RAMSTEIN UTAP

ARE YOU TERMINATING?

Please Have the Following Ready:
- o Orders
- o Printed Hard Copy of Final Bills
- o Receipt of payment of the Final Bill
    - ▪ **No Online Payments, Online IBAN Transfers, or Bank Statements**
- o Completed UTAP Termination Notice
- o POA if dependent will be completing the out-processing

HOW TO GET YOUR FINAL BILL

For all utility companies except Pfalzwerke/Pfalzgas & VG-Enkenbach-Alsenborn:
- Landlord and customer read the meter together
- Both parties will sign a document agreeing to the written final meter reading
- Take the final meter reading to the company and request your final bill
- **Allow 2-5 business days for the final bill to be generated**
- Pay the final bill
- Bring in final bill and receipt of payment to UTAP Office

For VG-Enkenbach-Alsenborn:
- Pick up De-Registration Form from the Ramstein UTAP Office, 86fss.com, or the utility company
- Fill out the De-Registration Form with your landlord/landlord's representative, and both will sign agreeing to the final meter reading.
- Take De-Registration Form to VG-Enkenbach-Alsenborn and request your final bill
- **Allow 2-5 business days for the final bill to be generated**
- Pay the final bill
- Bring in 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 of you will sign agreeing to the reading.
- Scan and email the Customer Change Form to Pfalzwerke/Pfalzgas customer service (customerservice@pfalzwerke.de) and request your final bill. You will receive your final bill via email **within 5 business days**.
- "Guthaben" means you will be receiving a credit. "Restbetrag" or "noch zu bezhalen" 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 please**.
- Provide UTAP with your final bill (Schlussabrechnung) and receipt of payment.

Ramstein UTAP Office
Building 2118, Room 118
CIV: 06371-47-5309, DSN 480-5309
86svs.vatoffice@us.af.mil
MON-FRI 0730-1630

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