

## **BASELINE CALCULATION**

Using data about your home's attributes such as size and age, your home is grouped with similar homes to create a Profile Group. In other words, your home's usage will only be compared to other homes "like" yours.

**The Baseline** is calculated monthly and is the average consumption for homes within your Profile Group. This monthly calculation takes into consideration the following factors:

- Remove zero usages
- Remove unoccupied homes
- Remove partial billing periods (move in and move outs)
- Remove 10 % of high/low users from baseline calculation (outliers)
- Calculate current average consumption
- The average is then considered the baseline per floor plan for all occupied homes

Your statement will show how your usage compared to the Baseline established for your home type's Profile Group.

## **BILL CALCULATION**

Each home has a **meter**, which is used to determine your **usage**.

Your **usage is multiplied by the rate** to determine your utility charge.

*Monthly rate is provided by the military base and/or utility provider.*

The **Baseline Allowance** for each utility is **compared to your usage** on each monthly bill.

Balances **above the baseline will receive a bill, balances below the baseline will receive a credit** to their account.

**Trigger/Threshold is \$15.00/\$25.00/\$50.00** – balances within the trigger balance will be accrued, balances greater than trigger will be due and payable, refunds/credits greater than the trigger will receive a refund check.