

**U.S. AIR FORCE****How does the program work?**

The Air Force Utility Program is designed to set reasonable Utility Allowance (UA) for normal utility consumption in on-post housing. Your Basic Allowance for Housing (BAH) includes amounts to pay for your rent and utilities. The Utility Allowance (UA) program empowers you to manage your consumption within that allowance and pocket savings if you consume less than the average consumer. The UA is calculated monthly and based on the type of unit you live in and your monthly consumption. You will receive a statement from Minol each month which will show your usage compared to the UA and whether you have an amount due, have no action to take or have earned credit.

Those using more than the UA are responsible for usage above the UA. Those using less than the UA, will earn credit for refunds. Accrued charges are due and rebate checks are issued when your accrued charge or credit reaches a specified amount determined by the housing office (referred to as the "trigger" amount).

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

Yes. The UA 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 UA determined?**

Your house will be grouped with other like-type housing units so that energy UA is set based on comparable home energy performance. The UA is recalculated monthly, excludes vacant homes, excludes zero usage homes and reflects current weather conditions.

**How does billing work?**

Residents who use less than the UA amount will accrue a credit or rebate and residents who use more than the UA amount will accrue a charge you will receive a monthly statement from Minol and be responsible to pay for usage above the UA. Depending on your consumption for the month, the Minol statement will show whether you have a credit, need to pay the balance due or have no charge. For those being issued credit, a rebate check will be attached to your statement.



**U.S. AIR FORCE****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 UA as well as looking into your daily consumption amounts for abnormalities. You can also access your account online at [www.minolusa.com](http://www.minolusa.com). 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 a home energy assessment to identify conservation opportunities.

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

The UA is calculated on a monthly basis and accounts for actual weather changes.

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

Residents whose monthly utilities usage is below the monthly UA will earn a credit or rebate that will be payable by check and attached to the Minol statement when the rebate exceeds a specified amount determined by the housing office (referred to as the "trigger" amount).

**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.

