

RAMSTEIN UTAP

TERMINATION INSTRUCTIONS

ALL UTILITY COMPANIES REQUIRE A 14 DAY NOTICE PRIOR TO MOVE OUT

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 Bank Statements**
- Completed UTAP Termination Notice (second page of this packet)
- Copy of the Customer Change forms

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. (Could take up to 2 weeks.)
- “Guthaben” means you will be receiving a credit. “Restbetrag” or “noch zu bezahlen” means you owe the company.
- Pay the final bill at company and get receipt of the payment.
- 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@pfalzwerte.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**. (Could take up to 2 weeks.)
- “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).
- Provide printed copy to UTAP of your final bill (Schlussrechnung) and receipt of payment.

Ramstein UTAP Office Building 2140

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

86fss.utap@us.af.mil

MON-THURS 0800-1600, FRI 1200-1600

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: (Last, First, Middle Initial)	
DOD ID#:	
Last Date in Residence:	
Current Squadron/Unit and DSN:	
Economy Address:	
Stateside Forwarding Address: (Family Member/Friend)	
Personal Email Address:	
New Base Assignment/Gaining Unit/ 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 86th 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

PFALZWERKE AG/ PFALZGAS

POC: 0621-57057-2535

customerservice@pfalzwerke.de

MON-FRI 0800 - 1600

STADTWERKE KAISERSLAUTERN (SWK)

POC: 0631-800-11200/99

customerservice@swk-kl.de

BISMARCKSTRASSE 14

67655 KAISERSLAUTERN

MON-FRI 0800-1700

STADTWERKE RAMSTEIN

POC: 06371- 59-2312

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

BAHNSTRASSE 80

66849 LANDSTUHL

MON-WED 0830-1200 & 1400-1600

THURS 0800-1800

FRI 0830-1200

WEILERBACH WASSERWERKE

POC: 06374-922-185

kundenservice@vg-weilerbach.de

RUMMELSTRASSE 15

67685 WEILERBACH

MON 0800-1200 & 1330-1800

TUES & THUR 0800-1200 & 1330-1600

WED & FRI 0800-1200

VG-BRUCHMÜHLBACH-MIESAU

POC: 0637-292-20504

info@bruchmuehlbach-miesau.de

AM RATHAUS 2, ROOM #4

66892 BRUCHMÜHLBACH

MON-WED & FRI 0800-1200

THURS 0830-1200 & 1400-1800

STADTWERKE HOMBURG GMBH/EEW

POC: 06841-694-230

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

TRIERERSTRASSE 19

66869 KUSEL

MON-THURS 0830-1200 & 1400-1630

FRI 0830-1200

VG- KUSEL-ALTENGLAN

POC: 06381-60-800

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: 06381-60-80519/520

info@vgka.de

steffen.decker@vgka.de

Janine.koehler@vgka.de

SCHULSTRASSE 3-7, 66885 ALTENGLAN

MON-WED 0830-1200 & 1400-1600

THURS 0830-1200 & 1400-1800

FRI 0830- 1200

END OF YEAR RECONCILIATION:

- Pfalzwerke - March 31st

- All other Utility Companies - December 31st

****** DO NOT USE ANY QR CODES TO
SUBMIT YOUR ANNUAL METER
READINGS ******