

Frequently Asked Questions:

**Why is the mock billing baseline occurring during earlier/warmer winter months, then go live in February as we enter coldest, potential highest energy utilization period of the year?**

The baseline average is no longer based on past years but on the **actual current month usage**. Therefore, weather should not be a factor because every resident in every group will be re-baselined every month. If your utility usage increases due to colder weather, odds are your neighbor's will as well.

**How is the baseline average determined?**

The baseline average is recalculated **every month** by taking like homes (see *How were the groupings determined?*), removing vacant homes, and faulty data. Then each remaining home in a group is added together and then divided by the remaining number of homes in the group—that figure determines that group's average utility consumption for that month.

**How were the groupings determined?**

Groupings were determined by like homes as outlined below:

- Number of floors, bedrooms, and square footage
- Year built
- Construction style and thermal characteristics of the home
- Variations in efficiency of heating condition system

**What if a single Airmen is living in a similar home as a family of 4, will they pay the same amount?**

The amount paid will be based on the actual current month usage averaged across the homes within the grouping. Therefore, a single Airmen's usage could be less but it could also be on average with a family of 4.

**What utilities are being metered?**

Only electricity at Eielson AFB.

**What are the expected average utilities?**

*2 Bedroom Home (Similar to 2173A French Creek Drive)*

982 Sq Feet

July 2016 Average Consumption-432 KWH

December 2015 Average Consumption-594 KWH

*3 Bedroom Home (Similar to 657A Broadway)*

1370 Sq Feet

July 2016-746 KWH

December 2015-1006 KWH

*4 Bedroom Home (Similar to 657D North Street)*

2030 Sq Feet

July 2016-1006 KWH

December 2015-1198 KWH

*5 Bedroom Home (Similar to 2137A Polar Wind)*

1595 Sq Feet

July 2016-1042 KWH

December 2015-1446 KWH

### **How does this compare with off base rates?**

At \$0.16229/kWh (Base charge to Corvias 2016)

- 2 bedroom home would be \$70.11 (summer) and \$94.40 (winter)
- 3 bedroom home would be \$121.07 and \$163.26
- 4 bedroom home would be \$163.26 and \$194.42
- 5 bedroom home would be \$169.11 and \$234.67

By comparison, Fairbanks residential users pay an effective electricity rate of \$0.19996/kWh, about 23% higher than base residents. (from <http://www.gvea.com/rates/rates>)

- 2 bedroom home would be \$86.38 (summer) and \$118.78 (winter)
- 3 bedroom home would be \$149.17 and \$201.16
- 4 bedroom home would be \$201.16 and \$239.55
- 5 bedroom home would be \$208.36 and \$289.14

### **Who do I call with issues?**

Conservice Military Solutions

[www.militaryutilities.com](http://www.militaryutilities.com)

Live Call Center 866-947-7379; 4am -6pm AKST

Toll-Free Customer Care – Always answered by Conservice employees, not an automated voice system.

Multi-lingual - 8 different languages available.

### **When do I earn a rebate/charge?**

- Payment of bills and credits will be subject to a minimum trigger point of \$50
- If the amount owed to you as a credit or by you as a bill is less than \$50, that amount will accrue to the next month
- Once any amount owed by you or to you is \$50 or greater, a bill will be generated or a rebate check will be issued
- In order to avoid the administrative burden associated with several small transactions each month, Conservice will generally issue refunds/bills once the amount credited or owed reaches this threshold, usually \$50.

## What will my bill look like?

You should receive a monthly bill from Conservice, which will look similar to the bills your fellow Airmen receive downtown, and as shown below. The bill will clearly show the usage for the month based on the average use (see *How is the baseline average determined?*) in your grouping (see *How were the groupings determined?*), your usage, and the bill or credit for consumption. The bill should also show a graphic depiction of your consumption over the past year compared to your actual current monthly usage.



Your latest bill was mailed to you on 04/15/2010. [View your bill online](#)

**Your Current Balance**

Current Charges: 162.81  
 Prior Balance: 0.00  
 Current Charges due on: **05/01/2010**  
 Last bill was mailed on: 04/15/2010  
**Total Due: \$162.81**

Please note : A late fee of \$7.00 will be charged if the above balance is not paid by 05/01/2010.

[PAY NOW](#) [YOUR ACCOUNT HISTORY](#) [VIEW YOUR BILL](#)

**Your Account Summary**

Your Account #: [REDACTED]  
 Name on Account: [REDACTED]  
 Your Community: [REDACTED]  
 Unit: [REDACTED]  
 Mailing Address: [REDACTED]  
 Living here since: 07/17/2008  
 # of Occupants: 1  
 Phone # on file: 0  
 E-mail address: Not provided  
 Auto-pay:  You have not signed up for auto-pay. [Sign up](#) [Terms](#)  
 E-bills:  You have not signed up for E-bills. [Sign up](#)  
 E-bills are sent to: Not Applicable

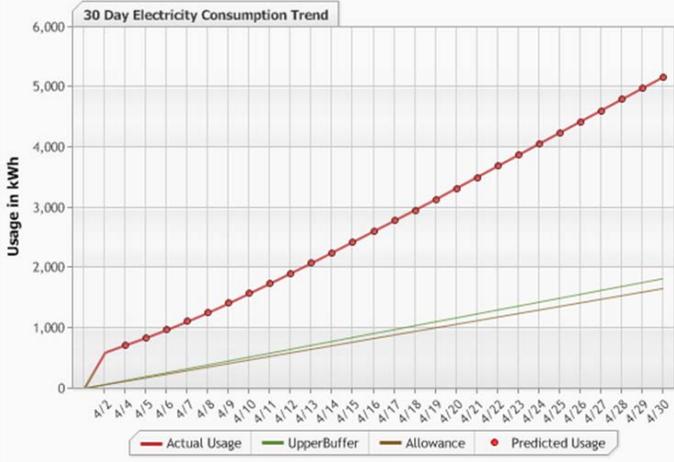
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**30 Day Electricity Consumption Trend**



Usage in kWh

4/12 4/14 4/15 4/16 4/17 4/18 4/19 4/20 4/21 4/22 4/23 4/24 4/25 4/26 4/27 4/28 4/29 4/30

— Actual Usage — Upper Buffer — Allowance — Predicted Usage

DISCLAIMER: The spikes in the above graph may be due to lack of consistent data.

Daily Consumption for April 2013

Day	4/2
Usage(kWh)	592.00

**How do I pay my bill?**

You can pay your bill on line or via check.

**How am I assured that the savings do not go to Corvias when I reduce energy consumption?**

Utility savings from reduced consumption will go directly toward the maintenance, renovation and construction of new homes/amenities on base (investment account).

**Who has control of the investment account?**

Corvias cannot spend money from the investment account without the approval of the Air Force.

**What happens to the money in the investment account?**

Additional funds would be available to reinvest in the base through housing upgrades and/or community activities/center updates.

**Who pays for the utilities now?**

Corvias is responsible for (and has been) reimbursing Eielson AFB (O&M) for all utilities used (to include electricity, heat, water and sewer).

**Eielson AFB owns the CHPP and creates its own electricity, why do we as AF members pay for this energy?**

Part of the BAH received by AF members is to pay for utilities. Therefore, utilities that can be reimbursed are done so out of the BAH received. Of note, even when the Air Force ran Housing, Housing (separate funds) still paid utilities back to O&M.