



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



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This institution is an equal opportunity provider.

Norvado Bulk Rate Television Options
(Rev. 9/11/2026)

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 any other hardware for those devices.

If you wish to subscribe to one of the packages or upgrade the one you are currently on, please fill out the attached request form and return it to the Housing Authority office.

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

In accordance with the Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English. To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at http://www.ascr.usda.gov/complaint_filing_cust.html and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

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

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Bulk Rate Norvado Internet Streaming Television Frequently Asked Questions

Updated 9/11/2026

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 (NWWIB), Eric, is more than willing to help you! He can be contacted at 715-204-7501 or 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 any other hardware.

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 three ways:

- a. Generate yourself from a device that you currently have set-up.
OR
- b. Contact the NWWIB Digital Navigator, Eric Faber.
OR
- c. Contact the Housing Authority office.

9. What if I have technical difficulties?

Contact Norvado or the NWWIB 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 Subscription Request

Date: _____ Name: _____

Phone #: _____ Bldg: _____ Apt #: _____

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.)

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 1st of the month, anything beyond the basic package will be prorated.

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: _____