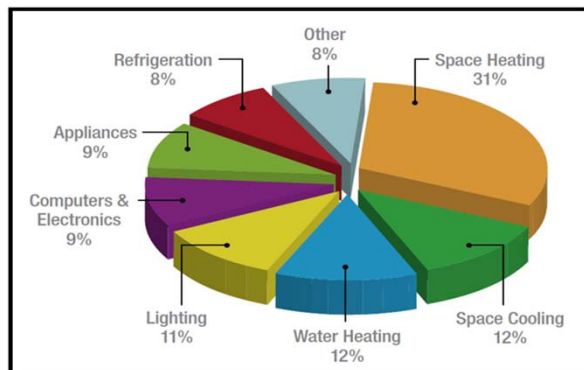
<http://www.treehugger.com>

<http://www.energystar.gov/index.cfm?c=about.vampires>



## Lighting – Easiest & Cheapest Conservation Tip

Turn off all unused lights !!!



## Appliances & devices

Wash & dry only full loads of laundry. Use the coldest setting where possible

Use dishwasher for full loads only

Use air dry instead of heat dry feature

# **Minol USA Corporate Headquarters**

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