



CITY OF NORCO FIRE DEPARTMENT VOLUNTARY EMERGENCY MEDICAL SERVICES (VEMS) SUBSCRIPTION PROGRAM

The City of Norco Fire Department provides emergency medical services to all residents, businesses and visitors, operating with modern equipment and trained professional personnel. To fund emergency medical services, the City Fire Department charges an Emergency Medical Services (EMS) response fee of \$350 per incident. However, residents and businesses can avoid these fees by continuing to participate in the Voluntary Emergency Medical Services (VEMS) Subscription Program through the monthly water bill. The VEMS charge on the water bill continues to be \$4 per month.

Residents and businesses that participate in the VEMS Subscription Program will not be charged or billed the EMS response fee of \$350 should emergency medical services be needed. Low-income residents, as defined by U.S. Department of Housing and Urban Development (HUD) guidelines, are exempt from the EMS response fee of \$350 and do not need to subscribe to the VEMS Program.

In summary:

- **Residents and businesses participating in the Voluntary Emergency Medical Services (VEMS) Subscription Program by paying \$4 each month on the water/utility bill will NOT be charged for emergency medical services provided by the City of Norco Fire Department. (To continue your subscription to the VEMS Program, *no action is required.*) *THE VEMS PROGRAM DOES NOT COVER AMBULANCE FEES.***
- **Residents and businesses that decline to participate in the VEMS Subscription Program will be charged a fee of \$350 for each incident of emergency medical services provided by the City of Norco Fire Department. (To opt out of the VEMS Program, the “Decline to Participate” form below must be submitted to City Hall.)**
- **Low-income residents as defined by HUD guidelines, are exempt from the EMS response fee of \$350, and may opt out of the VEMS fee by submitting the decline form below.**

The VEMS Subscription Program is open to residents of the City of Norco, and to businesses located in the City of Norco. A subscription to the VEMS Program covers **all** residents of a subscriber’s household, and also covers visitors of the subscribing household, regardless of the location where the City of Norco Fire Department provides the services. Likewise, a business subscription covers the employees and customers of the business for emergency medical services provided by the City of Norco Fire Department.

Residents or business operators who do not wish to participate in the VEMS Subscription Program can voluntarily decline to participate at any time by signing the “Decline to Participate” form below. Any customer who does not wish to participate may also obtain a “Decline to Participate” form by contacting the Utility Billing Office in City Hall, (951) 270-5654, 2870 Clark Avenue, Norco, CA 92860.

VEMS SUBSCRIPTION PROGRAM DECLINE TO PARTICIPATE FORM



I hereby decline to participate in the City of Norco Fire Department Voluntary Emergency Medical Services (VEMS) Subscription Program. By declining to pay the \$4 per month subscription fee, I understand that I will be charged an Emergency Medical Services fee of \$350 in the event that emergency medical services are provided to me.

Account # _____

Phone # _____

Date _____

Print Name _____

Address _____

Signature _____

Valid 9-1-21 to 8-31-22