



Dear Resident,

Buckley Family Housing is a Military Housing Privatization Project and was built and is managed as a Public Private Venture. One of the main ways that Buckley Family Housing differs from traditional military housing is the implementation of Utility Allowances. Utility Allowances are in place to encourage residents to conserve energy in their homes.

At Buckley Family Housing, residents are responsible for their electricity and gas. This means that they are responsible for contacting Xcel Energy prior to move in and setting up an account with them. This also means that they are responsible for paying their electric and gas bill directly to Xcel Energy.

In order to help off-set these utility costs, Active Duty Residents receive a Utility Allowance each month. **Residents should keep in mind that the Utility Allowance does not eliminate out of pocket costs completely.**

Utility allowances at Buckley Family Housing are determined using what is called the “Hybrid Methodology”. In this Hybrid Methodology, the electric and gas usage data from similar floor plans are merged together. Vacant and zero usage homes are removed from the data and outlying data (very high or very low) is excluded. The remaining data is averaged. The average is then multiplied by the current year’s average utility rate to calculate the Utility Allowance. An additional 10% is added to the Utility Allowance on top of the average.

The Utility Allowances are calculated each year by Minol and are submitted to Hunt for review. Once Hunt reviews, the Utility Allowances are sent to Buckley AFB for review and approval. Changes to the Utility Allowances occur one time per year and you will be notified before new Utility Allowances go into effect.

The Utility Allowance goes directly into your bank account on pay day and isn’t noted on your LES. However, your LES shows your BAH and it also shows your rent allotment. The difference between your BAH and your rent allotment equals your Utility Allowance.

During some months of the year, your utility bills will be less than your Utility Allowance, but other months may be over your Utility Allowance. This type of fluctuation in cost is normal and should be expected due to seasonal and weather changes. Because the Utility Allowance is an average, it does not eliminate out of pocket costs completely.



There are some things you may want to consider to help avoid any financial hardship when you receive a higher bill:

- Contact Xcel Energy and ask to be placed on the Averaged Billing Plan
- During months when your utility bills are lower than your Utility Allowance, pay the full Utility Allowance to Xcel to build a credit amount on your account.
- Start a savings account just for your Utility Allowance, so that those funds can be used specifically toward your utility expense.

The biggest action you can take to keep your electric and gas bills down is to conserve energy. Remember; every appliance, television, DVD player, gaming system, computer, light, and basically anything plugged in and or turned on in your home effects your utility costs.

- Consider using compact fluorescent light bulbs and smart strips in your home.
- Turn lights off when you leave the room.
- Turn off and unplug electronics when not in use.
- Make sure your windows are correctly closed. Window locks should slide easily in place if the window is closed correctly.

If you have questions or concerns about your utilities, please contact a member of the Buckley Family Housing staff to schedule an appointment.

Please call in any maintenance concerns to the 24-hour maintenance line at (303) 340-0066. Our maintenance staff will respond to your request based on the nature and urgency of the maintenance issue. If, at any time, you feel that your maintenance request was not completed to your satisfaction, please contact our office at (303) 340-2066 so that we are able to further assist you.