

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:

USAG, VICENZA, DMWR  
TAX RELIEF OFFICE  
ATTN: IMEU-VIC-MWN  
UNIT 31401, 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 USPS or 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 [tax.relief@setaf.army.mil](mailto:tax.relief@setaf.army.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) The TRO will process DD 139 Payroll Adjustment (deduction) at no cost for deployed personnel. Deployed personnel must be identified by the SETAF G1. DD 139 Payroll Adjustments will be processed for each deployed member for each billing cycle.

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

- a. Planned Deployments (GTA Rotations, CMTC, Schools, etc).

(1) Ensure your Rear Detachment Commander informs the TRO of your deployment status. This will ensure that DD 139 Payroll Adjustments are processed at no cost in the event balances are not paid within 30 days. Additionally, any issues regarding your account will be forwarded to the respective Rear Detachment Commander during your absence.

(2) Recommend each Rear Detachment Commander provide the TRO with a monthly listing of deployed unit members.

(3) 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.

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

(5) Accounts delinquent past the 60 day mark will incur late fees. Accounts delinquent past the 91 day mark will be reported to the rear detachment commander. Accounts not settled within 14 calendar days will be identified for closure to the Rear Detachment Commander. Closure will be completed within 14 calendar days of notification.

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 243 between Banca Nazionale del Lavoro (BNL) Thrift Shop. TRO operating hours are Monday through Friday 0900 - 1630 hrs (closed on federal holidays). Telephone number DSN 634-7080 or COM +39 044 471 7080 and FAX DSN 634-8328 or COM +39 044 471 8738 or via email [tax.relief@setaf.army.mil](mailto:tax.relief@setaf.army.mil)