



MILITARY HOUSING OFFICE
Joint Base Pearl Harbor-Hickam
Public Private Venture (PPV) Housing Referral & Brief
Other Eligible Tenant/Non-Active Duty

NAME: _____ RANK: _____

LAST

FIRST

M.I.

DOD ID#: _____ EMPLOYER: _____

WORK ADDRESS: _____

WORK PHONE: _____ CELLPHONE: _____

SPONSOR ARRIVAL DATE: _____ FAMILY ARRIVAL DATE: _____

PERSONAL EMAIL ADDRESS: _____

PLEASE COMPLETE BELOW SPOUSE INFORMATION, if applicable:

NAME: _____ RANK: _____

LAST

FIRST

M.I.

DOD ID#: _____ EMPLOYER: _____

WORK ADDRESS: _____

WORK PHONE: _____ CELL PHONE: _____

PLEASE LIST NAMES, AGE & RELATION OF OCCUPANTS RESIDING IN THE HOME:

*Note: Only the names listed on the lines below will be eligible to be listed as occupants on the lease. If changes are needed, please see the Military Housing Office to add or remove occupants.

| | |
|-------|-------|
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |

I certify that all information provided as part of this application is true and correct to the best of my knowledge and give permission for MHO to share the PII on this referral form with the Hickam Communities (PPV Partner):

SIGNATURE: _____ DATE: _____

MILITARY HOUSING OFFICE VERIFICATION OF APPLICATION – Do not fill out

____ Retired Military
____ Non DoD Federal Civil Servants
____ Reserve Military (Inactive)
____ DoD Civilian
____ Retired DoD Civilian

____ DoD Contractor
____ National Guard (Not Assigned)
____ Homes for Many Heroes
____ Hickam Communities Employee
____ Hawaii State Employee

MHO COUNSELOR'S SIGNATURE

DATE



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MILITARY HOUSING OFFICE VERIFICATION OF APPLICATION – Do not fill out

Address: _____ **Lease Start Date:** _____

Documents Verified (mark all applicable):

Priority 6:

- _____ Cat 2 – Guard and Reserve (not assigned): Valid Military ID, Assigned Unit Orders (active and inactive)
- _____ Cat 3 – DoD Civilian including NAF and DECA: Valid CAC/ID, Proof of Employment (SF-50, NAF Paystub etc.)
- _____ Cat 4 – Retired Military Members: Valid Military ID, DD Form 214 (DD 1172)
- _____ Cat 5 – Retired DoD Employees: Valid ID, SF-50
- _____ Cat 6 – Non DoD Federal Civil Servants: Valid ID, SF-50
- _____ Cat 6 – DoD Contractor: Memo from DOD Department Contracting Officer Rep (COR) validating employment status
- _____ Cat 6 – HC: Valid ID, Proof of Employment

Priority 7:

- _____ General Public: Homes for Many Heroes/Hi State Employees: Valid ID, Proof of Employment
- _____ Dependents Birth Certificate and Marriage Certificate
- _____ DEERS (dependent information)
- _____ Other: _____

COMMENTS:

Please initial next to each item acknowledging understanding and receipt of the Military Housing Office Referral Brief:

_____ **UTILITY ALLOWANCE PROGRAM (UAP):** I have been provided the Air Force Utility Allowance Program (UAP) information that details how the utilities are covered for the Hickam Communities PPV Housing. Residents pay for monthly electricity usage that is above what is considered normal usage for similar homes all combined in one Profile Group. Residents can also receive credits when their monthly usage is below normal usage. Know Load Visits are also available at the resident's request. For FAQ's on the UAP, see attached FAQ document.

_____ **ADDITIONAL OCCUPANTS TO LEASE/HOUSE GUESTS:** I acknowledge that the premises is a single-family dwelling and will be used for occupancy by one-family only. Dependents are defined as spouse and unmarried children under the age of 21 and up to 23 if enrolled in an accredited college. Any additional persons that I am requesting to be on the lease and live in my home must be approved by the Military Housing Office and added to this referral document. Houseguests are permitted; however houseguest over 30 days require an approved Exception to Policy by the Deputy Joint Base Commander. Referencing procedures identified in MHO SOPs, Obtaining Base Access/DBIDS Card for HC Residents. I understand that I am responsible for the actions of my occupants and the guests in my home to comply with the base standards of conduct and regulations.

_____ **ISSUE RESOLUTION:** Your first point of contact should always be your Property Manager or owner of your home. Residents of HC should contact and work with your respective Community Center. The Air Force maintains a partnership with HC; if you require assistance with an issue that isn't resolved or you have a concern about a policy/procedure that seems inaccurate, please reach out to the Military Housing Office at 808-312-0199 or 808-590-1402. If you are still unable to get resolution the Air Force has a hotline phone number that goes directly to AFCEC 1-800-482-6431. See Issue Resolution Process attachment.

_____ **CIVILIANS ELIGIBILITY:** Eligibility to live in PPV Housing is based strictly on your employment with your current Federal affiliation. If for any reason you lose your employment with the eligible employer, your lease will be terminated within 45 days. It is your responsibility to inform the leasing office and the Military Housing Office of your change in employment status. Once you are no longer a resident of the PPV partner, you must surrender any base access credentials as it pertains to the residency on-base, i.e. DBIDS card.



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_____ **LEASE RENEWAL:** I understand that I must report to the Military Housing Office 60 days prior to my lease end date to receive a new Housing Referral Brief in order to be eligible to continue to live within PPV housing. This requires the signing of a new 12-month lease and will not allow for a month-to-month lease.

_____ **NON ACTIVE DUTY ROOMMATE:** I understand that single Non Active Duty qualified personnel without dependents can be roommates. All roommates must complete a housing referral with MHO to determine eligibility prior to entering into a lease agreement with Hickam Communities. If at any time during the lease agreement any roommate gains a dependent, their Community Manager will need to be advised and the resident will no longer qualify to live with another Non Active Duty resident.

_____ **SEX OFFENDER POLICY:** All PPV applicants must complete the Sex Offender Policy Acknowledgement and Disclosure Form and disclose if any resident is listed on the referral is a sex offender and is registered, or required to register, on the National Sex Offender Public website. An applicant's failure to disclose required information will result in denial of housing application and/or eviction from housing at member's expense (see form attached).

_____ **PPV RESIDENT PORTAL:** If choosing to reside in PPV Housing, an online portal is encouraged to be utilized. Residents have the ability to submit online payments, check status of payments, review payment history and submit routine maintenance work orders, etc. Emergency and urgent work orders are unable to be submitted online and need to be phoned in to the maintenance customer service line.

_____ **RESIDENT COUNCIL:** The PPV partner and government have partnered to establish a forum for military member and their families residing in PPV housing to discuss health and safety concerns, identify required improvements, present solutions for problems, and establish positive interaction between residents, military leadership, MHOs and project owners. Must be a resident of Hickam Communities to apply for board membership.

_____ **RESIDENT SATISFACT SURVEYS:** Upon completion of any maintenance work request performed in PPV homes. Hickam Communities provides residents with a SatisFACTS survey to provide feedback about their maintenance service experience. These surveys are monitored closely by the Military Housing Office to ensure satisfaction with Hickam Communities.

SIGNATURE: _____ DATE: _____

Attachments:

1. DD Form 1746 Application for Assignment to Housing
2. Sex Offender Policy Acknowledgement and Disclosure Form
3. Online Resident Portal
4. Utility Allowance Program FAQ's
5. Issue Resolution Process

APPLICATION FOR ASSIGNMENT TO HOUSING

PRIVACY ACT STATEMENT

AUTHORITY: 5 USC 5911 & 5912.
PRINCIPAL PURPOSE: To identify customer needs for assistance and housing requirements.
ROUTINE USE: None.
DISCLOSURE: Voluntary; however, failure to provide the requested information will result in our inability to assist you.

GENERAL INSTRUCTIONS

This form provides the Housing Office with information that will be used to provide you with military and/or community housing. **All items not listed are self-explanatory.** SECTION I (APPLICANT INFORMATION), SECTION II (MILITARY CAREER INFORMATION), SECTION III (DEPENDENT DATA), AND SECTION VI (HOUSING DATA) are to be completed by the applicant. Information on military spouses is now being requested for Basic Allowance for Quarters (BAQ) entitlement which must be included on your Military Pay Order that is forwarded to your respective financial center.

1. TYPE SERVICE DESIRED

Military Applicants: If temporary community housing is desired while awaiting military housing, mark both boxes in Item 1, and answer all questions.

Civilian Applicants: Mark the box "Housing Referral" services in Item 1b, and answer all questions.

SECTION I - APPLICANT INFORMATION

5. DOD COMPONENT

Army, Navy, Air Force, etc.

6. ADDRESS

Enter complete current address (*street number and name, apartment number, city, state/country and the 9-digit ZIP code*).

12. INSTALLATION/ORGANIZATION TRANSFERRED FROM

Enter the name of the installation you transferred from.

13. INSTALLATION/ORGANIZATION TRANSFERRED TO

Enter the name of the installation to which you are applying for housing. Include the name of the Organization/Department you will be assigned to.

SECTION II - MILITARY CAREER INFORMATION

14. DATES (*Military Applications/Military Spouse Only*)

Enter dates in order of YYMMDD. (*May 17, 1993, would be entered as 930517*).

- Enter the date your current rate/rank was effective.
- Enter your active duty service computation date.
- Enter the time (*in months*) that you have remaining on active duty.
- Enter the effective date you were dropped from accountability at your previous duty station and gained on the rolls at your new duty station for record purposes. For overseas assignment, enter your date of departure from CONUS.
- Enter your official report date (*from your PCS orders*).
- Enter your estimated arrival date.

SECTION III - DEPENDENT DATA

15. DEPENDENTS RESIDING WITH ME

a. through d. List requested data for all authorized dependents who will be residing with you.

e. Provide the Housing Office with information regarding any handicapped dependent or special family health problems that might influence your preference for a particular type of housing; *i.e., single level vs. two story, ramps for wheelchairs, expected additions to family, etc.*

SECTION IV - HOUSING DATA

16 - 21. Self-explanatory.

22. SIGNATURE

The applicant must sign the DD Form 1746.

23. DATE SUBMITTED

Enter the date the application was submitted to the Housing Office.

SECTION V - DISPOSITION (*To be completed by the Housing Office*)

24. MILITARY HOUSING

- Application Received.** Enter the year, month, day and time the application was received in the Housing Office.
- Application Effective.** Enter the date of change of duty station (*Line 14d*) or other date that will be the effective (*control*) date.
- DD Form 1747 Provided.** Enter the date that the DD Form 1747 was sent to the military applicant.
- Housing Availability.** Enter the item letter for the applicable box(es) marked under Item 4 of the DD Form 1747 returned to the applicant.
- Applicant Placed on Waiting List.** Enter the identification of the assignment waiting list(s) to which the applicant is placed.
- Effective Placement.** The effective date and time of the applicant's placement on the list(s).
- Bedrooms Requirement.** Enter the number of bedrooms required, based on dependent data in Item 15.
- Date Unit Assigned.** Enter the date the unit was assigned.

SEX OFFENDER POLICY ACKNOWLEDGEMENT & DISCLOSURE

PRIVACY ACT STATEMENT

Authority: 10 U.S.C. § 5013, 10 U.S.C. § 5041, 10 U.S.C. § 2831, DoD 4165.63-M and E.O. 9397.

Principle Purposes: To determine an individual's eligibility for Navy housing; including privatized housing.

Routine Uses: Used by region and installation housing office personnel to determine eligibility for Navy housing and by private partners who operate privatized Navy housing for management and operational purposes.

Disclosure: Voluntary; however, failure to provide the requested information may impact eligibility for Navy housing, including privatized housing.

POLICY STATEMENT: In accordance with OPNAVINST 1752.3, to the maximum extent permitted by law or otherwise waived by Commander, Navy Installations Command or the Chief of Naval Personnel (CNP), sex offenders are to be identified & prohibited from accessing Navy facilities and occupying Navy owned, leased, or PPV housing.

Sex Offender Definition: Any person convicted of a criminal offense requiring registration per the National Guidelines for Sex Offender Registration and Notification Act (SORNA) (42 U.S.C. §§ 16901-16962).

NOTICE OF REQUIREMENT TO DISCLOSE

| | INITIAL |
|--|---------|
| 1. Military sponsors requesting assignment to Navy owned, leased or privatized housing are required to sign this acknowledgment and disclosure form. | |
| 2. Occupancy of Navy owned, leased or privatized housing will not be approved for otherwise eligible applicants if the applicant, any authorized dependent, or live-in aide residing in the home is a sex offender. | |
| 3. Anyone discovered to be a sex offender in the application process shall be denied access to Navy owned, leased or privatized housing. | |
| 4. Anyone found to be a sex offender after taking occupancy may lose the privilege of residing in Navy owned, leased or privatized housing, may be barred from the installation, and/or may be evicted. If eviction occurs you may be responsible for all relocation expenses. | |
| 5. The Installation or Region Housing Program Director will immediately forward information regarding identified sex offenders to the Installation N3, N9 and supports SJA/OGC offices, to include a copy of the applicant's DD 1746 and this form. All information will be forwarded to CNIC within two working days. | |
| 6. Anyone found to have falsely certified this Acknowledgment shall be referred for barment or eviction, as appropriate, and may be responsible for relocation expenses. | |
| 7. Denial of an application for assignment to Navy owned, leased or privatized housing under the applicable policy, may be appealed to the Region Commander via the military sponsor's chain of command. | |


CERTIFICATION: I have read and understand the above policy. By my signature below, I certify that under a penalty of administrative action and/or prosecution for making a false official statement in violation of 18 U.S.C § 1001 and/or the Uniform Code of Military Justice, Article 107, that neither I nor any person living in my household is a registered/convicted sex offender. I understand that I am required to notify the Navy's Housing Office and the Installation Security Office immediately if circumstances change so that this certification is no longer true.

Signature

Date

Print Name

Command



Signing up
is easy and
takes less than
a minute!

SAVE TIME

Sign up for your
Online Resident
Portal!

From your computer or mobile device you can:

- Submit service requests and view current work order status.
- View your account balance and make payments online at your convenience!*
- Electronically submit resident forms such as paint or alterations requests, permission to enter, fence requests, etc.
- Update your contact information instantly, and more!

*no fees for payments made via e-check/ACH



**HICKAM
COMMUNITIES**



Created by

lendlease

Visit www.hickamcommunities.com, select Residents > Resident Portal to get started.
Contact us if you have any questions or need assistance signing up.



Understanding Utilities and Solar Energy at Hickam Communities

UTILITY ALLOWANCE PROGRAM

What is a Utility Allowance Program (UAP)?

The Office of the Secretary of Defense established a policy to strive for energy efficiency in Public-Private Venture (PPV) housing and to render PPV residents responsible for utility usage. The Department of the Air Force implemented this policy through the Air Force Utility Allowance Program (UAP). This program establishes a monthly utility allowance for groups of “like” homes using actual consumption data for the group. Residents who conserve utilities will be able to keep the difference between the allowance and the actual cost, while those who exceed the allowance would pay out of pocket for excess usage.

How is my bill calculated under the Air Force’s UAP?

Your home is placed into a group of “like-type” homes reviewed and approved by local Command and the Air Force based upon the following criteria:

- Age
- Square footage (may vary)
- Single or two-story count
- Bedroom count

To calculate the monthly baseline average, each like-type group removes the top and bottom 10% along with any vacant units for the billing period. Then all electrical usage is added together for that group and divided by the number of homes. That number translates into your utility allowance or baseline.

Due to privacy restrictions, Hickam Communities can not disclose occupant information or addresses for your like-type group. However, your monthly statement will show you how your home did in comparison to your profile group. If you have additional questions, please contact Minol’s Resident Customer Care Center at 1-888-636-0493, visit www.minolusa.com or contact your Community Center for assistance.

What should I do if I have questions on my billing statements?

Minol issues statements monthly to residents, which are based upon the actual metered use of your home. If you have any questions relative to your statement, please contact Minol’s Resident Customer Care Center at 1-888-636-0493 or online at www.minolusa.com.

When will I receive my monthly utility statement?

Statements are typically mailed to residents on the 20th of each month from the Minol offices located in Atkinson, Texas. The statement you receive will be based upon the previous month’s electrical usage. You may expect to receive your monthly statement around the 25th of each month. Through Minol’s website, residents can opt-in to receive electronic statements for faster delivery. Please contact the Minol Resident Customer Care Center at 1-888-636-0493 or visit www.minolusa.com for assistance on setting up this option.

What happens to my balance at the end of each month if it is less than \$50?

If your balance is under \$50, it carries forward to the next billing cycle. If you are owed a rebate and it is under \$50, then that would carry forward as well. Once a balance exceeds \$50 in any given month, you will be asked to pay the amount, or we will issue a rebate check. Keep this in mind as you review your statements each month. You are also allowed to make a payment of a balance under \$50 if you choose. You may choose to let your Minol credits/rebates accrue on your account for later use. For more information, please contact the Minol Resident Customer Care Center at 1-888-636-0493.

I live in an older home, which is not as energy efficient as the newer homes located in the Onizuka or Earhart communities. Is this considered in my monthly utility allowance calculation?

Yes, all homes are grouped based on similarities such as the age of home, single-story vs. two stories, and type of HVAC unit (split system vs. traditional AC). For example, a fourplex three-bedroom home in Officer Field with single-pane windows is not grouped with our LEED-certified single-story three-bedroom homes in Onizuka. By grouping like-type homes together, this accounts for the fairest method of determining usage and billing.

I have a large family. Does the UAP adjust for this?

The Air Force's UAP guidance does not account for family size when determining profile groups. Allowance for Utilities is a part of BAH, and unfortunately, it does not change with family size.

How can I learn about what BAH covers?

Please visit <http://www.defensetravel.dod.mil/perdiem/BAH-Primer.pdf>

Who benefits from the cost savings from resident utility conservation?

Current and future residents of Hickam Communities benefit from energy conservation efforts. All savings realized through reduced energy use are designed to help fund out-year work such as new housing, renovations, community amenities, and other quality of life programs for the entire life of the project. The less HC pays in overall utility costs the more funding available for HC to address project needs.

What if a member of my family needs specialized medical equipment, how is this added electrical need addressed?

The Air Force realizes that some families may have medical needs needing the use of specialized medical equipment that may contribute to increased electrical consumption. If this is an issue affecting your family, please contact your Community Center for details on a Reasonable Accommodation and Modification packet (RAM). Complete the forms and return them to the office for review and consideration for an adjustment to your monthly bill.

HICKAM COMMUNITIES ELECTRIC RATE ADJUSTMENT

What rate do Hickam Communities (HC) residents pay for electric consumption?

Although NAVFAC recently announced an electrical rate hike from \$0.19/kWh to \$0.32/kWh effective October 1, 2019, the increased rate will not be passed on to HC residents. After weeks of examination and collaboration with AFCEC (Air Force Civil Engineer Center) and local Joint Base Command, HC was successful in stabilizing the rate used for the UAP at \$0.19/kWh through September of 2024. Furthermore, as the Navy rate will fluctuate from month to month based on the HECO (Hawaii Electric Company) rate that HC will pay for overall electrical consumption, the rate passed on to our residents for the UAP will remain at \$0.19/kWh without monthly adjustments.

How is Hickam Communities able to lower the electrical usage rate for HC residents to \$0.19/kWh?

Hickam Communities realizes how an increase of 64% in utility rates could burden our residents and cause undue financial stress. As such, in coordination with AFCEC and local Joint Base Command, HC received the support needed to stabilize the electricity rate used for the Air Force's UAP at the previous rate of \$0.19/kWh. HC will pay the Navy the increased \$0.32/kWh rate for electricity but will not pass that rate on through the UAP to our residents.

What kWh rate can HC residents expect to pay after 2024?

Over the next five years, HC will work closely with local Command and AFCEC to examine the UAP to determine if a rate change is necessary. However, if there is a rate adjustment, the UAP applied rate will

never be above the HECO rate outside the gate. Furthermore, we are committed to ensuring the rate HC bills our residents will never be above the rate billed to Hickam Communities by the Navy.

Why wasn't this choice offered to HC residents before NAVFAC's electrical rate increase announcement on September 17, 2019?

Since Hickam Communities received notification about the rate increase, we have been working diligently behind the scenes to understand what/if there is anything we can do to provide relief to our residents from the 64% Navy electricity rate increase. After working closely and gaining the necessary support from the local Command, AFCEC, and our legal counsel, Hickam Communities was able to keep the rate at \$0.19/kWh and stabilize it through 2024.

Will HC continue to pass on the solar savings to residents, further reducing the electrical rate used for the UAP as they did in the past?

Yes, the blended rate previously passed on to residents between the solar savings and the Navy rate is embedded in the difference between the \$0.19/kWh and the higher Navy rate HC is paying of \$0.32/kWh. Historically the solar savings passed on to residents from the PV systems were a \$0.01 to \$0.015/kWh reduction to the Navy rate monthly. Those solar savings are still passed on and reflected in the rate reduction from \$0.32/kWh to \$0.19/kWh resulting in a much higher reduction of \$0.13/kWh.

SOLAR PROGRAM

How do the Hickam Communities Solar Photovoltaic (PV) Systems work?

- The PV systems were specifically engineered, so energy from the solar PV panels at Hickam Communities feed directly into the NAVFAC electric grid at a point beyond the home's individual electric meter. They do not provide energy to power the individual homes on which they were installed. (See "Why aren't there solar PV systems on all houses?")
- Since the solar energy being produced goes onto the electric grid past the home's electric meter, it has no effect on individual household energy consumption or billing.
- On average, these PV systems supply 15% of Hickam Communities' overall electricity needs.
- The solar energy produced by these systems in aggregate reduces the amount of higher-priced electricity Hickam Communities purchases through NAVFAC for the entire community.
- The solar energy production varies month to month, depending on the time of year and weather conditions.

Why aren't there solar PV systems on all the homes?

- Specific homes were selected to receive solar PV systems for a variety of reasons, such as the amount of shade on the roof from surrounding trees, roof orientation to the sun, condition of the home's roof, and historical compliance challenges, etc.
- The total amount of solar installed to date by Hickam Communities is currently the maximum allowed by NAVFAC and HECO for technical reasons related to the overall functionality of the electric grid.
- Hickam Communities is currently working with NAVFAC to potentially install additional PV systems on our homes in the future, but for now, we have installed the maximum amount possible.

What type of solar panels are in our homes?

Solar Hot Water Panels:

- Of the 2,485 Hickam Communities homes, 1,491 have solar hot water panels.
- The solar hot water systems have one roof-mounted 3' x 6' panel (approximate size).

- Solar energy produced from these systems is used solely for hot water heating purposes, thereby reducing the energy needed from the electric grid to heat hot water under normal circumstances. The solar hot water systems are not connected to the electric grid like the solar PV systems and are not capable of producing electricity to push back to the grid. The solar hot water panels and PV systems are two separate solar energy systems.
- Since homes with solar hot water panels use less electricity to heat their water, they will never be placed in a "like-type group" with homes that do not have solar hot water panels. This ensures both types of households are fairly assessed and billed.

Photovoltaic Panels

- Hickam Communities has 286 systems on various buildings. On average, these PV systems supply approximately 15% of Hickam Communities' overall electricity needs. Please see [How do the Hickam Communities Solar Photovoltaic \(PV\) Systems work?](#) See above for more details about these systems.

My neighbor's home has solar panels on their roof, and my house does not. Do residents with solar panels on their rooftops receive additional benefits for having these?

No. As noted above, the solar energy being produced by the rooftop solar PV systems goes onto the electric grid past the home's electric meter it has no impact on the energy consumed within the home, the electricity use metered for that home, or any bill received from Minol.

How do I know if my PV system is working efficiently?

- Our solar provider continues to monitor, maintain, repair, and upgrade the systems as needed on an ongoing basis to ensure they are functioning properly.
- Our solar provider team receives automated notifications and alerts periodically through their remote monitoring system and actions those items accordingly with their maintenance team.
- If you suspect a problem with the PV on your home, please notify your Community Center.

What should I do if I suspect there are issues with my PV system, meter, or appliances that are not running efficiently?

Please contact your Community Center with any concerns you may have. Hickam Communities' Utility Manager can conduct an assessment on your home and make a recommendation or facilitate a solution.

What is the Tesla PPA rate?

Our contractual agreement with Tesla precludes us from making that information public. However, what is important to know is that the partnership between Tesla and Hickam Communities enables HC to realize an overall electrical cost-saving, which translates to added funding to address other project needs.

HOW CAN I REDUCE MY MONTHLY USAGE?

Air Conditioners

- Keep the filter clean. Changing filters at least monthly will help your air conditioner run most efficiently
- Make sure air intake registers are unobstructed
- Set thermostats as high as you comfortably can
- On cooler, breezy days open windows and let the tradewinds cool your home
- Never run an air conditioner with windows and doors open
- If your home has a programmable thermostat, set it higher (78-80 degrees) when you leave the house, and lower when at home. Use manually adjusted thermostats the same way.

Water Heaters

If your home has solar hot water panels, make sure your timers are set correctly. Hickam Communities is happy to help you. If you have any questions, call our Maintenance Office at 423-1650 to schedule an appointment.

Small Appliances

Slay energy vampires by unplugging small appliances when not in use. Examples include, but are not limited to:

- Blow dryers
- Electric shavers
- Rice cookers
- Toasters
- Blenders
- Coffee Makers
- Irons

Large Appliances

- Wash and dry only full loads of laundry. Using coldest settings optimizes conservation.
- Use the dishwasher for full loads only. Use the air-dry feature instead of heat dry feature.
- Minimize the time your refrigerator door stays open.

Electronics

- Use power strips for electronics.
- Turn off power strips when not in use.
- Turn off TVs, stereo systems, gaming consoles, computers, and other electronics.
- Unplug cell phone chargers when not in use.

Meter Issues/Service - Replacement

The amount of electricity used in your home is captured by your individual electric meter and is transmitted multiple times per week over a cellular network to Minol. If Minol finds that your meter is not reporting as expected, it may need service or replacement. In the event, this happens, Minol will send you a letter in lieu of your monthly utility statement (***view a copy of the letter below***). Residents will not be billed for usage (or receive rebates) until their meter has been replaced.

Minol visits our homes quarterly to provide meter service and address performance issues. While your meter is awaiting service, you will not be charged for utilities used during this period, nor will you be able to receive rebates, as your exact electrical usage will be unknown. Once your meter is replaced, you will again begin receiving statements beginning with the next full monthly cycle. Hickam Communities has recently invested in a new reporting infrastructure and are changing out older meters with new Itron meters. Both will enable more comprehensive and quicker online electrical reads for residents to review through their Minol account. For questions, please contact the Minol Customer Care Center at 1-888-636-0493.

Last edited: 11/18/19

IMPORTANT NOTICE

October 14, 2019

Customer Name
Address
City, ST ZIP

Re: Meter Service

Dear Resident:

The electric meter installed in your home is in the process of being serviced or scheduled to be replaced. Please note that during the cycle(s) of meter service, charges or credits for the electric meter will not generate until the service work is completed, which may result in a zero rate for the electric on your monthly billing statement(s) for such period of service. Upon completion of the service, Minol will begin to receive the actual consumption usage for your home, which shall appear on your next billing statement. If you are billed for multiple utility services other than electric, you will continue to receive Live monthly billing statements that reflect your usage and amounts due for such utilities during the period of meter service. Please be aware that you are still remain responsible for payment of any charges incurred prior to the meter service and such charges shall reflect on your billing statement.

We appreciate your patience during this time, as well as your conservation efforts, and encourage you to contact us should you have any questions or concerns regarding your account. We may be reached Monday – Friday, 7am to 7pm CST, toll free 1-888-636-0493, or via email to: militaryhousing@minolusa.com.

Sincerely,

Minol USA
Military Housing - Billing Department