

# Tierra Vista Communities

## Resident Utility Billing FAQ

**Q:** I used to get a bill from Minol, now it's from Conservice. How will this affect me?

**A:** The utility program is administered by a 3<sup>rd</sup> party billing provider who processes the bills from the local utility provider(s) and generates a single bill for all utilities to you, the resident. From a resident standpoint, nothing has changed aside from the name and appearance of the bill. The Air Force utility billing program remains the same, including the method of calculating the baseline and credits/refunds.

**Q:** How does solar work at TVC? I never noticed solar as part of my Minol bill, but I see a charge for solar on my Conservice statement. Why is this?

**A:** TVC passes on the benefit of solar to the entire community in a reduced “blended” rate for all residents – your family enjoys the benefits of renewable energy produced by the community whether there are panels on your roof, or not!

The Air Force utility billing program utilizes consumption from each household to determine a bill or rebate value. If you have solar panels on your home, your electricity consumption includes the portion of electricity consumed from the solar system on your home as well as any energy consumed from the grid. The appearance of data from Minol statements varies from Conservice statements – however the method for determining the consumption your family is billed for has not changed. Conservice is currently reviewing options for presenting this data in a more user-friendly format.

**Q:** My home doesn't have solar panels. Am I paying more for electricity than my neighbor who has solar?

**A:** No. The solar systems benefit the entire community equally, because all residents pay the same blended rate for electricity. Whether you are consuming electricity directly from the grid, or from solar panels on your roof, there is only one rate for all TVC residents.

**Q:** How is the baseline determined? Why does it change every month?

**A:** The utility billing method is based on average monthly consumption among similar home types. The average consumption is referred to as the baseline, and the similar homes that contribute to the average are called the baseline group. Homes are grouped into profiles with similar or same floor plan types and sizes to ensure that residents who live in homes that may be less energy efficient are not compared to newer more-energy efficient homes. **For example**, if you live in a two-story, 3- bedroom home built within the last 10 years, you are compared only to other homes that match that description.



Each month, the baseline is calculated by averaging the consumption of households within each profile group. The highest 10% of consumers, lowest 10% of consumers, as well as homes that are vacant during any portion of a billing period within each profile group are excluded from the calculation. The remaining 80% of homes consumption is then averaged to generate the baseline for that profile group. All households within the profile group are then either billed or credited for their consumption above or below the baseline. The baseline is recalculated monthly using the actual consumption of all users within the group; in this way, the baseline continually adjusts for variations in weather and seasons.

**Q.** My bill is for energy I used over two months ago; why is it so far behind?

**A.** The consolidated bill you receive each month is an aggregate of data from multiple entities including one or more local utility companies, the solar provider, and in some cases the Department of Defense. Each of these operates independently and follows their own billing schedule. Our third-party provider must wait to receive all those bills before they can compile the numbers to generate your bill. On average this will result in billing cycles that lag approximately 6-8 weeks behind consumption dates.

**Q.** How will I be billed when I move out?

**A.** Your bill at the time of move out will be estimated based on the last bill you received. Your daily average use will be calculated from that statement, then prorated by the number of days since the end of your last billing cycle. Your charge or rebate will be calculated using the electric and gas rates as well as the baselines on the prior bill.

**Q.** I have a question about my bill; who do I talk to?

**A.** Please call Conservice at 1-866-947-7379. A live agent will answer your call between 6:00 am to 8:00 pm Mountain/5:00 am to 7:00 pm Pacific, Mon-Fri. If Conservice is unable to provide all the answers you seek, they will reach out to a member of your Community Management team to follow up.

**Q.** Does TVC make a profit from the utility billing program?

**A.** No. In fact, there is a cost to have a third-party provider administer the billing program. On average, the payments received from resident bills offset the rebates issued to other residents who are low consumers, resulting in a nearly neutral cash flow for the program. In the event payments exceed rebates, that income is reserved for reinvestment in the community in the form of upgrades and repairs.