

# YES UTILITY PAYMENTS

## **Paying Your Bill:**

To ensure your payment is received, please log in to your account via the web portal or mobile web version at <https://airforceacademyhousing.securecafe.com/residentservices/air-force-academy/userlogin.aspx>  
You will use the web portal to make a one-time payment or to set up automatic payments.

## **Payment Status:**

Once connected, pay the total amount of your utility bill.

The current web portal allows you to assign payment directly to utility charges. For any residents who previously paid utility charges via the Hunt Resident App, if the balance did not reflect the way you were expecting it to on the recent YES statement, please remember that once rent is credited to your account, the payment you made for the utility bill will be applied to the outstanding utility bill.

## **Obtaining Your Balance:**

You will also be able to obtain your actual balance owed for utilities on the web portal or mobile web "Payment" page, where it will be itemized as gas and/or electric charges.

## **Zero Out Rent Line:**

Please ensure that the rent line is set to zero so that you see the true balance owed for utilities.

If you have previously paid for your utilities using the app, once your rent payment hits your account, this will clear up any payment receipts.

Example: If you owe \$200 for utilities and have already paid \$200 for utilities on the mobile app and it went towards rent instead of the utility charge, once your rent payment comes in, it will satisfy any remaining rent charges, including satisfying the \$200 utility charge.

Thank you for your cooperation during this transition. If you have any questions, please contact YES Energy Customer Service representatives 24/7 by phone at [844-979-4416](tel:844-979-4416) or via email at [yescs@yesenergymgmt.com](mailto:yescs@yesenergymgmt.com) to answer any questions regarding your account.