

# TERMINATION OF UTILITIES

## Out Processing Home Fuels:

- Please visit <https://www.avianohomefuels.com> approximately **two weeks prior** to turning the keys over to your landlord. Click the Out-Processing/Stop Services icon and complete the online request form to initiate your out-processing request. Your utilities will not be closed at this time. We will use the information you provide to track your out-processing.
- Once you have completed the online request, we will tentatively schedule your final out-processing for the day you clear the home with your landlord. We will send you an email with detailed instructions. The email will include an Account Closure form and Electronic Funds Transfer (EFT) form to be completed by you, as well as a letter for your landlord should they wish to transfer the utilities to their name under a private contract to avoid having the utilities shut off.
- Be sure to follow the instructions in the email provided. You will be expected to return your out-processing documents via email to our organization box on the day you clear your residence or the first business day thereafter. The required documents include the completed Account Closure form, EFT, and copy of your orders. If emailing the documents is not feasible, call 0434-305083, option 1 to schedule a drop off.
- Once we receive the required out-processing documents, we will do one of the following.
  1. If the landlord has requested to transfer the utilities in their name, we will monitor the transfer to verify they completed the transfer in a timely manner
  2. If a new American tenant is scheduled to move in and they have provided us the required documents, we will have the utilities transfer into their name.
  3. If options 1 or 2 do not apply, we will submit to have the utilities closed.
- Additionally, we will move you out of Starnik, turn off your program fees, and clear you from vMPF. You will still be able to login to Starnik to pay your due balance and remaining bills as they are received from the companies and applied to your account.
- Keep in mind, some companies do charge closing fees. The gas closing fee is approximately \$33. There are no closing fees for electricity
- It will take approximately 2 months from the time we close your account with the utility company to receive and apply your final bills; however, based on the company's billing cycle and/or procedures, it can take up to 6 months. Once your final bills have been applied, should you have a credit balance remaining on your account after it has been settled with the utility provider, Home Fuels will use the EFT form you provided to refund your balance.

**Gasolio (Home Heating Fuel):** 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

**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 to provide us meter readings/photos to complete the transfer. The readings/photos will need to be current and relative to the time of the transfer. This is especially true for Natural Gas transfers. Electricity reading can often be pulled remotely at the time the transfer is made; however, we strongly advise you to send us reading and photos to verify the readings are within an acceptable tolerance.

**Landlord Taking Over Utilities:** This is 100% the landlord's responsibility to request the utilities in their name from the utility provider in a timely manner. Failure to do so will result in the utilities remaining in your name until the transfer is completed. We will do our best to monitor the process and we will request to close the utilities after 10 business days if the landlord doesn't complete the transfer.

**Gas Meter on the Property (Not Accessible):** If the technician needs access to the property to close your meter, notify Home Fuels via your out-processing request by requesting a gas closure prior to your final out-processing. 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 the meter 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 10 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:** Be sure to maintain your access to Starnik and continue to monitor your account activity each month to ensure any posted bills are paid on time. Again, it will take approximately two months (up to 6 months) to receive and apply your final bills after we have requested to close your account. If you have any questions down the road, please submit your question at <https://www.avianohomefuels.com>. A representative will research your question and provide you a response.

**Estimated Payment is not the Final Billing:** You may be required to pay an estimation at the time of your out-processing. The estimation calculates unbilled consumption 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.

**Contact Information:** Make sure you provide good contact information upon out-processing and know how to contact Home Fuels for any questions or concerns. The easiest way to contact us after you depart is via <https://www.avianohomefuels.com> or email [31fss.homefuels@us.af.mil](mailto:31fss.homefuels@us.af.mil). Alternatively, you may call DSN: 314-632-5083, option 1 during our business hours.