

# RAMSTEIN UTAP

## TERMINATION INSTRUCTIONS

**Please provide a copy of the following for our records:**

- Orders
- Copy of printed Final Bills even with a credit (Guthaben)
- Copy of receipt for any payment of the final bill (Schlussrechnung)
  - **No Online Payments, Online IBAN Transfers, or Bank Statements**
- Completed UTAP Termination Notice (second page of this packet)
- Copy of the Customer Change forms
- POA if dependent will be completing the out-processing

## HOW TO GET YOUR FINAL BILL

**For all utility companies except Pfalzwerke/Pfalzgas:**

- Pick up a Customer Change Form from the Ramstein UTAP Office or 86fss.com
- Landlord and Customer read the meter together and fill out the Customer Change Form. Both will need to sign.
- Take signed Customer Change Form to the company and request your final bill
- **Allow 2-5 business days for the final bill to be generated**
- Pay the final bill at company
- Bring in a copy of the final bill and receipt of payment to UTAP Office

**For Pfalzwerke/Pfalzgas:**

- Pick up a Customer Change Form from the Ramstein UTAP Office or 86fss.com
- You will fill out the Customer Change Form with your landlord/landlord's representative. Both will sign agreeing to the final meter readings.
- Scan and email the Customer Change Form to Pfalzwerke/Pfalzgas customer service ([customerservice@pfalzwerke.de](mailto:customerservice@pfalzwerke.de)) and request your final bill. Following up with a call in 24 hours. You will receive your final bill via email **within 2-5 business days**.
- "Guthaben" means you will be receiving a credit. "Restbetrag" or "noch zu bezahlen" means you owe the company.
- If you owe any money, please pay your final bill at a bank of your choice through an IBAN transfer and receive a receipt of payment. On the IBAN transfer form be sure to reference your "Vertragskontonummer" (your account number). **No online payments**.
- Provide printed copy to UTAP of your final bill (Schlussabrechnung) and receipt of payment.

Ramstein UTAP Office Building 2140

CIV: 06371-47-2477, DSN 480-2477

[86fss.utap@us.af.mil](mailto:86fss.utap@us.af.mil)

MON-FRI 0800-1600

**CLOSED** on Federal Holidays and Family Days

***For Ramstein UTAP office use only***

**UTAP Enrollment date:** \_\_\_\_\_ **UTAP Removal date:** \_\_\_\_\_

**VOP date (if applicable):** \_\_\_\_\_

**UTILITY TERMINATION NOTICE**

**ALL BLANKS ON THIS FORM MUST BE FILLED IN**

|                                                                         |  |
|-------------------------------------------------------------------------|--|
| Customer Name:<br>(Last, First, Middle Initial)                         |  |
| DOD ID#:                                                                |  |
| Last Date in Residence:                                                 |  |
| Current Squadron/Unit<br>and DSN:                                       |  |
| Economy Address:                                                        |  |
| Stateside Forwarding Address:<br>(Family Member/Friend)                 |  |
| Personal Email Address:                                                 |  |
| New Base Assignment/Gaining Unit/<br>Retiring/Separating/Moved on Base: |  |

*I have terminated my service with all my utility companies and I have provided the UTAP office with copies of my final bill(s) and proof of payment(s); or I attest that I have not lived off base and have not had any utility services in my name. I have been informed that any remaining balances paid by the UTAP office will be collected from my pay if necessary.*

\_\_\_\_\_  
Sponsor's Signature

\_\_\_\_\_  
Date

\*\*\*\*\* DATA REQUIRED BY THE PRIVACY ACT OF 1974 (5 USC 552) \*\*\*\*\*

**AUTHORITY:** 10 USC Section 3012 and the Supplementary Agreement to the NATO SOFA. Article 67, Paragraph 3a (a)(i); and AE Regulation 215-6/USAFE Instruction 34-102, on individual tax relief procedures in Germany.

**PRINCIPAL PURPOSE:** For 86<sup>th</sup> Services Fund Managers to use for obtaining tax relief and to verify eligibility of applicant for tax relief.

**ROUTINE USES:** To provide information needed to process documents for tax relief purchases, for tax relief on utility bills, to verify the requester is authorized tax relief support.

**MANDATORY OR VOLUNTARY DISCLOSURE AND EFFECT OF NOT PROVIDING INFORMATION:** Disclosure of information is mandatory. Tax relief cannot be obtained without the requested information.

## Utility Companies

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### **PFALZWERKE AG/ PFALZGAS**

POC: 0621-57057-2535

[customerservice@pfalzwerke.de](mailto:customerservice@pfalzwerke.de)

MON-FRI 0800 - 1600

### **STADTWERKE KAISERSLAUTERN (SWK)**

POC: 0631-800-11200/99

[customerservice@swk-kl.de](mailto:customerservice@swk-kl.de)

BISMARCKSTRASSE 14

67655 KAISERSLAUTERN

MON-FRI 0800-1700

### **WEILERBACH WASSERWERKE**

POC: 06374-922-185

[kundenservice@vg-weilerbach.de](mailto:kundenservice@vg-weilerbach.de)

RUMMELSTRASSE 15

67685 WEILERBACH

MON 0800-1200 & 1330-1800

TUES & THUR 0800-1200 & 1330-1600

WED & FRI 0800-1200

### **STADTWERKE HOMBURG GMBH/EEW**

POC: 06841-694-230

[kundenservice@stadtwerke-homburg.de](mailto:kundenservice@stadtwerke-homburg.de)

LESSINGSTRASSE 3

66424 HOMBURG/SAAR

MON-THURS 0800-1530

FRI 0800-1200

### **STADTWERKE KUSEL**

POC: 06381-42-070

[kundenservice.sw@kusel.de](mailto:kundenservice.sw@kusel.de)

TRIERERSTRASSE 19

66869 KUSEL

MON-THURS 0830-1200 & 1400-1630

FRI 0830-1200

### **VG- KUSEL-ALTENGLAN**

POC: 06381-60-800

[info@vgka.de](mailto:info@vgka.de)

MARKTPLATZ 1

66869 KUSEL

MON-WED 0830-1200 & 1400-1600

THURS 0830-1200 & 1400-1800

FRI 0830-1200

### **VG- KUSEL-ALTENGLAN (FOR WATER)**

POC: 06381-60-80519 or 06381-6080-520

[info@vgka.de](mailto:info@vgka.de)

[steffen.decker@vgka.de](mailto:steffen.decker@vgka.de)

[Janine.koehler@vgka.de](mailto:Janine.koehler@vgka.de)

Schulstrasse 3-7, 66885 Altenglan

MON-WED 0830-1200 & 1400-1600

THURS 0830-1200 & 1400-1800

FRI 0830-1200

### **STADTWERKE RAMSTEIN**

POC: 06371-59-2312

[ksk@Stadtwerke-Ramstein.de](mailto:ksk@Stadtwerke-Ramstein.de)

AM NEUEN MARKT 8

66877 RAMSTEIN-MIESENBACH

MON, TUES, THURS, FRI 0800-1600

WED 0800-1200

### **VG-STADTWERKE LANDSTUHL**

POC: 06371-83165/265

[werke@landstuhl.de](mailto:werke@landstuhl.de)

BAHNSTRASSE 80

66849 LANDSTUHL

MON-WED 0830-1200 & 1400-1600

THURS 0800-1800

FRI 0830-1200

### **VG-BRUCHMUEHLBACH-MIESAU**

POC: 0637-292-20504

[info@bruchmuehlbach-miesau.de](mailto:info@bruchmuehlbach-miesau.de)

AM RATHAUS 2, ROOM #4

66892 BRUCHMUEHLBACH

MON-WED & FRI 0800-1200

THURS 0830-1200 & 1400-1800