City of Norco Utility Bill Explained

The City of Norco recently upgraded its utility billing system. As a result, your bill has a "new look" with more information to better serve you. 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.

<u>Account No.</u>: 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.

Due Date: The due date is the date your bill is due for payment.

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

After Due Date Amount: Total amount due if payment is made after the due date. This amount includes late payment penalty.

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

<u>Mailing Address</u>: The address that the utility bill is sent. This could be the same address as the service address.

<u>Service Period</u>: The dates used to calculate a bill for water, sewer, trash and manure services.

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

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

Penalties: Penalty amount assessed on the unpaid delinquent balance

<u>Adjustments</u>: A positive or negative change made by City of Norco staff to an account for services that were either under or over charged.

Payments Received: Payments received since the last utility billing date.

Balance at Billing: The total outstanding utility account balance prior to current billing.

<u>Current Billing</u>: The section of your bill provides detail of the current charges you may see in your utility bill as explained below.

Water and Sewer:

<u>Water Consumption</u>: The monthly cost based on units used of measured water for all size potable water meters.

<u>Irrigation Consumption</u>: The monthly cost based on units used of measured water for all size irrigation meters for commercial and industrial properties.

Meter Fee: The monthly fixed charge based on meter size.

<u>Sewer</u>: The monthly sewer service charge; residential customers pay a monthly fixed charge while non-residential customers pay a fixed charge up to 10 units of water usage and variable charge for usage over 10 units.

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

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

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<u>Tag Fees</u>: The cost of sending notices to those residents whose utility bill has not been paid approximately 35 days from the date of the bill.

NSF Charge: The fee charged for a check returned by the bank unpaid.

<u>Restoration Fee</u>: The fee charged to restore water services after service is disconnected for non-payment <u>Lock Off Fee</u>: The fee charged to place a lock on water meters after City determines that the meter is being tampered with.

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

<u>Pulled Meter</u>: The fee charged for pulling a meter after City determines that a meter has been tampered with after a lock has been placed on the meter.

Trash:

<u>Trash</u>: The monthly cost residential green waste, trash cart, self-haul and/or additional trash cart services. <u>Recycle</u>: The monthly cost of a recycle trash cart and/or additional recycle cart services.

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

<u>Scout Fee</u>: The monthly service fee charged to commercial customers for moving a commercial bin to the curb by Waste Management to facilitate the emptying of a bin.

Manure:

Manure-Bin Service: The cost of monthly manure services for the various size bins.

EMS:

<u>EMS Fee</u>: 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.