

Town Hall Meeting Living in Forest City Homes

June 2012



***RDML Ponds, Commander Navy Region Hawaii
CAPT Jeffrey James, Commander Joint Base Pearl Harbor-Hickam
Tom Carter, Forest City Vice President Military Housing***



Agenda



- RECP background
- Results of the DoN RECP pilot program (Jan-Dec 2011)
- Changes made to pilot program
- RECP details
- Forest City providing quality living



A world map where the landmasses are filled with a dense pattern of glowing yellow and white dots, representing city lights or energy consumption. The background is a dark blue gradient.

Energy Security is a National Security Interest





Reduce Energy Dependence



President Obama's remarks on America's Energy Security, at Georgetown University, Washington, D.C., March 30, 2011



***“...the only way for America’s energy supply to be truly secure is by permanently reducing our dependence on oil. We’re going to have to find ways to boost our efficiency so we use less oil. We’ve got to discover and produce cleaner, renewable sources of energy that also produce less carbon pollution, which is threatening our climate. And we’ve got to do it quickly.*”**

...every institution and every household has to start thinking about how are we reducing the amount of energy that we’re using and doing it in more efficient ways.”



Achieve Energy Security



**Secretary of Defense Panetta's
comments at the Environmental
Defense Fund Reception
May 2, 2012**

“As one of the largest landowners and energy consumers in the world, our drive is to be more efficient and environmentally sustainable. We have to be able to have the potential to transform the nation’s approach to the challenges we are facing in the environment and energy security. We’ve got to look ahead to try to see how we can best achieve that.”



Use Energy More Efficiently



**Secretary of the Navy Ray Mabus' comments to the Senate Committee on Energy and Natural Resources
March 12, 2012**

SECNAV's Energy Goals:

- Reduce petroleum use in commercial vehicles by 50% by 2015
- Deploy the "Great Green Fleet" by 2016
- Produce at least half the shore-based energy requirements from renewable sources
- By 2020: at least 50% of the Navy's total energy consumption comes from alternative sources

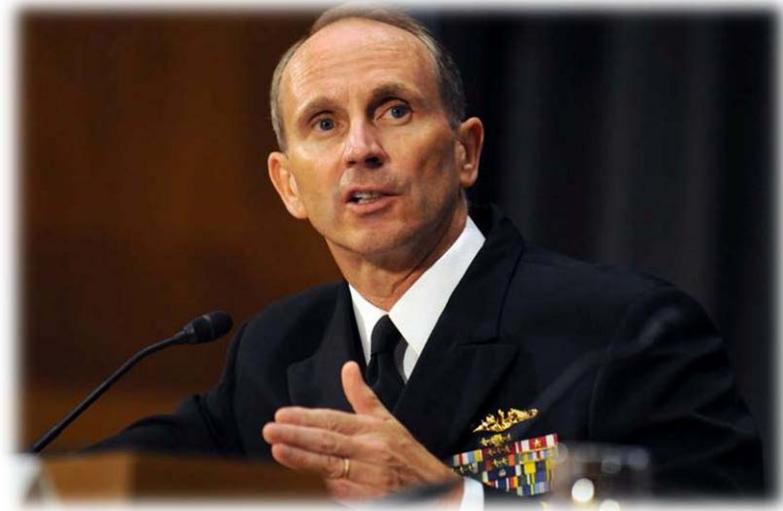
“Both the Navy and the Marine Corps must use energy more efficiently and we must lead in the development of alternative energy; otherwise, we put at risk our military readiness, we put at risk our national security, we put at risk the lives of our Sailors and Marines.”



Make Conservation a Culture



**Chief of Naval Operations
Admiral Jon Greenert,
NAVADMIN, April 24, 2012**



“Now more than ever, as our Nation and Navy work together to be as judicious as we can in the use of our resources, conservation and energy efficiency must be a part of our culture and action; at sea, on land, in the air or at home. The more we live this every day, the more it will become a part of everything we do.”



Reinvest into the PPV Community



**Commander, Navy Installations Command
Vice Admiral William French
May 2012**



“RECP was a great success in Hawaii and Beaufort because our service members and their families increased their awareness of their electricity use resulting in conservation of energy without sacrificing comfort. When we reduce our energy consumption, we save money. The money we save will be reinvested into the housing communities in which our Sailors and their families live.”



Why RECP?



- **Aligned with OSD and DoN energy conservation initiatives to reduce dependence on foreign oil, other fossil fuels and over-use of electricity**
- **Combines with alternative/renewable energy initiatives to help achieve goals of greater energy security and energy independence**
- **Energy efficiency is an essential part of U.S. economic recovery and long-term economic growth**
- **Saving energy lessens impact on the environment**





What is RECP?



- In 1998, the Office of the Under Secretary of Defense established policy for resident paid utilities in public-private venture (PPV) family housing
 - Requires separation of rent and utilities
 - Requires residents pay for excess usage and benefit from conserving
- RECP is the Department of Navy and PPV Partners' program consistent with OSD policy
 - Transfers responsibility for payment of utilities to residents living in PPV housing
- Jan-Dec 2011: DoN implemented pilot RECP in HI and SC involving 7,000 Navy/Marine Corps privatized homes
 - Army and Air Force programs in 2003 & 2006 respectively



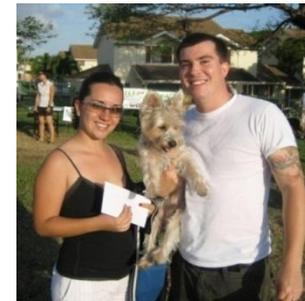


Results of DoN Pilot Program



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- **Used a 20% buffer around average monthly usage**
 - 8% reduction in usage
 - 8 million kilowatt hours (kWH) conserved
 - \$1.5M worth of electricity conserved
- **Residents became more aware of their usage**
 - Adjusted their behavior to earn rebates and avoid payments
- **CNIC rolling out RECP Navy-wide beginning Oct 2012**
 - Made three changes to our pilot program





Three Changes to RECP Pilot



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- **Changed buffer size from 20% to 10%**
 - Will increase conservation by creating more resident awareness of their utility usage
 - Air Force, Marine Corps and Army use 10% buffer
- **Eliminated three months of mock billing for new residents**
 - Not needed; paying for utilities is not new
- **Increased billing trigger for payment/rebates from \$15 to \$25**
 - Same principle, reduced administrative handling





Why Pilot RECP in Hawaii?



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- Hawaii has the highest electric rates in the U.S.
- Forest City's PPV utility cost is 46% of its annual budget of which electricity costs are over \$18M
 - Excess energy costs impact project over long-term
 - Reduces net operating income, long term sustainment accounts
 - Reduces the Quality of Life for our Service Members and their families
- Forest City continually pursuing initiatives to reduce energy usage and costs





How does *RECP* work?



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- Establish like-type groups
- Establish a normal usage band by placing a buffer around the average usage



- Measure usage
- Issue bills for payment or credit
- Residents can view usage daily



Like-Type Groups



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- Hawaii has 56 Like-Type Groups
- Similar size, bedroom number, construction

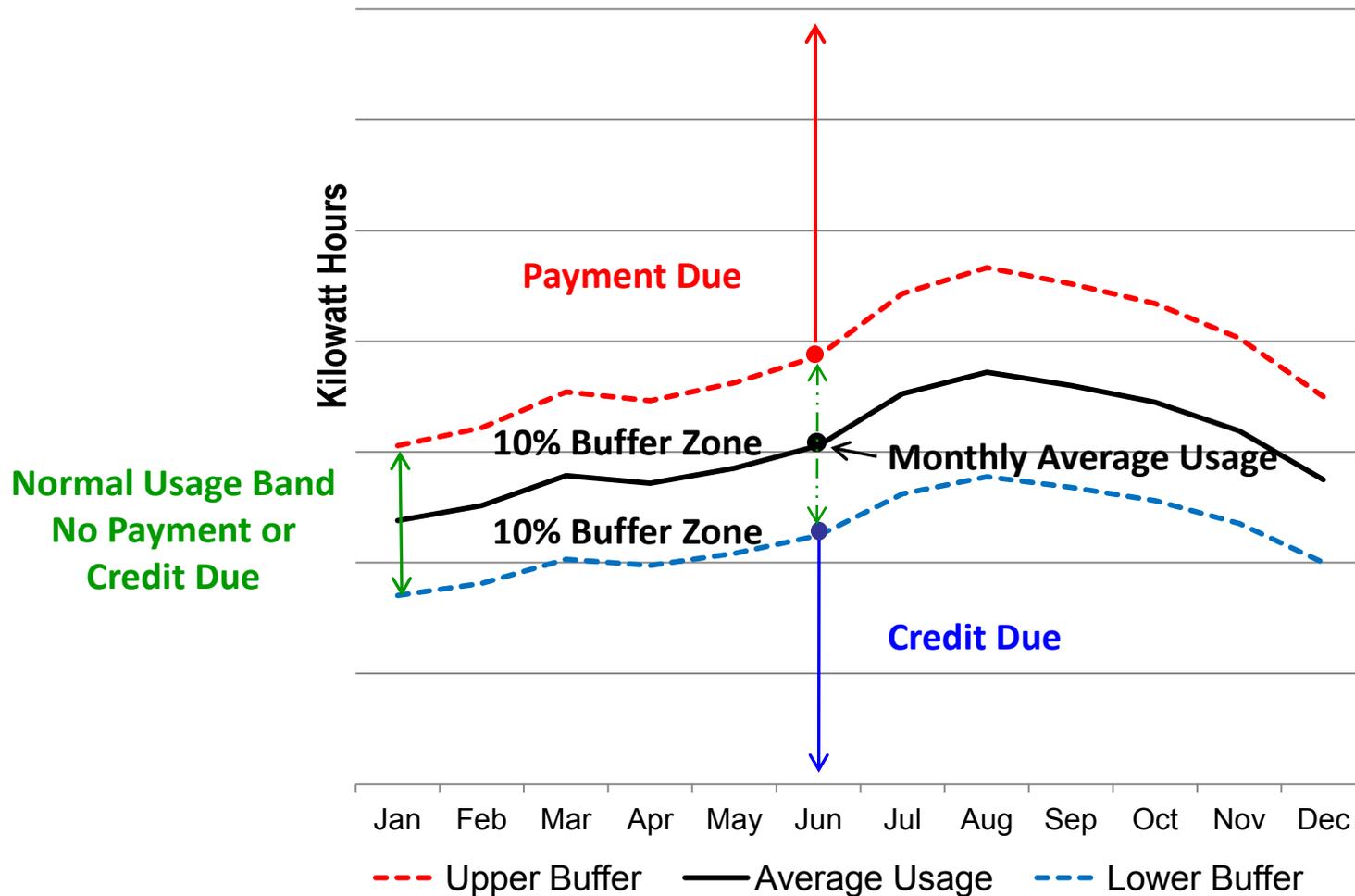




Normal Usage Band



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Monthly Bill



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Reminder note: XXXXX

Monthly average usage for your like-type group

Your usage this month compared to the average of your like-type group

Credit received or balance due

Your usage history

Account Detail

Unit Number 0733SIBL	Resident Name Shannon Shropshire	Resident ID m0015245
Community Service Dates 9/1/2010 - 9/30/2010	Statement Date 10/15/2010	Due Date 11/05/2010
		Billing Days 30

Utility Type	Previous Reading(Kwh)	Current Reading (Kwh)	Your Usage(Kwh)	Rate (\$/Kwh)	Your Usage Amount
ELECTRIC	54,134.00	56,006.00	1872.00	0.2039	\$381.66

Lower Buffer \$275.32 Average Usage \$344.15 Upper Buffer \$412.98



Your Usage,
\$381.66

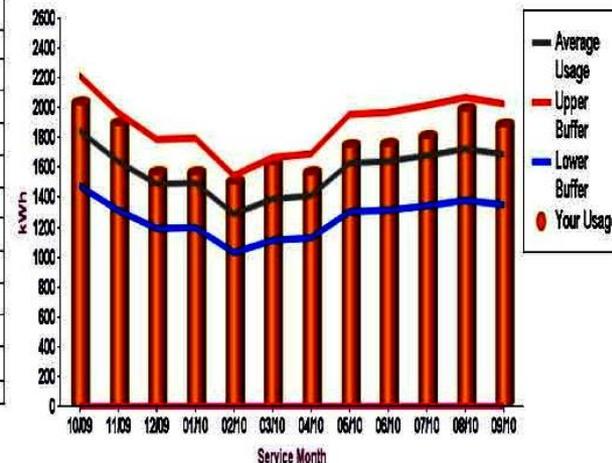
Usage(under) or over the Normal Usage Zone

\$0.00

Mock Bill [Nothing Due]

Your Usage Profile

Month	KWh	Amount
10/09	2023.00	\$412.45
11/09	1885.00	\$384.31
12/09	1548.00	\$315.61
01/10	1548.00	\$315.61
02/10	1489.00	\$303.58
03/10	1617.00	\$329.67
04/10	1549.00	\$315.81
05/10	1734.00	\$353.53
06/10	1743.00	\$355.36
07/10	1794.00	\$365.76
08/10	1974.00	\$402.46
09/10	1872.00	\$381.66





Our Communication Plan



■ Here's how we're getting the word out

- Letters from CNRH & FCRM sent to residents

- RECP websites

- <http://cnic.navy.mil/hawaii/index.htm>; click FFR, housing, then RECP
- <http://www.greatlifehawaii.com>; click housing, then RECP
- <http://www.fcnavyhawaii.com/recp/>



- Ho'okele articles (June 1, June 15, June 22, July 6 editions)

- Community meetings

- 19 June, Tue, FCRM Moanalua Terrace CC, 5:30 pm
- 21 June, Thu, PMRF Shenanigans Restaurant , 6:00 pm
- 26 June, Tue, FCRM Hokulani CC, 5:30 pm
- 27 June, Wed, Wahiawa Annex Chapel, 5:30 pm
- 28 June, Thu, FCRM Pearl CC, 5:30 pm
- 10 July, Tue, FCRM Moanalua Terrace CC, 5:30 pm
- 12 July, Thu, FCRM Hokulani CC, 5:30 pm
- 6 September, FCRM Moanalua Terrace CC, 5:30 pm
- 13 September, FCRM Moanalua Terrace CC, 5:30 pm



Energy Efficiency Initiatives



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- **Here are some of our energy efficiency projects**
 - **Increased homes to SEER 14 A.C. Units**
 - **Net Zero home in Catlin Park neighborhood**
 - **Halsey Terrace Community Center – 107kW rooftop PV system**
 - **Radford Community Center – 1K@ demonstration wind turbine**
 - **Pearl City Peninsula 1 MW ground mounted PV system**
 - **Home Energy Audits**
 - **Six homes being used pilots**
 - **Partnering with HECO and Hawaii Energy**
 - **Installing Energy Star rated appliances in older homes**
 - **Conducting individual home audits upon request**





Energy Efficient Lifestyle Initiatives



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- **Hawaii Energy/Forest City Energy Smart Initiative**
 - Rally residents toward common goal of reducing energy consumption by at least 1.5%
 - Educate about highest energy draws: A/C, water heater, and “plug load”
- **Monitor meter readings (looking for anomalies)**
- **RECP savings goes to project, not to Forest City**
 - Air conditioning replacement
 - Replacement of playground equipment
 - Increase quality of life programs
 - Additional staffing to provide better service





Next Steps



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- Continue to conserve energy and evaluate your monthly usage using a 10% buffer
- Implement tips coming with the Energy Smart Initiative
- Sign new RECP addendum in Aug/Sep 2012
- Contact POCs if you have any questions:
 - Tom Carter, FCRM, 839-8610, tomcarter@forestcity.net
 - Darryl Nii, NAVREGHI/N931, 474-1825, darryl.nii@navy.mil
- ANY Questions Today?





Providing Quality Living



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- **Switching gears to “customer service”**
- ***Exceptional Service is our Standard***
- **Here’s how we strive to provide it**





Providing Quality Living



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- **Quality Maintenance Service**
 - **Extended appointments: M-F, 0700-1800; Sat, 0700-1500**
 - **Evening & weekend appointments available**
 - **When cancellations occur, we offer to other residents**
 - **Off-site Call Center available 24/7**
 - **Re-evaluating the contractor and adding additional internal quality control measures**
 - **Hiring additional employees to power wash homes**
 - **Hired a quality assurance inspector who will conduct outgoing follow-up calls on a full-time basis**



Providing Quality Living



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- **Quality Property Management Service**
 - **Providing enhanced Customer Service training to staff members**
 - **Sending Quarterly newsletters as an alternative form of communication between Residents and their Resident Services Office (RSO)**
 - **Increased our follow-up procedures with each Resident we assist by phone call or email**
 - **Conducting site visits when pests are reported. This helps to determine a source of the problem and if professional treatment is needed.**
 - **Exterior treatment will be done on a quarterly basis**



Providing Quality Living



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- **Attractive Community Appearance**
 - **RSO staff drives the neighborhoods 2-3 times a week to address property issues.**
 - **Violations identified on weekends addressed the following business day.**
 - **Each RSO issues 20-25 citations per week.**
 - **Focus on more “Face Time” with our Residents to address any issues/concerns.**
 - **Resident input most appreciated; responded to immediately.**



Commander's Comments



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Forest City is committed to providing your family with the best possible home, neighborhood and housing services



The Navy Housing Service Center staff is your government advocate responsible for ensuring Forest City fulfills their commitment



Supporting the Fleet, Fighter, Family in Hawaii



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Quality living and customer service

How can we improve?

