

Air Force Utility Allowance Program Rollout Schedule – UPDATED 31 May 2017

Below is the planned rollout schedule for the Air Force Utility Allowance Program (UA) at Hickam Communities. The Hickam Communities staff has been briefed on the program, so we encourage you to call your community center if you have any questions.

- January 27** JBPHH Deputy Commander to notify via email local Air Force leadership about the UA program and rollout schedule.
- January 30** JBPHH Deputy Commander to notify Hickam Communities residents via email about the UA program and mock and live billing schedule. HC to email letter.
Information about the UA program to go live on Hickam Communities website (www.hickamcommunities.com).
- February 1** Hickam Communities to provide residents via email details surrounding the UA program, mock to live billing rollout schedule, planned town halls, resources and more.
90 day Mock Billing Period to begin
- February 21** **1st Resident Town Hall**, 7 p.m. at the Earhart Community Center.
Join us to hear important information about the UA program. Learn about the Air Force UA guidelines, how homes are grouped, how average household energy consumption is calculated, how rebates work and much more. Representatives from Minol USA also will be in attendance. Minol has been contracted by Hickam Communities to manage the UA program.
- March*** Residents to receive in mid-March their first mock bill reflecting their February household energy use.
- April*** Residents to receive in mid-April their second mock bill reflecting their March household energy use.
- April 3** **2nd Resident Town Hall**, 7 p.m. at the Earhart Community Center. HC and AF Partners to host.
- May*** Residents to receive in mid-May their third mock bill reflecting their April household energy use.
- May 1** **Live billing period begins. – MOCK BILLING PERIOD EXTENDED THROUGH 31 AUGUST 2017**
- May 15** **3rd Resident Town Hall**, 7 p.m. at the Earhart Community Center. HC and AF Partners to host.
- June** Residents to receive in mid-June their first ~~live~~-bill reflecting their May household energy use. **Residents will receive their fourth mock bill reflecting their May household energy usage and continue receiving MOCK BILLS through 31 August 2017.**
- July 10** **4th Resident Town Hall**, 7 p.m. at the Earhart Community Center. Minol, HC and AF Partners to host.
- July 11** Minol USA on site to meet one-on-one with residents needing assistance with managing household energy.
- July** Residents to receive in mid-July their fifth mock bill reflecting their June household energy use.



- August** Residents to receive in mid-August their sixth mock bill reflecting their July household energy use
- September** Residents to receive in mid-September their Seventh mock bill reflecting their August household energy use
- September 21** **5th Resident Town Hall**, Thursday, **two sessions** at the Ka Makani Community Center. First session from 9 – 10am with evening meeting from 6:30-8:30pm. HC and AF Partners to host.
- October** Residents to receive in mid-October their first **live**-bill reflecting their September household energy use.
- October 19** **6th Resident Town Hall**, Thursday, 6:30 to 8:30 p.m. at the Ka Makani Community Center. HC and AF Partners to host.

*No payments will be owed and no credits will be paid for the ~~90-day~~ **7 Month** mock billing period statements sent in March, April, May, **June, July, August, and September**. The statements are intended to help residents familiarize themselves with their household energy use and make modifications if desired.