

# UNDERSTANDING AND SETTING UP UTILITIES

Home Fuels is an optional program for military but **MANDATORY FOR CIVILIANS: DoDI 1400.25-V1250, Encl. 2, 2.n.(2) requires civilians to use the tax free program. Civilians should contact Civilian Personnel Office for further details.**

**Location:** The 31 FSS Home Fuels Office (DSN: 632- 5083) is co-located with the Housing Office in Area F (Flightline) in Building 1409. See map in **Packet 1, Section 1.**

**Customer Service Hours: Appointment Only**, Monday through Friday 0830 to 1630.  
**Exceptions:** closed on all US holidays as well as military family/goal days.

**All Service Requests must be submitted via <https://www.avianohomefuels.com>**

## Services:

- **In-process:** Initiate tax free natural gas an/or electric service for your home
- **Out-process:** Close utility contracts initiated for your home though Home Fuels
- **Purchasing Home Heating Fuel (Gasolio)**
- **Questions/Information:** with regards to your utilities

**Activation:** Once you have a Rental Agreement with Housing, submit an in-processing request at <https://www.avianohomefuels.com>. A customer service representative will contact you with additional information to initiate the activation of your requested utilities. This process will take at least 5 business days or longer depending on the current status of utilities at your desired home. Be prepared to provide copies of the following documents:

- Utilities Form at pages **5-6** below, with your meter serial number and meter readings (take pictures. Do not accept written numbers from landlord, verify with eyes on!)
- Your Rental Agreement
- A copy of your orders or logistical support letter.

Delaying setting up utilities for personal reasons will not constitute a basis to request a TLA extension. If you set up utilities and later change your mind on that house, you will incur some out-of-pocket expenses. **Do not schedule your move in until your natural gas/electricity is operational.**

**Utility Allowance:** You will receive a monthly utility allowance, which is added to the rent amount under BAH (military) or LQA (civilian) on your LES. You will receive the same amount each month to help pay for your utilities. Utility bills must be paid by due date or you will incur late fees. You should keep ALL receipts for any possible future claims. You should take prudent steps to conserve electricity and heat. Mil-to-Mil or sharers only receive one utility allowance. You should set money aside for higher winter bills as well as bills paid upon presentation by the landlord, i.e. water, trash/recycling and sewage as well as minor maintenance for annual boiler/furnace and air conditioning inspection/cleaning.

**Home Fuels' Natural Gas and Electricity Tax Exemption Program:** The 31FSS/FSRF handles the Gas and Electricity Rental Agreements. This program is open to all military, civilian and DOD employees of Aviano Air Base who have full logistical support. If you share a residence or meter with any persons who are not eligible, you automatically become ineligible.

The advantage of using Home Fuels is the IVA Tax (33% on gas/13% on electricity) will be dropped from the bill and eliminates deposits for new customers. Additionally, Home Fuels offers e-Bill, online payments and AutoPay, and a preferable exchange rate.

**Home Fuels' Preferred Providers:** Home Fuels only works with preferred utility companies: **BluEnergy or Sky Gas & Power**. If the utilities are currently activated with another provider, a 2 to 3-week delay in service may result in opening your utilities under Home Fuels. The utility contracts will need to be closed by the current utility provider prior to Home Fuels submitting a request to open the utilities with one of the preferred providers. It will take at least 5 business days to close the current utilities. Once the closure has been confirmed, it can take an additional 5 business days to open new electric contracts and 5-10 business days to open new gas contracts. If you choose to open utilities on your own under a private contract, you can later switch to Home Fuels provider.

**Non-Preferred Utility Provider:** Should time be an issue, your alternative is to have your landlord request the utilities to be put in your name with landlord's current utility provider. You will then be responsible for the invoices and will be paying taxes. Once you start receiving your utility bills in your name, you can visit Home Fuels with a copies of your bills. Home Fuels can assist you with switching to one of our preferred utility providers. Once the switch is effective, you can take advantage of tax-free utility services. This process can take four months; however, the utilities will not need to be turned off and then restarted with the new provider.

**Heating Fuel Tank (Gasolio/Diesel):** If you have a separate heating system (no Italian using the same system), oil can be purchased through the Home Fuels Office. However, if you are sharing the system with an Italian you **MUST** buy the fuel on the economy. This can be expensive, as you will have to pay local taxes. Ensure the fuel tank is at least a quarter full before turning on the boiler/furnace.

**Heating Fuel (Gasolio) Delivery:** Home Fuels attempts to contact each customer the day before delivery. However, they cannot be responsible for messages not received or failure to contact a customer. This necessary procedure makes same day delivery impossible. When Home Fuels receives between 30 and 50 orders each day, there is naturally a waiting period for heating oil delivery. In mid-winter the time period may be **OVER 7 days**. There are no weekend deliveries and no emergency deliveries. **EMERGENCY TLA WILL NOT BE APPROVED IF YOU RUN OUT OF FUEL**. It is very important to measure the fuel level in your tank on a regular basis. Please do not wait until your tank is empty or almost empty before you place an order for fuel. Every customer has a personal responsibility to measure and order fuel to allow adequate time for delivery. You can help the Home Fuel Office by following a few simple steps:

- If you share a tank with another eligible American please go together and order on the same day. This will help to cut down on the amount of deliveries they make.
- Home Fuels cannot return fuel to the distributor or deliver your fuel to a tank other than yours, so please do not over order.
- If there is more than one tank, mark your tank so that they will know which tank is yours.
- Please make sure that your tank is accessible after you are notified about your delivery, i.e. unlock your tank and/or your gate. Remove obstacles from around the tank and driveway and do not block access to the tank.
- Make sure your pets cannot escape when we open the gate. FSRF is not responsible for escaped pets or property damage due to customer neglect.
- To prevent contaminants from entering your heating system, turn off the boiler at the time of delivery and leave off for 1-2 hours, allowing contaminants to settle.

**Bombola (Propane) Gas Program:** Eligibility rules are the same as for home heating fuel. Coupons are similar to gasoline coupons. They are sold at the Base Exchange (BX) Customer Service Area, at rear of store. They can be used for bombola cylinders or bulk (large propane tanks for your heating). Compared to off base costs, there is a saving of between 30% and 50%. The monthly ration is of 200 kilos or 400 liters. You must go to pass and ID with A COPY OF YOUR RENTAL AGREEMENT" to get a ration card for the bombolas and then go to the BX to buy the coupons. LIST OF BOMBOLA DEALERS IS AVAILABLE AT THE BX Customer Service desk. **Home Fuels does not manage the Bombola (Propane) Gas Program.**

**Instructions for completing the Utilities Form** (at pages **5** and **6** of this packet):

Page 1: If utilities are in the previous tenant's name, fill out page **1** with the Landlord

- Electricity:
  - Fill in the meter serial number and readings A1, A21, and A3 (take pictures)
- City Gas:
  - Obtain the meter serial number and reading (take pictures)
- Fill in the name of the previous tenant

Page 2: If the utilities are in the landlord's name and with one of the preferred companies:

**BluEnergy and Sky Gas & Power**, have the Landlord complete page **2**.

- If the utilities are with a company other than the three mentioned above, the landlord must request closure of the utilities prior to you in-processing with Home Fuels
- Have the landlord call 0434-30-1048 with any questions or concerns

**NOTE:** If the utilities are closed, still obtain the meter readings and serial numbers for your gas and electric meter. In any case, be sure the landlord shows you where your meters are located. Do not accept readings or serial numbers from your landlord without verifying the accuracy of them. Put eyes on and take pictures.

# HOME FUELS NEWCOMERS BROCHURE



DSN: 632-5083  
Comm: 0434-305083  
Email: 31fss.homefuels@us.af.mil

## Utilities Tax Relief Office

**Home Fuels** is a voluntary tax relief program. The primary function is to provide tax-free utility services to logistically supported 31 FW personnel. Our services include initiating utility contracts with preferred utility providers, paying utility invoices provided by the utility providers, invoicing clients in USD, managing accounts, and providing liaison services between the customer and the utility companies. We provide convenient payment options, including online payments. Furthermore, we sell gasolio for home heating at reduced prices.

The biggest benefit of going through the Home Fuels program for your gas and/or electricity service is the savings! On average, our clients save 33% on their gas bill and 13% on their electricity bill due to the exemption of paying IVA taxes. The US government is exempt from Imposta Valore Aggiunto (IVA) in accordance with Article 72 of the implementing decree. As long as 31 FSS pays the bill, our service members will be exempt. It's money in the bank!

### IN-PROCESSING

Prior to submitting your in-processing service request at <https://www.avianohomefuels.com>, please ensure that you have the following documents with you: Utilities Form (serial numbers & meter readings), Housing Contract (signed by landlord), Copy of Orders or Logistical Support letter. Your customer service representative will provide you instructions for submitting your documents.

Please be advised Home Fuels only works with the following preferred utility providers: Bluenergy and Sky Gas & Power

Verify with your landlord if the residence has active utilities and what company is providing the services. If utilities are active with a company other than those listed above your landlord must close the utilities. This may cause delays in setting up utilities.

\*\*It is highly recommended to take pictures of your meter serial numbers and readings to prevent errors with initial setup. Bring the pictures with you when you in-process Home Fuels.

**Electricity Providers:** Bluenergy or Sky Gas & Power

**Service Availability:** Expect 5 to 7 business days for electricity to be activated.

#### Steps involved:

1. Member in-processes Home Fuels
2. Home Fuels requests opening with company
3. Company verifies request and requests opening with distribution company and established contract.
4. Distributor processes request (automated system), can take up to 5 days.

#### Causes for Delays & Complications:

- Members providing wrong meter Information
- Utilities open with company we do not work with
- Faulty meter

#### Electricity Rates

The electric companies charge different rates for different time frames. A1, A2, A3 each represent a different time frame. Traditionally, A1 & A2 (M-F 8am-8pm) would be your most expensive period and A3 (M-F 8pm-8am, Sat-Sun, Italian holidays) would be less expensive.

Our current companies offer a fixed rate 24/7, based on the market moving price.

#### Gas Providers

Bluenergy or Sky Gas & Power

#### Service Availability

It may take up to 7 business days. On average, it takes 1 to 2 days for contract acceptance, 5 days for gas appointment.

#### Causes for Delays & Complications:

- Wrong meter information provided
- Utilities still open with another provider
- Member not showing for appointment
- Member couldn't provide technician access to property at time of appointment

\*\*Natural Gas services can be delayed for several reasons beyond our control. It is important not to plan moving into the residence until your appointment is complete and your gas is turned on.

#### Gasolio (Diesel Home Heating)

Customers must in-process with Home Fuels and provide orders or logistical support letter.

#### Service Availability

Usually takes 3-5 business days to deliver upon request. It can take longer depending on workload/season. There are no emergency or weekend deliveries. Be sure you monitor your fuel level regularly.

Home Fuels is a NAF revenue generating operation. Home Fuels program clients pay a \$9 program fee per utility on a monthly basis. Program fees ensure the tax-relief program can continue serving our Airmen. Excess revenue is returned to the 31 FW via the MWR fund.

# **UTILITIES**

**To start your gas/electric connections, collect the information below at the time the landlord signs the housing contract.**

## **ELECTRICITY**

**Client Number** (Numero Cliente): \_\_\_\_\_

Press the main menu button twice/it is a 9 digit number

**Meter Reading** (Lettura): A1: \_\_\_\_\_ A2: \_\_\_\_\_ A3: \_\_\_\_\_

Press the main menu button 5 times (it will read **Lettura A1**)

Press one more time for reading **Lettura A2** and one more for **Lettura A3**

\*\*\* Refer to this link for assistance: <https://www.31fss.com/force-support-homefuels/159-how-to-read-your-electric-meter-1/file>

## **CITY GAS** (for heating, cooking and hot water)

**Serial Number** (Matricola contatore): \_\_\_\_\_

(This can be found on the meter above the reading display)

**Meter Reading:** \_\_\_\_\_

(Mechanical Display: exclude numbers with red background)

(Digital Display: exclude numbers following decimal point)

\*\*\* Refer to this link for assistance: <https://www.31fss.com/force-support-homefuels/160-how-to-read-your-gas-meter-1/file>

## **PREVIOUS TENANT (Inquilino precedente)** \_\_\_\_\_

**IMPORTANT:** If gas and electricity contracts are still in the landlord's name, please have him/her complete page 2 of this form.

**IMPORTANTE:** Se il contratto gas e/o luce sono ancora a nome del proprietario, la pagina 2 di questo modulo DEVE essere completata dal locatore.



**When you are settled on a home and housing have reviewed your housing contract, submit this form to Home Fuels when you initiate your in-processing request via <https://www.awvianohomefuels.com>. A Home Fuels customer support representative will contact you to initiate utility services.**

**DELEGA**  
**(Transfer of Contract Authorization)**

Da compilarsi se il contratto gas/elettricità è ancora attivo a nome del locatore con una delle seguenti compagnie fornitrici: BLUENERGY e SKY GAS & POWER. Se l'utenza e' attiva con altra societa', il locatore e' pregato di CESSARE il contratto immediatamente. Per ogni necessita' contattare il numero 0434 30 1049.

*To be completed only if gas/electricity contract is still in the landlord's name under the following utility companies: BLUENERGY and SKY GAS & POWER. If the utilities are with another provider, the landlord will have to close them immediately. Call 0434 30 1049 for question or concerns.*

**ELETTRICITÀ (Electricity)**

Il sottoscritto \_\_\_\_\_

Residente in \_\_\_\_\_

Autorizza la Base USAFE, 31FSS/FSRF alla cessazione per voltura del contratto in favore di \_\_\_\_\_

Matricola contatore \_\_\_\_\_ Lettura A1 \_\_\_\_\_

Letture A2 \_\_\_\_\_

Letture A3 \_\_\_\_\_

Compagnia fornitrice: #BLUENERGY #SKY G&P

FIRMA .....

Data .....

**GAS METANO (City Gas)**

Il sottoscritto \_\_\_\_\_,

Residente in \_\_\_\_\_

Autorizza la Base USAFE, 31FSS/FSRF alla cessazione per voltura del contratto del gas in favore di \_\_\_\_\_

Compagnia fornitrice: #BLUENERGY #SKY G&P

Matricola contatore \_\_\_\_\_ Lettura \_\_\_\_\_

FIRMA .....

Data .....