



## How does the program work?

The Live Army Green Utility Conservation Program is designed to set reasonable utility baseline amounts for normal utility consumption in on-post housing. The Housing Office will conduct a mock billing period at each installation which will show your consumption compared to the baseline for your home. During the mock billing period you will not be responsible for any overages on your mock bill or qualify for any rebates. After the mock billing period ends, you will receive an invoice and be responsible to pay for usage significantly above the normal baseline. If you use significantly less than the allowance, you will begin accruing credit for refunds and will be issued a rebate check when your accrued credit reaches a specified amount determined by the housing office.

## Aren't utilities already part of my BAH?

Yes. An allowance for normal utilities is a part of the BAH. This program is intended to encourage residents to achieve normal usage and to reward them for conservation beyond normal expectations. If you conserve and use utilities wisely within a normal range, you should have little or no out-of-pocket utility expense and could be eligible for a utilities rebate.

## How will this program affect my Basic Allowance for Housing (BAH)?

There will be no impact to the BAH allowance.

## Am I responsible for water and sewer?

At this time, the energy conservation efforts focus on electricity and gas. Water and sewer utilities are not currently part of the program but we still encourage you to manage your water usage as part of your overall conservation efforts.

## How is my allowance determined?

Your house will be grouped with other housing units into like-type profiles to establish energy baselines based on comparable home energy performance. A baseline is calculated every month based on the current month's average for like-type housing units with a buffer set around the baseline amount.

## How does billing work?

Residents who use less than the normal baseline amount will accrue a credit or rebate and residents who use more than the normal baseline amount will have a balance due. During the mock billing period you will not be responsible for any overages on your mock bill or qualify for any rebates. After the mock billing period ends, you will receive an invoice and be responsible to pay for usage significantly above the normal baseline. Depending on your consumption for the month, this invoice will show that you have a credit, need to pay the balance due or have no charge and indicate when your rebate check will be issued.



**How do I know that my bill is correct?**

Your bill will show the actual usage for the period based on information received from your individual home utility meter. If you feel there are inaccuracies on your bill, please contact Minol's Resident Relations Team. A team member can assist you in providing explanations involving the baseline calculation as well as looking into your daily consumption amounts for abnormalities. If there is a concern involving your home, please contact the housing office. Your onsite team may need to adjust your water heater or check the AC unit to ensure it is working at optimal performance. They can also assist you in performing an energy audit to identify conservation opportunities that could lead to a credit.

**What if there is an extremely hot summer/cold winter?**

The baseline is adjusted on a monthly basis to account for actual weather changes.

**My neighbor's bill is lower than mine because they have Energy Saver appliances and I don't. Can I have new appliances to lower my bill and receive a rebate?**

No. We try to account for these differences by setting a plus or minus buffer amount around the utility baseline.

**How and when may I expect a rebate?**

Residents whose monthly utilities cost is below the monthly baseline will earn a credit or rebate that will be payable by check when the rebate exceeds a specified amount determined by the housing office.

**What happens if I don't pay on time? Will late payments affect my credit?**

Residents with a past due account will receive up to 3 late notice letters from Minol on 15-day intervals. The housing office will notify your chain of command and may contact you to work out a payment plan. Since utility bills are a component of rent, the failure to pay utility bills will be treated as delinquent rent as per your lease. Please refer to your lease on how delinquent rent is treated and for specific actions that will be taken by your property manager for payment delinquencies. One consequence may be that your lease may not be extended if you don't pay your utility bill. Late payments may affect your credit.