

# TERMINATION OF UTILITIES

Contact the Home Fuels Office at 632-5083, Mon – Fri between the hours of 0830 – 1630, Wed 0830-1500 (closed on family days and Holidays). Out processing hours are reduced to 0830-1600 Monday through Friday, except Wednesday, 0830-1430.

## Out Processing Home Fuels:

- Please visit Home Fuels, **two weeks prior** to turning the keys over to your landlord, to schedule a Final Out-Processing Appointment. Bring a copy of your orders with you
- Upon your visit, you will be given the initial paperwork to fill out and instructions. Home Fuels will try to schedule your Final Out-Processing appointment for the first business day after you clear your residence
- On the day of your Final Out-Processing appointment, please bring the completed paperwork with you. The estimate of your bill will be done at that time. The estimate is calculated from the last utility bill Home Fuels paid on your behalf and any unpaid consumption based on meter readings. Your estimate must be paid in full before Home Fuels can sign you off on your Virtual Checklist
- Some companies do charge closing fees. The gas closing fee is approximately \$33. There are no closing fees for electricity
- Check your rental lease. If you are required to leave heating fuel in the tank, make sure you order it prior to your clearance date. Gasolio customers are allowed to place a **one-time**, special order for 500 liters. A copy of your orders must be provided to complete the purchase
- If you have a credit on your account after it has been settled with the utility provider, Home Fuels will use the EFT form you provided at your Final Out to refund your balance

**LPG/Propane:** This is not managed by Home Fuels. If you are required to leave LPG in the tank, make sure you order it prior to your clearance date.

**Transferring to New Tenants:** You will need meter readings at time of transfer. **Gas/Natural Gas.** If there is already new tenants projected for your home, he/she must come with you to the Home Fuels office to transfer the gas contract during your **FIRST** visit. The new tenant must have a valid housing contract. **Electric.** Electricity Contracts must be disconnected and reconnected for projected new tenants. Please visit Home Fuels for further details.

**Gas Meter on the Property:** If the technician needs access to the property to close your meter, notify Home Fuels when you schedule your out-processing appointment. We will try to request the closure between your move out and date you turn your keys over to your landlord. The goal is to have the technician attempt to close the gas meter prior to you departing the area. This will allow you to coordinate with Home Fuels and your landlord to be physically present when the technician arrives to close the meter. The technician will not enter the property unattended. You will be responsible for any consumption and fees until it is properly closed.

**Minimize Utility Cost After You Move Out:** Just because you moved out doesn't mean your utilities are cleared. Your utilities are cleared once they are closed by the utility providers. Electric and Gas utilities can take up to five business days from the date of your request for closure. Gas

closures can take longer if the meter is not easily accessible, requiring someone with access to the property to accompany the technician. To help minimize usage after moving out, turn off your breakers and close your gas valve.

**Managing Utility Bills that Arrive After Departing:** An easy way to track the status of your account after you leave Aviano is to register with **Utility TrakR**, our online utility management system. Sign up for eBill and you will be notified via email each time you receive an invoice. You can view your invoices and pay your balance online. Visit <https://www.31fss.com/force-support/home-fuels/> for more info.

**Estimated Payment is not the Final Billing:** The utility billing cycle is at least 2 months behind. For example if you are out-processing in July, you have most likely only received utility bills for usage up to May. Depending on where you fall in your billing cycle, you may have up to 4 months of unbilled usage. The estimated bill allows you to prepay for expected invoicing. It is an estimate and will not represent actual amounts on final bills; however, it will offset the cost so you will not have to worry about any large bills after you have departed. Please be aware that the estimate is not your Final Bill. Your final bills can take 4 – 6 months on average to receive. Be aware that this is an average. Italian law allows utility companies up to 5 years to invoice clients for utility consumption. Keep copies of all your documentation until final payment is made.

**Contact Information:** Make sure you provide good contact information upon out-processing and know how to contact Home Fuels for any questions or concerns.