



**HOUSING AUTHORITIES OF THE  
CITY OF WASHBURN & COUNTY OF BAYFIELD**



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*This institution is an equal opportunity provider.*

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**Norvado Bulk Rate Television Options**  
(Rev. 2/11/2026)

City of Washburn and County of Bayfield Housing Authority tenants have the option to subscribe to Norvado streaming television at a bulk rate.

Prices for the various packages and Cloud DVR are as follows:

- Basic - \$6/month
- Basic Expanded - \$34/month
- Expanded Plus - \$37/month
- Cloud DVR - \$3/month (This allows you to record shows to watch again or at a time convenient for you.)

Channel lineups are attached. If you want to watch shows on a television set, you will need to purchase your own Firestick (4k or newer), Roku stick, or an Apple TV box. If you want to watch your shows on a computer, iPad, phone, etc. you do not need anything further for those devices.

If you wish to subscribe to one of the packages or upgrade the one you are currently on, please contact the office at 715-373-2653, ext. 113.

The monthly fee will be added to your monthly rent statement.

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Mail: U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410

Fax: (202) 690-7442; or  
Email: [program\\_intake@usda.gov](mailto:program_intake@usda.gov)

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# Norvado Internet Streaming Television Frequently Asked Questions

Updated 2/11/2026

## 1. What is streaming TV?

Streaming TV is the delivery of **traditional broadcast or cable television** through an internet connection. Streaming requires internet access. It does not require a cable box or antenna.

## 2. How do I sign up for the service?

Contact the Housing Authority.

## 3. How will I be billed and who do I pay?

The fee will be added to your monthly rent statement. You will pay the fee each month with your rent.

## 4. How complicated is this?

If you are comfortable working with internet connected devices, you may find this fairly easy.

If you read through this and find it baffling – get help! Ask a trusted friend or relative to help you. Or, the Northwest Wisconsin Workforce Investment Board Digital Navigator, Eric, is more than willing to help you! He can be contacted at 715-204-7501 or [efaber@nwwib.com](mailto:efaber@nwwib.com).

## 5. What hardware do I need to have?

If you want to watch shows on a television set, you will need to purchase your own Firestick (4k or newer), Roku stick, or an Apple TV box.

Norvado does not recommend downloading the application to a television itself as it takes up memory and the application can run a little bit slower.

If you want to watch your shows on a computer, iPad, phone, etc. you do not need anything further for those devices.

You can stream shows on up to 8 devices at one time.

## 6. Do I need to enter a credit card or debit card number when setting this up?

NO! We highly recommend that you do not do this!!

## **7. How do I access the service?**

Contact the Housing Authority to let us know you would like to use the service. When available, you will be given a login and passphrase.

### **If streaming on devices such as an iPad, desktop computer, smart phone, etc.:**

- a. Download Norvado TV.
  1. Once open it will ask for the Login & Passphrase, which will have been given to you by the Housing Authority.

### **If streaming on a television:**

- a. Choose your streaming device. (Firestick 4k or newer, Roku stick, or an Apple TV box.)
- b. Create an account with the device platform or use an existing device platform account. DO NOT enter a credit or debit card number!
- c. Connect your streaming device to your TV:
  1. Plug your device into a power source.
  2. Plug your device into an HDMI source on the back of your TV.
  3. Enter your account information for device platform (i.e email & password).
- d. Download Norvado TV.
  1. Once open it will ask for the Login & Passphrase, which will have been given to you by the Housing Authority.

## **8. What if I want to add a new device after the initial first two weeks of logging in?**

You will need to receive a new access code which will be good for 2 weeks. You can do this one of two ways:

- a. Generate yourself from a device that you currently have set-up.

**OR**
- b. Contact the Northwest Wisconsin Workforce Investment Board Digital Navigator, Eric Faber.

**9. What if I have technical difficulties?**

Contact Norvado or the Northwest Wisconsin Workforce Investment Board Digital Navigator, Eric Faber. Housing Authority staff will not be able to provide technical assistance.

**10. What if I want to keep my current service through Norvado?**

You do not need to do anything.

**11. What if I want to keep my current service through another service provider?**

You do not need to do anything.

**12. What if I currently have Norvado but would like to switch to the bulk-rate package offered through Housing?**

Contact Norvado to cancel your current service. Contact Housing to sign-up for the bulk-rate package.

**Norvado TV  
As of 12/9/2025**

**Basic - \$6/month  
Cloud DVR - Extra \$3/month**

<b>No.</b>	<b>Channel Name</b>	<b>No.</b>	<b>Channel Name</b>
1	On Demand Previews	134	MeTV Duluth (WDIO)
2	Fox Eau Claire (WEAUX)	135	Create PBS Duluth (WDSE)
3	CBS Duluth (KBJR)	136	MN Channel PBS Duluth (WDSE)
6	NBC Duluth (KBJR)	137	ei PBS Duluth (WDSE)
9	CW Duluth (KDLH)	138	Antenna TV (KQDS)
10	ABC Duluth (WDIO)	140	Tri-State Christian Television (KCWV)
11	Fox Duluth (KQDS)	141	Quest (KDLH 6)
14	CBS La Crosse (WKBT)	142	True Crime (KDLH 2)
18	ABC Eau Claire (WQOW)	143	LAFF (KDLH 3)
19	WIS Channel PBS Madison (WHA)	144	Court TV (KDLH 4)
20	PBS St. Paul (KTCA)	145	Ion Mystery (KDLH 5)
21	PBS Duluth (WDSE)	147	PBS Kids (WDSE)
59	Jewelry TV	149	Start
69	QVC	158	GetTV
73	Defy	159	Outlaw
82	C-SPAN	179	The 365
97	Scripps	180	Bounce
120	Grit	997	Norvado Blackout Info
122	HSN (Home Shopping Network)	998	Speed Boost Channel
126	Shop LC	999	Remote Control Help Channel
131	MY9 Duluth (KBJR)		

**Basic Expanded - \$34/month****Includes all Basic channels****Cloud DVR - Extra \$3/month**

<b>No.</b>	<b>Channel Name</b>	<b>No.</b>	<b>Channel Name</b>
23	ESPN	61	YouToo America (Central)
24	ESPN 2	63	WE (Women's Entertainment)
25	ESPNEWS	64	Syfy
27	BTN (Big Ten Network)	65	TBN (Trinity Broadcasting Network)
28	Bally Sports Wisconsin	67	Travel Channel
29	Lifetime	68	TV Land
30	TBS (Turner Broadcasting Station)	74	Disney Junior
31	Paramount Network	75	CMT (Country Music Television)
32	TNT (Turner Network TV)	76	MTV (Music Television)
33	USA Network	77	VH1
34	NewsNation	79	CNBC World
35	Nickelodeon	80	CNN (Cable News Network)
36	Disney Channel	81	CNBC
37	Disney XD	83	C-SPAN2
38	Nick Junior	84	Fox News Channel
39	Bravo	85	HLN (Headline News)
40	A&E Network	86	Weather Channel
41	AMC (American Movie Classics)	87	MSNBC
42	Animal Planet	91	National Geographic Channel
43	Bloomberg Business Television	98	Fox Sports 1
44	Cartoon Network	101	FXX
45	Comedy Central	102	OWN (Oprah Winfrey Network)
46	truTV	105	ID (Investigation Discovery)
47	Discovery Channel	115	Lifetime Movie Network
48	E! Entertainment Television	116	Lifetime Real Women
49	Fox Business Network	163	C-SPAN3
51	Discovery Life Channel	168	Bally Sports Wisconsin (Alt.)
52	FX	171	BTN (Big Ten Network) Alt. 1
53	Freeform	172	BTN (Big Ten Network) Alt. 2
54	GSN (Game Show Network)	178	Reelz
56	History	397	HD Net Movies
57	HGTV (Home & Garden Television)	399	MotorTrend
58	TLC (The Learning Channel)		

**Expanded Plus - \$37/month  
Includes all Basic Expanded channels**

**Cloud DVR - Extra \$3/month**

<b>No.</b>	<b>Channel Name</b>	<b>No.</b>	<b>Channel Name</b>
22	ESPN U	113	Boomerang
50	Nick Music	114	FX Movie Channel
55	Great American Family	117	National Geographic Wild
60	Nicktoons Network	118	RFD TV
62	Hallmark Channel	119	INSP
66	Turner Classic Movies	121	VICE
70	Magnolia Network	123	Teen Nick
71	Oxygen	124	Ovation TV
72	Food Network	125	American Heroes Channel
78	CMT Music	127	Military History Channel
88	BBC America	128	Crime & Investigation Network
89	BBC News	129	Cooking Channel
90	CNN International	160	ARTS
92	SCI (Science Channel)	161	The Cowboy Channel
93	Fox Sports 2	162	Hallmark Mystery
94	NFL Network	164	BET Jams
95	Golf Channel	165	MTV Tr3s
96	Outdoor Channel	166	MTVU
99	Sportsman Channel	167	BET Soul
103	Destination America	169	SEC Network
104	Discovery Family Channel	173	Sundance
106	FYI	174	IFC (Independent Film Channel)
107	3ABN	175	Nick 2
108	EWTN (Eternal Word TV Network)	176	Hallmark Family
109	BET	177	ACC Network
110	UP (Uplifting Entertainment)	397	HD Net Movies
111	MTV Classic	398	Anthem
112	MTV2 Music Television		

**Music Channels**  
**Included in the Basic Expanded and Expanded Plus Packages**

<b>No.</b>	<b>Channel Name</b>	<b>No.</b>	<b>Channel Name</b>
903	MC: Today's Hits	928	MC: 90's
904	MC: Trending Hits	929	MC: 80's
905	MC: Feel-Good Favorites	930	MC: 70's
906	MC: Pop Energy	931	MC: 60's Generation
907	MC: Hip-Hop and R&B	932	MC: Solid Gold Oldies
908	MC: Dance	933	MC: Pop & Country
909	MC: Hip-Hop Classics	934	MC: Today's Country
910	MC: Throwback Jams	935	MC: Country Favorites
911	MC: R&B Classics	936	MC: Classic Country
912	MC: Today's R&B	937	MC: Country Rock
913	MC: Gospel	938	MC: Sleep Noise
914	MC: Contemporary Christian	939	MC: Relaxing Vibes
915	MC: Rock	940	MC: Calming Classical
916	MC: Yacht Rock	941	MC: Joyful Instrumentals
917	MC: Adult Alternative	942	MC: Pop Instrumentals
918	MC: '60s & '70s Mellow Hits	943	MC: Light Classical
919	MC: Alt & Rock Favorites	944	MC: Classical Masterpieces
920	MC: Classic Rock	945	MC: Soundscapes
921	MC: Soft Rock	946	MC: Smooth Jazz
922	MC: Happy Hits	947	MC: Jazz
923	MC: Pop Hits	948	MC: Blues
924	MC: Today's Latin Hits	949	MC: Singers & Swing
925	MC: Tropicales	950	MC: Easy Listening
926	MC: Romantic Latin Pop	951	MC: Classic Christmas
927	MC: '70s & '80s Favorites	952	MC: Sounds of the Seasons

# Norvado TV Subscription Request

Date: \_\_\_\_\_

Name: \_\_\_\_\_ Bldg: \_\_\_\_\_ Apt #: \_\_\_\_\_

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**If already using Norvado TV through Housing and are requesting an expanded package and/or DVR:**

- Basic Expanded - \$34
- Expanded Plus - \$37
- Cloud DVR - \$3

When would you like the expanded and/or DVR to start? \_\_\_\_\_

(Price will be prorated from the date your login information is sent to you.)

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**If subscribing for the first time:**

- Basic - \$6
- Basic Expanded - \$34
- Expanded Plus - \$37
- Cloud DVR - \$3

Do you have the necessary equipment? (Firestick/Roku/Apple TV Box)  Yes  No

Do you need to schedule a time with the Digital Navigator to help you set-up?  Yes  No

If you already have the equipment and do not need to schedule an appointment for set-up, when would you like your service to start? \_\_\_\_\_

If you still need to get the equipment and/or need to schedule an appointment for help with set-up, do that then let Housing know when you would like your service to start. \_\_\_\_\_

Housing will request login information from Norvado, and we will get that to you as soon as available.

If subscribing after the 1<sup>st</sup> of the month, anything beyond the basic package will be prorated.

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For Office Use Only:

Rqst login/upgrade from Norvado: \_\_\_\_\_ Rcvd login/upgrade from Norvado: \_\_\_\_\_

Notify:  Eric  Barbara  Molly

Login info to tenant:  Email  Text  Phone  Memo Date: \_\_\_\_\_

Requested upgrade from Norvado: \_\_\_\_\_