



## Questions and Answers for Residents

Your Basic Allowance for Housing (BAH) includes amounts to help you cover your costs of housing, including rent and a portion of your utilities. The Air Force has implemented a Resident Energy Conservation Program that empowers you to better manage your consumption and share in the savings your conservation generates.

The utility program promotes energy conservation by holding privatized housing residents accountable for their energy consumption and offering rebates for those who conserve. Average users will have no out of pocket costs, residents with above average consumption habits will have some out of pocket costs and residents who use below the average for utilities in their like type home group will receive a rebate for their conservation.

All homes are grouped according to the same and/or similar home type, floor plan, square footage, year built and other criteria. The home type groups have been reviewed and approved by AFCEC and your housing management team.

To establish the monthly baseline for your home type, any vacant homes and zero usage are removed, the top 10% of high users and bottom 10% of low users are removed and the balance of the usage is averaged. This method of baseline calculation takes into account current weather, current reads and current rate for the utility billing.

We encourage you to log in to the Minol web portal to set up your online account. The resident portal offers options to manage your account, payment options and conservation tips.

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

If you have questions or concerns, please contact your Hunt Family Housing team or Minol Military Housing team!

[militaryhousing@minolusa.com](mailto:militaryhousing@minolusa.com)