



CITY OF NORCO

UTILITY SERVICES APPLICATION INSTRUCTIONS

2870 Clark Avenue, Norco, CA 92860
Telephone: (951) 270-5654 Fax: (951) 270-5668
Hours: Monday-Thursday 8:00 A.M. to 6:00 P.M.
utilitydesk@ci.norco.ca.us

Welcome to the City of Norco! The attached Application for Residential Utility Services is a request for water, trash, sewer, and/or manure services provided by the City of Norco. Two or more persons, including renters and owners, who apply for service shall be liable for payment of fees and charges that have been incurred and become delinquent per City of Norco Municipal Code (NMC) §14.04.030, Subsection B and C. Applicants requesting utility services are required to complete and sign the city application(s), pay a deposit, and provide requested supporting documentation and information.

PLEASE READ ALL REQUIREMENTS BEFORE COMPLETING THE APPLICATION.

NEW WATER SERVICE:

Application for new service requires a 48-hour advance notification in order to allow sufficient time to obtain a meter reading at the service location. Two types of personal identification are required to open an account. The first utility bill will reflect a service start-up fee.

DEPOSIT:

A minimum deposit of \$200 per residential and \$300 per commercial account is required. The deposit may be waived for new residential customers with documented proof of twelve (12) consecutive on-time payments from their previous water utility. City of Norco residential customers may request a refund of their deposit after eighteen (18) consecutive monthly billing period payments that were made on time without any late penalty fee assessments. Eligible deposit refunds will be credited to the customer's utility account without interest. Deposits for other customer classifications are retained without interest until the account is closed.

ALL NEW APPLICANT REQUIREMENTS (ALL REQUIREMENTS MUST BE MET):

- Valid Identification Card. (Driver's License, State Identification Card, Passport, Military Identification).
- Deposit in accordance with City of Norco's Fee Resolution (Cash, check, money order, debit, or credit card).
- Completed Application for Utility Services.
- Direct Payment Authorization Form. Optional written authorization when applicants prefer to have the utility payment automatically deducted from their checking or savings account.
- Such other information as the City of Norco may reasonably require per NMC §14.04.030.

(Please see additional requirements on the next page)



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OWNER'S REQUIREMENTS (ALL REQUIREMENTS MUST BE MET):

Proof of Ownership (Grant Deed, Final Escrow Statement, current Property Tax Bill, or current Mortgage Statement).

- A copy of Owner-Tenant Utility Services Form (attached) must accompany the Application for Utility Services, if renting your property.

TENANT'S REQUIREMENTS (ALL REQUIREMENTS MUST BE MET):

- A copy of Tenant's Rental/Lease Agreement.
- Owner-Tenant Utility Services Form (attached) must be submitted to City by owner.

PROPERTY MANAGEMENT COMPANY/MANAGING AGENT (ALL REQUIREMENTS MUST BE MET):

Proof of Ownership. If the property is held in a company's name, the Company Representative/Managing Agent must provide a copy of the company's Articles of Incorporation, Fictitious Business Name Statement (DBA), and Federal Tax Identification Number (TIN). A City business license will be required. Application can be found at the City's website www.norco.ca.us or call Business License at (951) 270-5679 or send an email to BizDesk@ci.norco.ca.us.

- Management Agreement/Contract between the company (as indicated on proof of ownership) and company's Representative/Managing Agent.
- Company Representative/Managing Agent's Valid Identification. (Driver's License, State Identification Card, Passport, Military Identification).
- Letter of Authorization on company letterhead indicating that the Representative/Managing Agent may initiate utility services and conduct city business on behalf of the owner/company as listed in the Articles of Incorporation and on the Fictitious Business Name Statement (DBA).

BANK-OWNED PROPERTY (ALL REQUIREMENTS MUST BE MET):

- Proof of Bank's Ownership. (Grant Deed/Deed of Trust).
- Bank's Federal Tax Identification Number (TIN).
- Copy of Property's Listing Contract, Assignment Letter or Letter of Authorization on bank's letterhead allowing bank's representative to initiate utility services.
- Bank Representative's Valid Identification (Driver's License, State Identification Card, Passport, Military Identification).



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APPLICATION FOR RESIDENTIAL UTILITY SERVICES

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Property Information					
Service Requested: Water Sewer Refuse			Service Start Date:		
Service Address:		City:	State:	Zip Code:	
Billing/Mailing Address:		City:	State:	Zip Code:	
Refuse Service					
Trash Service includes a container for Household Trash (Maroon); Recycle (Gray); and Green Waste (Green)					
Do you require manure service? Yes No:					
Manure Service: Container Size = 96 Gallon (Black) Quantity Requested - One Pickup per Week Container Size = 2 Cubic Yard (Green) Quantity Requested Requested # of Pickups per Week					
Applicant Information					
Are You? Owner Tenant Agent					
Last Name:		First Name:		MI:	
Driver's License Number:		Driver's License Issuing State:		Date of Birth:	
Social Security Number (SSN):			Cell Telephone Number:		
Home Telephone Number:			Work Telephone Number:		
Email Address:			Fax Number:		
Spouse's Last Name:		First Name:		MI:	
Driver's License Number:		Driver's License Issuing State:		Date of Birth:	
Social Security Number (SSN):			Cell Telephone Number:		
Previous Utility Address:		City:	State:	Zip Code:	Length in Years:
Legal Owner Information					
Owner's Name:			Federal Tax Identification Number (TIN):		
Contact Name:			Contact Telephone Number:		
Certification					
<i>I hereby apply to the City of Norco for water, sewer, trash and/or manure service in accordance with all ordinances, regulations and rate schedules now or hereafter in effect. I agree to be individually liable for all charges accruing for this service without notice or demand and may be subject to additional charges, including collection fees. I hereby waive any claim against the City arising out of interruption of service for any reason, with or without notice. In consideration, water, sewer, and refuse service will be provided until notice is given to discontinue such service.</i>					
Applicant's Signature:			Date:		
For Office Use Only					
Account Number:	Service Start Date:	Deposit Received Date:	Scanned NW J:Drive	Processed By:	



CITY OF NORCO OWNER-TENANT UTILITY SERVICES FORM

2870 Clark Avenue, Norco, CA 92860
 Telephone: (951) 270-5654 Fax: (951) 270-5668
 Hours: Monday-Thursday 8:00 A.M. to 6:00 P.M.
 utilitydesk@ci.norco.ca.us

Owner-Tenant Information: Please authorize the tenant(s) to establish water, sewer, and refuse services in the tenants' name(s) at the property listed below. Per the City of Norco Municipal Code (NMC) §14.04.030, Subsection C, Application for Service, Owner/Renter Liability, in the event any fees and other charges due from any occupant should become due and payable and fall delinquent, the owner(s) of the premises shall be liable for the payment which have fallen delinquent.

Owner Requirements:

Please complete Owner-Tenant Utility Services Form and return by any of the following methods:

Mail
 City of Norco
 Fiscal & Support Services
 2870 Clark Avenue
 Norco, CA 92880

E-mail
 utilitydesk@ci.norco.ca.us

Fax
 (951) 270-5668

Tenant-Owner Information/Authorization			
Tenant's Last Name:	First Name:	M.I.:	
Service Address:	City:	State:	Zip Code:
Tenant's Telephone Contact Number:			
As Owner Agent for the property, located at the above service address, I hereby authorize the above-named individual(s) to establish water, sewer, and refuse services in their name(s). It is understood and agreed that a deposit in the amount specified in the adopted fee resolution will be required in accordance with the City of Norco Ordinances and Resolutions and that I will be responsible for any unpaid bills not covered by the deposit.			
Owner's Last Name:	Owner's First Name:	M.I.:	
Owner's Mailing Address:	City:	State:	Zip Code:
Owner's Contact Telephone Number:			
Owner's Federal Tax Identification (TIN) or		Social Security Number (SSN):	
Owner's Signature:			
For Office Use Only:			
Account Number:	Owner Updated in NW:	Scanned: NW J-Drive	Processed By: