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.
Due Date: The date your bill is due for payment. Bills not paid by the due date are subject to late payment penalty
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
Mailing Address: The address where the utility bill is sent. This could be the same address as the service address.
Service Period: The dates used to calculate your bill for water, sewer, trash and manure services.
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.
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 Received: Payments received since the last utility billing date.
Balance at Billing: The total outstanding utility account balance prior to current billing.

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

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.
Meter Fee: This is a monthly ***fixed*** charge based on your meter size. This charge is designed to collect a minimum amount of revenue from all water users every month to ensure water availability.
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.
Energy Pass Thru: 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.

- Continued on back page -

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Tag Fees: The cost of processing and 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.
Restoration Fee: The fee charged to restore water services after service is disconnected for non-payment.
Lock Off Fee: The fee charged to place a lock on water meters after the City determines that tampering with the meter is evident.
Broken Lock Fee: The fee charged to customer for breaking the lock that is placed on a water meter.
Pulled Meter: The fee charged for pulling a meter after the meter had been locked and tampering with the meter or lock 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.

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.