

Frequently Asked Questions & Glossary of Terms

Resident Energy Conservation Program

1. Why did the DoD create a policy that requires on-base family housing residents to pay for excessive utility usage?

The utility policy is based on the Office of the Secretary of Defense's goal of reducing energy consumption and conserve natural resources by 20 percent. The Armed Forces are supporting this policy by providing financial incentives to families living on-base. These incentives motivate families to conserve by making them more financially responsible for and aware of their electric and natural gas energy consumption.

2. How does the Utility Program work?

The essence of the Utility Program is simple; your Basic Allowance for Housing (BAH) will continue to cover your electric and gas costs up to a certain baseline amount established each month for your home type. The amount your utility usage falls above or below the baseline each month will determine whether you: a) receive money back as a rebate; b) must supplement your energy costs; or c) do nothing.

As a participant in this program, you will not become responsible for paying all of your utility costs out of pocket. In fact, the program could actually result in putting more of your hard-earned money back in your pocket.

Many families currently enrolled in the program are receiving BAH rebates as a direct result of their smart energy usage and conservation efforts. These families continually conserve energy, so their usage fell below the baseline.

Only those whose usage exceeds the baseline are required to supplement their energy costs. These families will not be required to pay for all of their home's energy usage out of pocket. They will only be charged for what is considered "excess" usage – the amount above the baseline, not the entire bill.

3. When will I receive my first consumption statement?

Utilities are typically billed in arrears since our billing cycle follows that of the local utility provider. For example, a billing statement mailed to a resident in February normally reflects usage for the previous month of January. Your first billing statement

will arrive within 4-6 weeks of your move in date. We will send a notice if a statement is delayed.

4. How often will I be billed and do I need a utility deposit?

Bills are normally generated on a monthly basis. You can call or email Minol Customer Service Department for specifics.

No, there is no additional deposit required for utilities. A lease, lease addendum or appropriate written notice is required to start service.

5. What are my payment options?

Please review your statement. The payment coupon included with your statement will instruct you where to remit your payment. Checks or money orders can be mailed to the remittance address indicated on your bill. If mailing your payment to Minol please include your payment coupon. When the payment coupon is included with your check the account posting is expedited.

Minol, PO Box 650320, Dallas, TX 75265-0320.

If your remittent address is to Minol you may Sign Up for Online Account Access to make a credit card payment with MasterCard or Visa or an echeck. There is no convenience fee for using an echeck either online or by phone. You may also contact our Customer Service Department at 1-888-636-0493 to pay with credit card. There is a \$3.00 convenience fee for this service. Minol is available to serve you Monday through Friday 7:00 a.m. to 7:00 p.m. Central Standard Time.

6. How is my home's energy profile, baseline and conservation statement calculated?

Baselines are determined and groups are created using data about your home's attributes such as floor plan, renovation level, size of home. Your home is grouped with similar homes to create an energy profile. In other words, your home's energy usage will be compared to other homes "like" yours.

The average baseline is calculated monthly. This monthly calculation takes into consideration several factors including weather adjustments and homes within your energy profile that may be vacant.

The established baseline is considered a reasonable average of electricity for a particular home and "like-homes."

Your conservation statement will show where your usage compares to the baseline established for your home type's energy profile.

7. Will I owe utility money every month in addition to my BAH?

The answer depends on your energy usage and how much you choose to conserve. Your usage may require no action, a rebate or payment. **(Note, the trigger amount may vary for different projects)**

- Rebate - Families conserving under the baseline will receive a rebate check or reward statement for their conservation efforts. The rebate will be issued once energy saving credit has accrued to an amount totaling \$ 50 or more. Credit amounts may accrue for more than one month in order to reach the \$50 rebate minimum or “trigger point.” (For example, \$18 credit for May + \$15 credit for June + \$20 credit for July = \$53 rebate check to be mailed in July)
- No Action Required or No Payment Due - In addition, families whose rebates or credits are less than the \$50 trigger do not incur any charges or rebates that month. These residents will receive a “No Action Required” notice on their statement—or no payment is due.
- Balance Due or Payment Due - Families consuming above the baseline will receive a “Balance Due” notice on their statement, meaning a payment is due. These residents will not have to pay the entire utility bill out of pocket, only the difference above the baseline. Payment will be requested once excess utility usage has accrued to an amount totaling \$50 or more. Excess usage amounts may accrue for more than one month in order to reach the \$50 billing minimum or “trigger point.” (For example, \$20 balance for May + \$35 balance for June= \$55 balance due for payment in June)

8. Is it true that electricity costs less in on-base housing than off base?

Yes. Military installations, as a bulk utility user, receive a discounted electricity rate. In other words, if you lived off base, you would pay more for using the same amount of electricity. Your electric and gas rate reflect the actual energy rate/cost billed.

Off base housing paying direct to a provider can include customer charges, taxes and base fees which are paid for by Hunt Communities for on base residents. (average \$10-\$15 customer charges, taxes, base charges, etc.).

9. Why are Servicemen being held responsible for their utilities? Why do we now have to pay for a benefit that we previously had when living in on-base housing?

Responsibility means awareness of usage and conservation. You know you will owe money for excessive usage; therefore, there is increased motivation to conserve energy and lower usage. If usage is above the established baseline, only then will you owe the difference. If it is below the baseline, you will receive a credit. You will not have to pay the entire utility bill out of pocket, only the difference above the baseline.

Plus, as stated above, the installation is charged a reduced electricity rate, so families who exceed the baseline pay a lower rate to supplement their electrical costs than they would if they used the same amount of energy living off-base.

10. Why is my home being enrolled in this program while others have yet to be enrolled?

Eventually, all on-base homes will be enrolled in the Utility Program. At some installations, homes are being enrolled in phases as electrical meters are being installed or until there are enough homes in the energy profile to create a fair baseline. For instance, all recently constructed homes are being built with meters in place. Meters are also being installed in recently renovated and other existing homes in phases. At other installations, all homes are entering the program at the same time once meters are installed on the homes.

11. How will this be affected by harsh weather?

By using the current monthly average usage as the baseline, weather will be automatically accounted for. During a harsh winter or an unusually warm summer, the baseline will move accordingly; therefore, the percentage of the variances from the baseline should remain consistent.

12. Are there ways to reduce my usage?

Yes. You can view a copy of our conservation tips by setting up your Minol online account at www.minolusa.com once logged in click on "FAQ" for more tips. Note: You will need your first Minol statement to set up your online account.

13. There are more members in my family than in the other "like-homes." Is this calculated in the monthly baseline?

There are many instances of larger families conserving below their established baselines, without implementing extreme measures. If a large family and a small family are in the same profile, the difference in consumption is a result of behaviors of those occupying the home.

14. What if the home I live in is not energy efficient?

Your home will be grouped with like homes in order to establish the baseline. Consumption among that group of homes should be similar for the average.

15. Is this a way for The Management Company to make more money? How am I assured that my utility payments do not go to the on-base family housing development partner?

No. This program is required by the Department of Defense and the U.S. Air Force. Money collected to supplement utility costs does not increase the Management company profits. Instead, collected funds pay for the cost of utilities above the average usage.

16. How will I pay my bill if I owe a payment?

Residents may:

1. Mail in a payment
2. Call in a payment
3. Pay online
4. Enroll in auto pay using credit card or checking accounts

Payment options for calling in and online payments are:

- Credit Card Payment – There may be a convenience fee assessed to the resident
- ACH/Electronic Check Payment – Resident can pay online or over the phone with an e-check.

Glossary of Terms for the Resident Utility Program

Monthly Conservation Statement – A written statement mailed to your home each month that will include your meter readings, the amount of your consumption and where you stand (including your buffer) in relation to your home’s established energy consumption baseline.

Energy Profile – A profile established for your home using data about your home’s attributes such as size, age and location. Homes with the same energy profile are compared to create the average energy baseline each month.

Like-Homes – Homes of the same type or similar homes that are grouped to determine the energy profile and average utility baseline each month.

Baseline Calculation – An average recalculated monthly by grouping homes with the same energy profile and averaging their energy consumption. Homes that are vacant are not included in the calculation.

Baseline – A reasonable average of electricity for a particular home and “like-homes” of the same size, age and/or location. The baseline is recalculated monthly. Homes that are vacant are not included in the calculation.

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

No Action Required – A resident whose consumption is above the baseline or whose rebates or credits are less than the \$50 trigger point will receive a “No Action Required” notice on their conservation statement—or no payment is due.

Balance Due – Families consuming above the baseline will receive a “Balance Due” notice on their statement, meaning a payment is due. These residents will not have to pay the entire utility bill out of pocket, only the difference above the baseline. Payment will be requested once excess utility usage has accrued to an amount totaling \$50 or more. Excess usage amounts may accrue for more than one month in order to reach the \$50 billing “trigger point.” Upon move out, billing and rebates are due if it is under the \$50 trigger and applied to your move out charges.

Rebate - - Families conserving under the baseline will receive a rebate check or reward statement for their conservation efforts. The rebate will be issued once energy saving credits have accrued to an amount totaling \$50 or more. Credit amounts may accrue for more than one month in order to reach the \$50 rebate “trigger point.”