



## **Frequently Asked Questions for the Resident Energy Conservation Program**

### **When did the U.S. Air Force create a policy that residents pay for their utility usage?**

The Air Force's utility policy is based on the Office of the Secretary of Defense's policy to provide incentives to residents to conserve energy. The Air Force supports this effort by providing incentives to occupants of privatized housing to decrease utility consumption and save energy.

### **How does this program for the U.S. Air Force work?**

Each month a baseline is established based on actual usage for occupied "like homes." Home size, year of construction, type of heating and cooling unit are all factors taken into consideration when creating these profiles or groups of "like homes." Beginning in October 2016, residents will enter the "mock billing" phase. During the three month "mock billing" residents will not be responsible for paying any overages nor will they receive payments or rebates for savings. Families will receive Consumption Reports or mock bills during this time to give you an opportunity to review your current utility consumption and adjust if necessary. Following the "mock billing" period, actual rebates and billing will commence. During actual billing, residents who conserve beyond below the baseline will receive a payment or credit. Those families who do not conserve will be required to pay for their excess consumption above the baseline. The utilities consumption baseline will be recalculated each month which accounts for weather changes.

### **How is the baseline calculated?**

Baseline Calculation – The baseline is recalculated monthly by taking like homes, removing vacant homes, faulty data and the top and bottom homes, and then averaging the consumption.

Trigger Point – All bills and credits will be subject to a minimum \$50 Trigger Point. If the amount owed or the amount of the rebate for conservation is less than \$50, that amount will accrue to the next month. Once any amount is \$50 or greater, a bill will be generated or a rebate check will be issued.

### **Give us the breakdown of BAH and how that will help the service members with their utility bill.**

The BAH includes components of rent and utilities. However, if utility usage is above the established baseline, then residents will owe the difference. If it is below the baseline, you will receive a rebate. You will not have to pay the entire utility bill out of pocket, only the difference above the baseline.

### **Why are service members being held responsible for their utilities? Why do we now have to pay for a benefit that we previously had when living in base housing?**

Responsibility means awareness of usage and conservation. You know you will owe money for excessive usage; therefore there is an incentive to conserve energy and bring the usage down. If usage is above the established baseline, only then will you owe the difference. If it is below the baseline, you will receive a rebate. You will not have to pay the entire utility bill out of pocket, only the difference above the baseline. Service members living off base have always been responsible for their entire utility bill. They are not given the opportunity to "beat the baseline average."

### **Can you give us an example?**

If the average cost of electricity usage for like homes for a month is \$100, any family that uses \$100 worth of electricity will have \$0 due. Anyone using less than \$100 worth of electricity will receive a rebate or credit once it accumulates to \$50. Anyone above \$100 will be responsible for the difference between what they used and the \$100 baseline average once the balance accumulates to \$50. If the difference is under \$50, it carries to the next month. Anything above \$50 is owed.

In the same example, residents below the \$100 baseline average for that month receive a rebate or credit for conserving energy. Just like balances due, if credits are under \$50, they are carried to the next month. If the amount below the baseline is more than \$50, a check is sent out and their balance becomes \$0 again. The residents' BAH pays for the consumption up to the baseline.

**How will this be affected by harsh weather?**

By using the current month's average usage as the baseline, weather will automatically be accounted for. During a harsh winter or an unusually warm summer the baseline will move up accordingly. During a mild winter or cool summer, the baseline will be lower each month.

**Are there ways to reduce my usage?**

Yes. Your local community office can provide you with a copy of our conservation tips and you can visit [www.conservice.com](http://www.conservice.com) to learn more ways to conserve electricity and natural gas.

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

Utility savings from reduced consumption will go directly toward the maintenance, renovation and construction of new homes on base. The Corvias cannot spend money from the investment account without the approval of the Air Force.

**How do I make a payment?**

Residents may:

1. Mail in a payment
2. Call in a payment
3. Pay online

Payment options for calling in and online payments are:

- Credit Card Payment
- ACH/Electronic Check Payment – Resident can pay online or over the phone with an e-check.