



Aviano Home Fuels
Tax Relief Office
Out Processing
Frequently Asked Questions
CAO 26 FEB 2025



Q: How do I out-process?

- A. 2 weeks prior to your move-out date, you can submit a “STOP SERVICE” ticket on our website avianohomefuels.com. We will send the necessary documents to close out your utilities. DO NOT send anything back until you are fully out of the home and ready to request closures.

Q: How long will it take to close my utilities?

- A. After requesting closures, the utility companies have up to 10 business days to shut off the utilities. We recommend manually closing your meters after you move out, pending official closures.

Q: Can my landlord transfer utilities back to their name?

- A. Yes, they can. In your out-processing packet, a Letter for the Landlord is included. Please make sure to provide the letter at least one week prior to moving out of the home. It contains the contact information of our liaisons.



Q: A new tenant is moving in after me. Can I transfer utilities into their name?

- A. Yes, we can transfer the utilities without stoppage in service. The new tenant must in-process with our office before you move out. Upon move out, you will provide photos of your final meter reading indicating where your consumption ends and theirs will start.

Q: Why do I need to take pictures of the meters?

- A. If there are any billing discrepancies on your bills from the utility company, the photos will be needed to help dispute any discrepancies.
- B. If you are required to pay an estimate, the photos will be used to calculate the unbilled consumption from the last invoice posted to your Starnik account to the current readings provided.



DORM RESIDENT

Q: If I am a dorm resident, how do I out process?

- A. Please submit a **Stop Service** ticket on our website avianohomefuels.com. Please indicate that you are a Dorm resident. After we verify you do not have an account, we will sign you off on vMPF. No documents are needed.

SEPARATING/RETIRING/ARMY/ OR > 2 LATE FEES PAST 12 MONTHS

Q: Why do I need to pay an estimation?

- A. Since bills are behind by 2-3 months, we will calculate the unbilled consumption from the last invoice posted to your Starnik account to the current reading provided. After a payment is made, the estimate will serve as a credit to your Starnik account.

Q: Will my estimate cover all my bills?

- A. The amount paid is an estimate of unbilled consumption. Factors such as the monthly exchange rate and material rates affect the amount billed.



CIVILIAN/CONTRACTOR

Q: I'm a contractor/civilian. Why do I have to pay an estimate?

- A. Since bills are behind by 2-3 months, we are calculating the unbilled consumption from the last invoice posted to your Starnik account to the current readings provided. After a payment is made, the estimate will serve as a credit to your Starnik account.

Q: Will my estimate cover all my bills?

- A. The amount paid is an estimate of unbilled consumption. Factors such as the monthly exchange rate and material costs affect the amount billed.



GAS CLOSURE APPOINTMENTS

Q: I don't know where my meter is, how will I know where it is located?

A. Our office does not have any record of where meters are located for each property. Please ask your realtor or landlord.

GASOLIO

Q: My landlord wants the tank filled up before leaving. How much should I order?

A. Please refer to your housing contract if there is a minimum amount that must be in the tank upon move out. We also provide a one-time PCS order of 500 Liters. Please make sure to order at least 2 weeks prior your move out date.



BILLING

Q: Will I still receive program fees?

- A. Program fees will no longer be applied to your account once you out-process. Only outstanding bills will be applied.

Q: Will I still receive late fees?

- A. Yes, it will still be applied to any balance not paid by the specific due date. If your due balance exceeds 120 days, your overdue balance will be sent to collections.

Q: I have a credit; how and when can I get the refund?

- A. After our accounting team confirms that all your bills have posted, you will be notified via email when the refund has been processed. The refund will be sent to the bank account provided on the EFT Form during out processing.

Q: How many invoices will I still receive?

- A. On average, it takes 4-6 months to receive your final bills from the gas/electric companies; however, in rare circumstances it can take longer.



BILLING

Q: How can I pay my bill once I leave Aviano?

- A. If you have access to your Starnik account, you will still be able to log in and make a payment. If you do not have access to Starnik, you can call our office or submit a ticket on our website avianohomefuels.com to set up a payment over the phone.
- B. Peace of mind: even if you are not required to pay an estimation when you out-process, you are welcome to request one and place a credit on your account to offset your remaining bills. You will still need to monitor your account to ensure your credit was sufficient. Any residual balance will be refunded via EFT.

Q: What happens if I stop making payments and my account goes delinquent?

- A. Accounts with overdue balances greater than 120 days will be sent to collections. If on Active Duty, your military pay will be garnished. All other categories will be sent to the Treasury Offset Program.