

UTILITY CONSERVATION PROGRAM

In an effort to encourage the efficient use of energy, the Office of the Secretary of Defense (OSD) established a utility consumption policy that holds Service Members and their families responsible for their utilities. In accordance with the Army and Congressionally approved mandate, Island Palm Communities is responsible for implementing and managing the program at USAG-Hawaii.

The information below provides an overview of the OSD policy and information and resources surrounding the program at USAG-Hawaii.

ABOUT LIVE BILLING

Will my consumption statements come from Island Palm Communities?

Statements will come from Minol USA, a global leader in consumption-based metering and resident billing.

When do I need to pay a bill?

If you are over the buffer zone by less than \$50, you will not need to pay a bill at this time. Your balance will be accrued and carried over to the next month. If you are over the buffer zone by \$50 or more, a payment is required and your energy consumption statement will state, "Remit Payment."

When will I receive a rebate?

If you are within your buffer zone you will receive a No Action Statement. If you are under your buffer zone by more than \$50, a rebate check will accompany your energy consumption statement. If you are under your buffer zone by less than \$50 the balance will be accrued and carried over to the next month until it exceeds \$50, at which time you will receive a rebate check.

TERMINOLOGY

Baseline

The average energy consumption allotted to a home, which is paid for through BAH. The baseline is determined by calculating the average energy consumption of all homes belonging to a specific profile. To calculate the baseline in each profile, Island Palm Communities:

- Removes unoccupied homes
- Removes homes in partial billing periods (move-ins, move-outs)
- Removes the highest and lowest 10% of users

Rolling Baseline

USAG-HI uses a rolling baseline, which means the average energy consumption for a home will change each month.

Profile

A profile is a category of homes that shares the same physical and geographic features. Profiles are determined using the following criteria:

- Neighborhood (North/South)
- Square footage of each home
- Number of bedrooms
- Home type: New or Renovated Floor Plan

Energy Consumption Statement

A monthly report that shows what a resident's electric usage is compared to his/her established baseline. Statements show what profile the home belongs to, the meter number, cost of electricity per kilowatt, the baseline and actual energy consumption during the billing period, and if a home is part of the live billing program.

Buffer Zone

A 10% above and below the baseline buffer zone has been established by USAG-HI. No payments will need to be made or rebates sent if usage is within the buffer zone.

PROGRAM RESOURCES

Support

You can view your daily energy consumption at www.minolusa.com. Have your energy consumption statement nearby as you will need information on it to register.

For more information about your daily usage and energy consumption statements, contact Minol's customer service support:

Inquiries via email: info@minolusa.com

Inquiries via telephone: 888-636-0493

www.minolusa.com