

## City of Norco Utility Bill Explained

The information below is provided to assist you in understanding your utility bill. If you have any questions, please contact utility billing at (951) 270-5654.

Account No.: The account number is a 6-digit number, accompanied by a hyphenated 3-digit number that is unique to each account you have with the City of Norco.

Service Address: The location in the City of Norco where service is provided

Service Period: The dates used to calculate your bill for water, sewer, trash and manure services.

Billing Date: The date the customer accounts are processed for the billing of all services

Due Date: The date your bill is due for payment. Bills not paid by the due date are subject to late payment penalty

Meter Readings: The meter number, reading dates, the number of days in the billing cycle, and consumption based on hundred cubic feet (HCF). One unit (HCF) is equivalent to 748 gallons.

Current Charges: This section of your bill provides detail of the current charges you may see in your utility bill as explained below.

Amount Due: The full balance of your utility bill, including the current and delinquent balance

Previous Balance: The utility account balance at the current billing date that remains unpaid

Penalties: Penalty amount assessed on the unpaid delinquent balance

Adjustments: A positive or negative change made by City of Norco staff to an account for services that were either under or over charged. Please call if you have any questions.

Payments: Payments received since the last utility billing date.

Total Past Due Charges: Total amount due if payment is made after the due date. This amount includes late payment penalty.

Total Amount Due on Account: Total amount includes the current charges and the past due charges

### Water and Sewer Charges:

Water Consumption: The **variable** charge component of potable water you used during the billing cycle

Irrigation Consumption: The **variable** charge component of irrigation water you used during the billing cycle.

Fireline Service: Service charge to customers that have a private fire protection system and use the public water system to supply water in case of a fire.

Fixed Monthly Water Charge: This charge is designed to collect a minimum amount of revenue from all water users every month to ensure water availability.

Energy Pass Thru: The additional monthly cost of energy to pump water to those residents living in designated elevated area.

HUAP Water Discount: A discount provided by the Housing Utility Assistance Program to qualified residents to reduce the cost of water services

Sewer: This is a monthly sewer service charge; residential customers pay a monthly **fixed** amount regardless of the number of days in the billing cycle. Commercial customers pay a **fixed** fee for the first 10 units of potable water usage and additional charges apply per unit for all units in excess of 10.

HUAP Sewer: A discount provided by the Housing Utility Assistance Program to qualified residents to reduce the cost of sewer services

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New Account Fee: The cost charged to establish new utility account services.

NSF Charge-1<sup>st</sup> Ck: The fee charged for a check returned by the bank unpaid

NSF Charge-SubCk: The fee charged to a customer that has had more than one NSF check in a one year period.

Turn On: The fee charged to restore water services after service is disconnected for non-payment.

Pulled Meter: The fee charged for pulling a meter after the meter had been locked and tampering with the meter or lock is evident.

Broken Lock Fee: The fee charged to customer for breaking the lock that is placed on a water meter.

Lock Off Fee: The fee charged to place a lock on water meters after the City determines that tampering with the meter is evident.

### Trash:

Trash: The total combined monthly charges of all residential green waste and trash cart services.

Recycle: The monthly charges of all recycle cart services.

Bin Service: The monthly charges of all sizes of commercial trash, comingled trash, compactors and/or extra pick-ups.

Scout Fee: The monthly charge to provide transportation services of commercial bins or manure services from the property to an area accessible to the waste operator to provide waste pick up services.

### Manure:

Manure-Bin Service: The total monthly charges for all manure services.

### EMS:

EMS Fee: The monthly fee charged to those residents who do not opt out on a yearly basis to participate on the City's Voluntary Emergency Medical Subscription Program.

### Donation:

Animal Donation: A voluntary monthly donation for the City's Animal Shelter.

Senior Donation: A voluntary monthly donation to assist the seniors in the City of Norco community to pay their utility bill. This donation supplements the current available funding to qualified residents provided by the Housing Utility Assistance Program.