

1. GENERAL.

a. Soldiers are responsible to pay bills even when they are deployed.

b. There are several methods available to pay your Utilities Tax Exemption Program (UTEP) bill:

(1) Tax Relief Office (TRO) will accept payments forwarded via U.S. Postal Service. Please ensure your account number or the last four digits of your SSN are referenced on the check. You may also enclose a copy of an invoice. Our mailing address is:

US ARMY GARRISON ITALY
ATTN: TAX RELIEF OFFICE
UNIT 31406 BOX 19
APO AE 09630

(2) TRO will also accept credit card payments over the phone (MasterCard, VISA, Discover/Novus, American Express & Military Star Card) DSN 634-7080 or COM +39 044 471 7080. Receipt will be forwarded to you via email.

(3) TRO will also accept credit card payments via email. Recommend this data be encrypted using your CAC card. Information may be forwarded to usarmy.usag-italy.imcom-europe.list.fmwr-vmc-tax-relief@mail.mil
Receipt/confirmation will be returned via email.

(4) Many commercial banks also provide bill payer services which will forward a check payment on a monthly basis. Details regarding this type of service should be requested at your banking institution.

(5) You can set up Installment Billing with your credit card. Your card will be charged automatically when there is a payment due. You can also set up automatic payment through BNL or Global Credit Union.

2. DEPLOYMENT INFORMATION ON UTILITY TAX EXEMPTION PROGRAM (UTEP)

a. Deployments

(1) Monthly invoices will continue to be sent to the customer's P.O. Box number. Spouses or a designated third party may also pay the bill.

(2) Voluntary account closures will require spouse or designated third party be appointed with limited/special power of attorney.

(3) Accounts delinquent past the 60 day mark will incur \$10 late fees. Accounts delinquent past the 91 day mark will be reported to the rear detachment commander and a DD139 Payroll Adjustment will be submitted which will incur a \$30 service fee.

b. Recommendations

(1) During lengthy absences it is recommended that gas and water mains be turned off. If your home or apartment will be vacated and unattended during the winter months the TRO recommends you contact a plumber and have the heating and water system emptied. This will allow you to turn heat off and ensure plumbing does not freeze. This will allow you to turn off water and gas mains during your absence without jeopardizing your heating and plumbing.

(2) During short absences, in the winter months, we recommend thermostats be adjusted to ensure temperature stays high enough to prevent pipes from freezing. Many heating systems include this as a standard safety feature. Please review your documentation or consult with your landlord or a certified plumber.

(3) Before departing it would be wise to document all utility meter serial numbers and readings (water, gas & electric) before departing. Upon your return reconcile your meter reading to preclude unauthorized use. Digital photo or verification of landlord are the ideal solution.

(4) Ensure family members are familiar with location of gas and water mains, utility meter locations, frequency of billing and contact information for the landlord and/or responsible technicians (plumber, electrician, etc.).

3. Tax Relief Office (TRO) is located in building 367 (across from the DoDDS high school) TRO operating hours are Monday through Friday 1100 – 1630 hrs (closed on federal holidays). Telephone number DSN 634-7080 or COM +39 0444 717080 and FAX DSN 634-8738 or COM +39 0444 718738 or via email usarmy.usag-italy.imcom-europe.list.fmwr-vmc-tax-relief@mail.mil