

August 30, 2016

Dear Resident:

As communicated in a recent story in the Air Force Times, we wanted to update you about a change with your Utility Allowance (UA) Program. After years of reviewing the program, the Air Force has adjusted its UA calculation methodology policy to more accurately capture utility costs and usage.

Currently, UAs are calculated based on an annual five-year rolling average of utility consumption in like-type housing groupings, plus a 10-percent buffer. The new utility allowance calculation will use current monthly consumption and commodity rates. All residents will continue to have a 10% buffer added to their allowance until June 30, 2017. Please note that this letter effectively notifies you that the new UA calculation will commence as of December 1, 2016.

It is our goal to ensure that we have open lines of communication throughout the entire process so that you are well prepared for the new billing method. In partnership with the Air Force, our team will continue to update you on the billing method, statement formats and communications as we approach our December timeline. The December consumption will be billed on the January statements and will show the new monthly baseline as calculated for your home's group type. The baseline will be compared to your actual current December consumption and will show you what your actual billing is and will demonstrate if you owe a payment, will receive a rebate, or are accruing a balance. Smaller like type groups (less than 10 units in a particular unit type) will be billed differently due to small number of homes in the group. These small groups will be billed utilizing historical consumption and the current commodity rate.

Please note that changes to your Minol website resident portal will be minimal. You will still be able to access, view, and manage your utility account through your Minol website. We will use our Facebook page ([www.facebook.com/ScottFamilyHousing](http://www.facebook.com/ScottFamilyHousing)) as a main source of information and encourage you to like our page if you haven't done so already. Please check it frequently for updates. We will also use a variety of other avenues to keep you updated as we progress to the 1 December implementation date.

Our team is committed to keeping you informed throughout this entire process and will work closely with our Air Force partner to ensure any updates are relayed to you as soon as possible. We anticipate this being a seamless transition and we are always available to discuss any questions or concerns you may have regarding this new program. Additional information and program details regarding these upcoming changes are forthcoming, and will be coordinated with your government housing office and Command.

Thank you for your patience and understanding as we transition to this new UA program.

Sincerely,

Deanna Haas  
Community Director