



DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON –
WIESBADEN DFMWR Tax Relief Office
UNIT 29623 APO AE 09096-0051
CLAY KASERN BLDG 1023E Rm. 151



WHAT IS UTAP?

THE FINANCE MINISTRIES OF EUROPE AND NATO FORCES ESTABLISHED THE UTILITY TAX AVOIDANCE PROGRAM (UTAP) IN SEPTEMBER 1990 TO ALLOW TAX-FREE UTILITY BILLING TO AUTHORIZE PATRONS WITH PARTICIPATING UTILITY COMPANIES.

WHAT DO YOU SAVE ON UTILITIES?

You can save the 19% MwSt (Value Added Tax) on both electricity in gas as long as the utilities are to be paid by you directly to the utility company.

HOW UTAP WORKS:

During your appointment with the UTAP office we will verify the information in this application packet and take copies of all required paperwork to retain with your application. We will also brief you on the paperwork and procedures of your selected utility company. The UTAP office will then prepare a tax free registration for you and submit it to your chosen utility company so that you will be billed without the MwSt (value added tax). You will continue to receive your utility billing at the tax free rate as long as you remain at the property with tax relief privileges.

WHERE IS UTAP AVAILABLE?

Tax free utilities are only available through providers that have a contract with the tax relief office. The providers we currently have contracts with are **ESWE Versorgungs AG**, **Entega Energie GmbH**, and **Süwag Vertriebs AG** which are the default suppliers for the Wiesbaden, Rhein-Taunus Kreis, Mainz, and Darmstadt areas. Because there is an open market for gas and electricity in Germany you can still receive utilities tax free through one of our contracted companies, however you will need to switch to that company which incurs some additional risk related to registration and defaulting on monthly payments.

Checklist to enroll in the UTAP program:

- ☐ **Schedule an appointment** with our office to complete your UTAP registration for any date after your move in inspection or the date you will get your meter readings.
 - ☐ **Complete this UTAP application packet.** To complete this packet you will need:
 - ☐ **A bank account that allows direct debit with valid IBAN and BIC numbers.**
 - ☐ **Meter serial numbers and readings for the utilities you are enrolling for.**
 - ☐ **Bring the following to your appointment**
 - ☐ **This Application packet completed by the sponsor.**
 - ☐ **A copy of your lease, rental agreement, or proof of ownership.**
 - ☐ **A copy of your Orders, SF-50, NAF-3434, or other documents verifying SOFA/ TESA support & employment status.**
 - ☐ **Your government ID card**
 - ☐ **Credit / Debit Card, Cash, or Check to pay the \$99 UTAP enrollment fee**

To schedule an appointment for the UTAP office please call DSN 548-9107 or
CIV 0611-143-548-9107.

For more information please see our website at: Wiesbaden.ArmyMWR.com, email us at:
usarmy.wiesbaden.utap@mail.mil



UTAP Hours of operation

Enrollment by appointment only M, W, F 0830-1230 & 1430 – 1630
Questions and Issues walk-in Tue, Thurs 0830-1215 & 1345 - 1615



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What is UTAP?

The NATO SOFA SA Permits purchases by the US Forces to be free of certain taxes (usually VAT). EUCOM designated the US Army in Europe to be the proponent for tax-relief in Germany. The Army in turn developed a program around guidelines from the German Ministry of Finance to enable US Forces members to enjoy this tax-free purchase benefit for personal-consumption – see Army in Europe Regulation AE Reg 215-6. This can also extend to utilities for personal use in Economy housing (off-post), since they are taxed. We are able to assist in avoiding these taxes on utilities for eligible US Forces members in many (but not all) areas in Germany. The program that legally prevents this taxation is called Utilities Tax Avoidance Program (UTAP). It is usually co-located with your local Tax Relief Office or VAT Office. For this to function, your local Garrison / Base UTAP Office signs a master delivery contract with the utility supplier. You in turn will become a customer of the UTAP Office and the UTAP Office will tell the utility supplier which address to deliver the utilities to (tax-free).

What types of utilities are included; what types of utilities are not included?

Included in UTAP can be Electricity & Natural Gas billed to you (not landlord). Not included in UTAP are sewage, garbage, cable/satellite TV, telephone (see VAT Office for exception), Internet, heating oil or propane gas deliveries. For propane gas deliveries no UTAP office currently has a contract for tax-free deliveries. The reason is that the tanks are generally subsidized in conjunction with long-term contracts (5 or 10 years) and the US Forces cannot assume these contracts. For heating oil you are authorized to use standard VAT forms but be cautious of the maximum purchase limitation of 2499.99 Euros and the prohibition to split a purchase across multiple forms. In other words you can buy oil up to 2499.99 Euro without tax. For anything larger you will have to obtain a cost estimate and obtain a different VAT form **prior** to placing the order for the oil. Failure to do so will:

- Void the tax-free status of the transaction and you will be required to pay the taxes
 - may cause suspension of your VAT privileges and notification of your commander and MP Customs
- Also, sometimes landlords may ask for one or multiple VAT forms to fill your tank. This is not authorized, since you have no idea what the landlord does or orders on your behalf. You must give the VAT forms only to vendors for purchases that you personally are ordering – no intermediaries! If a landlord were to buy a flat-screen TV instead with your form, you will be held accountable. Use of standard VAT forms for any long-term contracts such as utilities, cellular phone contracts, etc. is not authorized. This is valid regardless of what any vendor or landlord will tell you. Just because a vendor accepts a form doesn't make the transaction legal. Our offices as well as MP Customs are reviewing (spot-checking) purchase transactions. If unauthorized transactions are discovered privileges will be suspended and law enforcement of both the US and German side may become active. Abuse of the tax-relief privilege is considered (German) tax-evasion.

In case of questions or uncertainties ask first before ordering anything. Host Nation directives do not permit fixing transactions afterwards.

What are the taxes?

Electricity and Natural Gas: 19% Value Added Tax

Is UTAP available everywhere?

Unfortunately the answer is No. Some smaller Garrisons do not offer UTAP on-site. In such cases the local VAT office will provide information on where the closest UTAP office is located. Generally we are able to provide for tax-free electricity in all of Germany through various companies. Other utilities depend on the willingness of the local supplier to sign a master-contract with the US Forces.



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Is UTAP Mandatory?

For LQA recipients that PCS inside or to Germany beginning with February 2012 UTAP has become mandatory (if available). This change was published with the revision of DODI1400.25 V1250. The appropriate statement of availability/non-availability for your LQA cell will be issued upon request by your UTAP Office. For all other DOD personnel UTAP is optional. In the case of US Soldiers and non- LQA recipients UTAP will lower your out of pocket expenditures.

How does UTAP work?

You come to the VAT/UTAP office and register by providing a copy of your rental agreement (or ownership document), utility meter numbers and readings (photographs are best), copy of orders (orders, SF50, NAF 3434), ID card, and your bank account information. The VAT/UTAP office will then determine which utility companies provide service for your house/apartment and sign you up. By going through UTAP you will not be required to pay a utilities deposit. Once you are signed up, the utility company will automatically deduct the pro-rated monthly payment amount from your bank account. At the end of either the calendar year or the billing year you will have to provide meter readings again. The utility company will calculate your actual usage and compare that against the monthly pro-rated payments you have made. If you paid more than you used you will receive a refund, if you used more than what your payments cover, you will have to pay the balance in full. Adjustments to the monthly pro-rated amounts will generally be made at that time. An average annual electricity bill (without electric heat, without a pool/sauna, no transformers) will range from 800 to 1600 Euros. This will vary of course depending on your personal needs. Your housing office can provide additional information.

What are the Program Charges?

Joining the UTAP program costs \$99. This fee covers your entire tour at one apartment/house and the same utility companies. Should you move to a new apartment/house or want to change your utility providers the fee becomes due again. Keep in mind with the 19% VAT and 11% Energy Tax being waived you will have recovered the \$99 within 2-3 months. During a PCS move you should include the \$99 in the miscellaneous expense category when filing for reimbursement for your moving expenses.

What else can the UTAP office assist with?

We stand ready to answer utility related questions and to explain utility bills or letters sent by utility companies. We also talk with the utility company for/with you in case of questions or problems.

What does the UTAP office not do?

We are not there to pay your bills for you and we also do not provide assistance for LQA reconciliations. If you fail to pay your utility bills or you are late, the VAT office will be required to pay the bill. In such a case, the VAT office will notify your commander, suspend VAT privileges, start collection proceedings and garnish your pay. In addition we will notify the respective LQA cell. Keep in mind that LQA generally includes a certain portion of money earmarked for utilities. Not using this money for paying your utilities may be considered misappropriation. We also do not get involved in landlord/tenant disputes such as when landlords used power coming through your meter that you think you shouldn't have to pay for.



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What do I need to watch out for?

- a) You need to understand that European utility companies work differently than US utility companies.
- b) You need to ensure that your bank account always has enough money in it so the utility companies can take out the monthly amounts.
- c) You also need to make sure that you do NOT sign any utility contracts with any utility company outside of the VAT office. If you do, you will lose the tax-free status. If your landlord or realtor already signed you up for power come to the VAT office as soon as you can, so we can get you switched to tax-free utilities (must happen in first 6 weeks).
- d) Watch out for the annual meter reading request. If you fail to provide a reading they can use an estimated reading. That is something you absolutely do not want because if that estimate happens to be low and this happens 3 years in a row you will be hit with a rather large close-out bill because upon a move-out a true reading will be required.
- e) Make sure you clear with the UTAP Office early when you are getting ready to PCS again so the final bill can be requested.

What is different about European utility companies?

- a) The electricity market in Germany is similar to the long-distance telephone market in the US. There is always a local primary provider but you are able to sign-up for power with other companies as well. Unfortunately the UTAP Offices do not have master contracts with all utility providers, so your choice is limited but we do obtain contracts that have fairly competitive market rates.
- b) Checks are not used to pay utility bills – everything is done by automatic payment withdrawal from your account (to pay) and direct deposit (to get refunds).
- c) Many utility companies try to get you to sign one or multi-year contracts by offering rate guarantees and other marketing gimmicks (no rate hike for 12 months, a 100 Euro cash bonus, etc). If you sign one of these contracts you will be locked-in with that utility company for the length of the contract with taxes. There is nothing we can do to help at that point. We recommend you do not sign any utility documents without talking to the VAT/UTAP office.
- d) Utility companies generally charge a deposit, if you sign-up with them directly. By going through UTAP you will not be required to pay a utilities deposit.
- e) You will have to do meter readings when asked to do so.
- f) German utility companies will NOT send monthly bills. They will look at the average past use of your dwelling estimate your monthly usage. Based on that estimate they calculate an estimated monthly amount to be paid. This monthly amount is deducted automatically from your bank account every month. At the end of a billing year they will ask for the meter reading and calculate your actual usage. If your payments were higher than the total bill for the year, you get a refund. If you used more energy than what you paid for the utility company will withdraw the amount due from your bank account.
- g) Some companies use their own fiscal year for the billing year instead of the actual 12 months of providing service to you. That means it is for example possible that you get a year-end bill even though you have not been with that utility company for a full year yet.
- h) At the end of your tour you must provide the meter reading to the VAT/UTAP office and leave your bank account open with enough money in it so the utility company can do the final billing and withdraw money you might owe or provide for a refund in case you overpaid.



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Meter Readings:

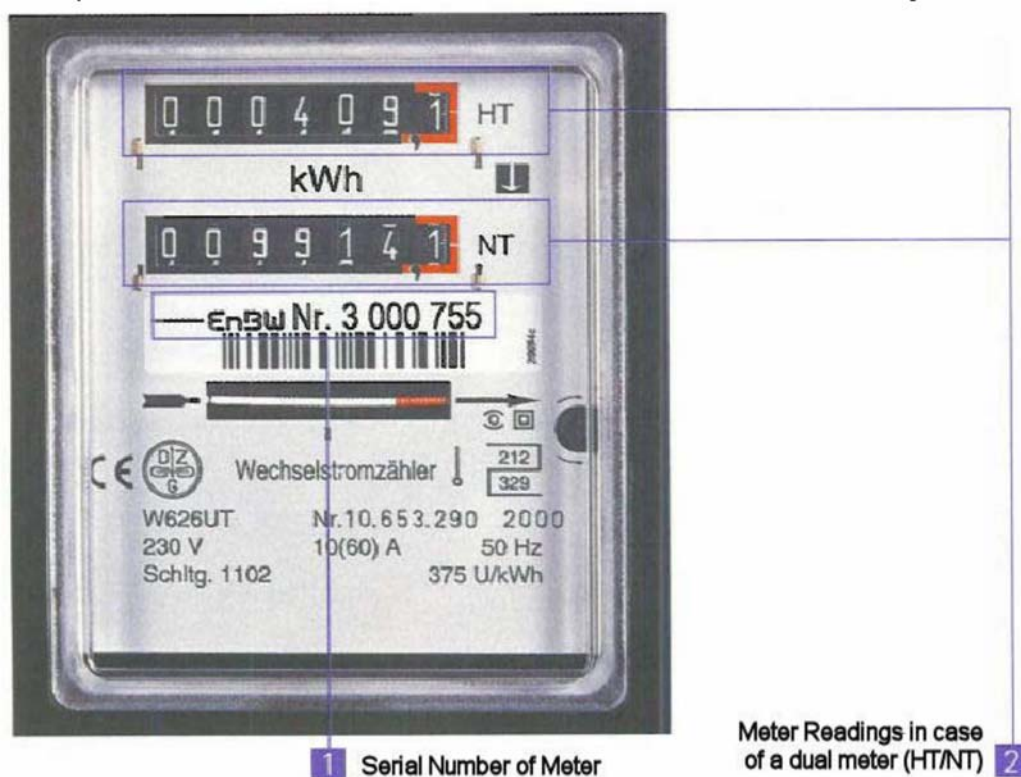
If you are living in economy housing you will have to provide electricity meter readings to your electricity supplier whenever they ask for it. Generally that happens once a year. These readings should be done regardless of whether or not you are a UTAP customer (tax-free) or a regular direct customer (taxed) with the electricity company. It works similarly with gas meters. Check with your housing office to see what is included in the rent and what isn't.

The actual reading can be provided to your electricity supplier via Internet (in some cases), telephone, returning the filled out meter reading post card, or by giving the meter reading to your UTAP office for forwarding.

Each electricity meter has its own unique serial number. Make sure you are reading your meter and not your neighbors', in case you live in a multi-family home. Electricity meters are generally located in the basement or hallways, sometimes inside of grey metal cabinets.

Some meters only have one row of numbers to be read (single meter), other meters have two rows of numbers to be read (dual meter). The difference is that the single meter simply reads the power you consume. The dual meter reads the power consumed during the day (HT) on one line and the power consumed during the night (NT) on the second line. Power at night time is generally cheaper. For a single meter you provide only one read number to the supplier, for a dual meter you provide both readings to the supplier.

Example of dual tariff electric meter: Meter Number: 300755 reading: HT: 409.1/ NT: 9914.1



Utilities Tax Avoidance Program (UTAP)
In Germany for Off-Post Housing



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Example of Gas meter: Meter Number: 28252460 reading 967.4m³



Meter Serial Number

Meter Reading (Decimals in red box)



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Office Use Only		
Apt date: _____	Utility Company _____	Name _____
Move In date: _____	City _____	HID/ PID: _____

IMEU-WSB-MWN

MEMORANDUM FOR Tax-Relief Office USAG Wiesbaden

SUBJECT: Request for Utility-Tax Relief

- 1) I request that the Community Morale, Welfare, and Recreation Fund (CMWRF) *or* USAFE Services Fund enroll me in the Utility-Tax Avoidance Program (UTAP).
 - a) I agree to pay a fee of \$99 to the CMWRF *or* USAFE Services Fund to cover administrative costs for enrolling in the UTAP.
 - b) I understand that the CMWRF *or* USAFE Services Fund will arrange with the servicing utility company to bill me without taxes.
 - c) I understand that the CMWRF *or* USAFE Services Fund is acting as my agent and is not responsible for paying my bills. I further understand that I am responsible for such bills and agree to make timely payments to the utility company in accordance with its invoicing policy and FMWR SOP 13-98.
 - d) I understand that I will be held liable for payment of penalty charges or administrative costs to the utility company caused by late payments. In the event of my indebtedness, I voluntarily consent to collection from my basic pay and entitlements any amount owed to the utility company or the CMWRF *or* USAFE Services Fund for enrolling in this program.
 - e) I certify that I am not currently indebted to any utility company or any other agency providing the services for which I seek tax relief. I also certify the tax-free delivery of services is for my own or my Family's use and that such delivery will not benefit any other individual or business. Tax relief on utilities is subject to inspection by U.S. and German tax and customs officials.
 - f) I understand that it is my responsibility to notify the CMWRF *or* USAFE Services Fund (in other words, the tax-relief office) when vacating my privately rented quarters.
- 2) Data required by the Privacy Act of 1974 (5 USC 5522):
 - a) **Authority:** 10 USC 3012; Supplementary Agreement to the NATO SOFA, Article 67, paragraph 3a (a) (I); and AE Regulation 215-6/USAFE Instruction 34-102.
 - b) **Principal Purposes:** For the fund manager to verify eligibility of the applicant, obtain requested tax relief, and to provide utility company with necessary information about a new customer.
 - c) **Routine Uses:** To provide information needed to process documents for tax relief on utility bills.
 - d) **Mandatory or Voluntary Disclosure and Effect of Not Providing Information:** Disclosure of information is voluntary. Tax relief, however, cannot be provided without the requested information.

Signature: _____ Date: _____



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3. The following personal data is provided in accordance with paragraph 2:

IMEU-WSB-MWN

SUBJECT: Request for Enrollment in the Utility Tax Avoidance Program

1.Sponsor DOD ID #	Sponsor Last Name		Sponsor First Name		MI	
2. Grade	3. DOB					
4. Branch	5. Unit/ Organization					
6.DEROS DATE	7.Work Email					
#8. 1 st SG, Commander/Supervisor Name	1 st SG, Commander/Supervisor 's email		1 st SG, Commander/Supervisor 's unit		1 st SG, Commander/Supervi sor 's phone#	
#9. Spouses DOD ID	Last		First		MI	
10. Mailing Address	a. CMR		b. Box		c. APO Zip	
11. DSN Phone #.	#12. Personal Email					
13. Home Phone #.	14. Cell Phone #.					
Economy Address						
15. Street(Straße)	House Nr.			Appt Nr.		Floor
16. City/ Town (Stadt/ Ort)	Zip code (PLZ)					
17. Effective Date of Move In ; date when meter readings taken						
Name on Lease (Sponsor)						
18. Name Of Landlord						
19. Stateside Address: HOR or Next of Kin	City		State		Zip	

Please read, acknowledge and initial;

_____ Granting auto-debit to utility company is mandatory for UTAP enrollment/participation per AER 215-6

_____ Late bills due to lack of auto-debit, insufficient funds, etc. will result in removal from tax-relief program



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BANK INFORMATION TO ESTABLISH AUTOMATIC BILL PAYMENT

SEPA Mandate (SEPA Payment Authorization Form)

Name & Address of Utility Supplier*

Gläubiger-Identifikationsnummer: _____ (Supplier ID)*

Mandatsreferenz: _____ (Withdrawal Reference Number)*

SEPA-Lastschriftmandat (SEPA Withdrawal Mandate)

Ich ermächtige den oben genannten Versorger, Zahlungen von meinem Konto mittels Lastschrift einzuziehen. Zugleich weise ich mein Kreditinstitut an, die von dem oben genannten Versorger auf mein Konto gezogenen Lastschriften einzulösen.

(I hereby authorize the above utility supplier to withdraw payments from my bank account. At the same time, I am instructing my bank to honor the payment requests from the above named utility supplier.)

Hinweis: Ich kann innerhalb von acht Wochen, beginnend mit dem Belastungsdatum, die Erstattung des belasteten Betrages verlangen. Es gelten dabei die mit meinem Kreditinstitut vereinbarten Bedingungen.

(Note: Within 8 weeks from the debit date, I can request reversal of the transaction. The terms of my bank apply.)

18. First Name & Last Name of account holder

19. German Street Address

20. German Postal Code and City

21. Bank Name

____ _ | ____ _
22. BIC (Bank Identifier Code)

DE ____ | ____ _ | ____ _ | ____ _ | ____ _
23. IBAN (International Banking Account Number)

24. Date City Account Holder Signature



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Meter Readings (Please take photos of your readings if possible)

25. Electricity (Strom Provider)		CUSTOMER NR	
a. Meter (Zähler) Serial Number		Stand/Reading	
b. Meter (Zähler) Serial Number		Stand/Reading	
c. Meter (Zähler) Serial Number		Stand/Reading	
26. Gas Provider		CUSTOMER NR	
a. Meter (Zähler) Serial Number		Stand/Reading	
b. Meter (Zähler) Serial Number		Stand/Reading	
c. Meter (Zähler) Serial Number		Stand/Reading	

28. Members in current household: _____
#

29. Name of previous Tenant: _____
#

QUESTIONS? Contact the Wiesbaden Tax Relief Office, DSN: 548-9107 CIV: 0611-143-548-9107

E-mail: usarmy.wiesbaden.utap@mail.mil or on our website at: <http://wiesbaden.armymwr.com>

I certify that all data entered in the previous pages is correct to my knowledge and that any incorrect data may delay or result in the failure of my UTAP registration with my selected utility company.

Signature: _____ Date Submitted to UTAP office: _____

Date Received by TRO: _____ DATE: _____

DATA REQUIRED BY THE PRIVACY ACT OF 1974 (5 USC 5522)

The following personal data is provided IAW paragraph 2.

Authority 10 USC Section 3012 and the Supplementary Agreement to the NATO SOFA Article 67, paragraph 3a. (a) (1), and USAREUR Reg 215-6/USAFE Reg 176-1 Administration of Value Added Tax (Vat) Relief in the Federal Republic of Germany.

Principal Purposes: For MWR Fund Manager to verify eligibility of applicant and obtain requested tax relief.

Routine Uses: To provide information needed to process document for tax relief on utility bills.

Mandatory or Voluntary Disclosure and Effect of not providing Information: Disclosure of information is voluntary, however, tax relief cannot be provided without requested information.

Additional Notes: (Higher Billing rate, Special Heating/ Electric Systems, Arrangements with Landlord ect...)