



US WELCOME TEAM

*Moving
to
Norway*

EVERYTHING YOU AND YOUR
FAMILY NEED TO KNOW
ABOUT MOVING
TO STAVANGER

Joint || al| are Center Stavanger 2017

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* This publication is not all-encompassing. For additional resources, please visit specific agencies

Moving to Norway

US Welcome Team (USWT) is a volunteer group that aids and supports American military newcomers with their transition to Norway. You can email us regarding questions you may have at uswelcometeam@gmail.com.

The USWT created this guide by gathering information from the NATO community. Our intent is to focus on information that is not found elsewhere in the 426th Air Base Squadron (426 ABS) Newcomers website and handbook. If this document does not have the information you are looking for, you will find it listed in the links below. It is strongly encouraged for you to read the information in its entirety listed on the 426 ABS Welcome page.

ADDITIONAL INFORMATON ONLINE & FACEBOOK

- [426 Air Base Stavanger Welcome](#)
- [JWC NATO](#)

You can also join the private Facebook groups (listed below) and ask the group questions you may have. The group pages will give you an idea on what local activities are available in the JWC community.

- JWC Community Bulletin Board
- Northern Lights Community Group
- 426 ABS
- Been There Done That
- JWC Ladies Club
- Stavanger Expats
- Stavanger Classifieds
- Travelling Spouses

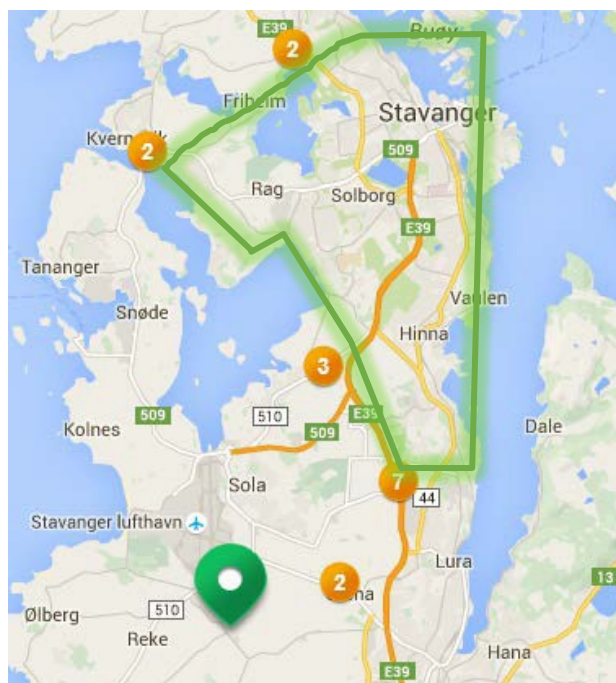
HOUSING & TOLL ROADS

The best website for finding a house is [FINN.no](#). Go to the site and right click for translating to English> select Stavanger>all areas Stavanger>then on the left hand column narrow your search by selecting price range, size, etc.

Also review the information that is posted on the [426th Air Base Newcomers](#) as well as the 426

ABS Stavanger Norway Handbook. All the important finance and leasing information is located here.

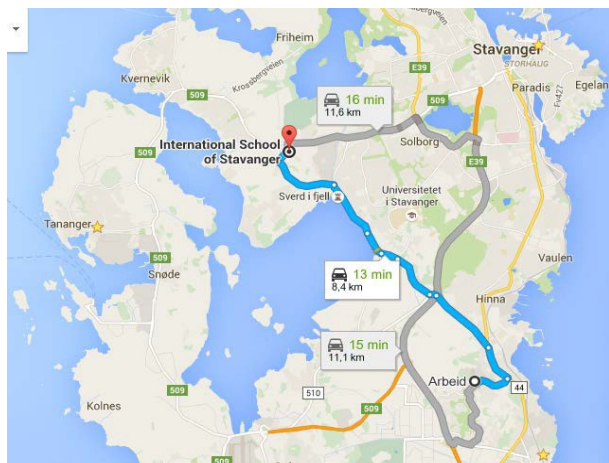
It's recommended when you find a house you like, to check if there are toll fees to or from work or school (International School of Stavanger [ISS], British International School of Stavanger [BISS] The Childrens House, or Barnehave of your choice). The toll fees can be quite expensive (20NOK per toll which is around 2.50USD) To ensure the house you pick doesn't have a toll fee, go to Google Maps and mark the Joint Warfare Center as a starting point and then add directions to your selected house. It will tell you if there is a toll. Then you need to reverse the directions that you searched to see if there is a toll fee going in the opposite direction. The tolls paid are for going in one direction, not for both leaving and returning. Also run the toll check to the school from home. The toll charge is when you come into the Stavanger City area from South to North and West to East (North FRWY 39 before the Forus Exit is where one toll station is). You can't go around it on side roads because they have toll stations on the side roads too. The toll booths are called bompenger or bomstasjonene. Go online to the site listed below and there is a map with all the bompenger in the area. When you zoom into the map, you will see more bompenger than what is shown in this image.



The map to the left shows where the toll stations are located and numbered in orange and also the green spot. To avoid daily toll charges going to work or school, you will need to find a home that is **East** of these stations and also **North** of the number 7 station. This will put you in the Inner Ring of all the toll stations that is outlined in green on the map. Further information on tolls (bompenger), payment set up and how to receive your transponder for the car is in the NATO handbook and online:

<http://www.bompenger.no/> (you will have to do Google or Bing Translate) and on the 426th Newcomers Site:

<http://www.426stavanger.com/#!news-and-events/c16s4>



It is also important to keep in mind that there is heavy traffic going into Stavanger and to the Joint Warfare Center from all directions and returning home. The traffic may take you twice as long but it adds only 15 to 20 minutes longer to your drive. The best location to live if you want to avoid the traffic is living as near to the JWC as possible which is about 15 minutes from ISS. Living near the ISS in the Madla area or the BISS is also a great location with no tolls going to and from the JWC.

ADDITIONAL INFO FOR HOUSE HUNTING: Before looking for a home, make sure that you read the 426 ABS Norway Stavanger Handbook. It will have important information about realtors, utilities, contracts and more. Something to consider when finding that perfect home is having an external water faucet nearby so you can wash your car. Going to the car wash is very expensive in Norway and washing your own car can save you a lot of money.

Some homes will include Cable or Satellite TV and Internet service. Trash and water is almost always paid by the landlord.

CELL PHONES AND SERVICES

BRING UNLOCKED CELL PHONES TO NORWAY!

If your family is already using an American based cell service (AT&T, Verizon, etc.) just tell them that you are moving and that you would like your phone(s) to be unlocked. A new cell phones can cost an average of \$1,000 or more here in Norway. You have to pay full price for phones but you can choose to make payments on the phones monthly. Europe uses the cellular service type GSM and so does the States with AT&T & T Mobile. Verizon uses CDMA, not GSM so Verizon cell phones will not work here in Europe unless you have a World Phone which works with both systems. You can ask your cellular service about your phone or just look it up online. To save money, bring UNLOCKED phones with you that are GSM type. Here is some additional info:

http://www.atgsm.com/help_answer.asp?ID=11

GSM Compatibility in Europe and Asia:

Most of all service providers in Europe and Asia provide GSM network. All GSM unlocked phones on our website support GSM 900/1800 for Europe and Asia. For 3G or HSDPA internet speed, please make sure the phone supports 3G or HSDPA 900/2100 network.

Compatible: T-Mobile, AT&T, Vodafone, Orange, O2 and China Mobile.

Mobile Phone Service

Telenor is one of the largest cellular/mobile services here in Norway. We were told by the locals that this company has the best reception coverage. You can also take a look at *Telia* which is slightly cheaper and not a bad service. They also have a pay as you go. The mobile phone companies don't have the kind of sign up contracts like they do in the States. Meaning, they don't give you a new phone with a 2-year contract. They charge you the monthly fee of service and then allow you to make monthly payments on the phone for two years or can use your own phone. You can sign up for the Abonnement (Abandonment) Plan Mobil M+ with Telenor. This allows you to cancel your plan at any time. Telenor now offers the ability of using your cell phone in all EU countries for a little more money. It is worth getting so you can use your same data plan, texting and phoning while vacationing.

You can purchase the Pay as You Go cards in the local store at the JWC in the Cellar. They offer Telenor phone cards which will be slightly less than going with a plan but you will have to reload your phone by going to purchase another card.

IMPORTANT: You have to have a D number (see 426th Newcomers website for D number info) in order to sign up for a cell phone plan. If you don't have a D number when you arrive then you can sign up for your cell phone service by buying a Pay-As-You-Go SIM card at the Cellar store at the JWC. If the store clerk can't help you get signed up, you can contact the Host Relations Office at the JWC and they will assist you. After you receive your D number you can change your Telenor phone plan after using it for one month to a monthly plan. You need a telephone for receiving calls from the relator when looking for a house to rent. Below is contact info for mobile service companies.

Contact Info

Telenor: <https://www.telenor.no/privat/>

Telia: <https://www.telia.no>

International Calls

Maybe you have been overseas before and have Vonage already which is a great service for international calls. You can also use Skype for all your stateside calls. It costs \$5/month to have a U.S. telephone number with Skype (which you can pick any area code you want) so your family and friends can call you for free (in that area code) and you can call them as well. You will be able to receive your calls on your computers, tablets and cell phones. Vonage also has a similar service receiving calls on your computers, tablets and cell phones so check both service options for what works best for you. If you decide to go with the Skype US telephone number, you may want to purchase two or more telephone numbers, one for each person. Having one number and multiple cell phones causes confusion with multiple cell phones that ring at the same time.

VEHICLES

Although it may arrive earlier than the contracted date, the contractor has up to 75 days to get your vehicle here. It is best to rent a car in the States than renting a car in Norway due to the expense. You can use bus transportation here in Norway. Bus passes are easy to obtain and can be bought through your smart phone. Routes are readily available from downtown but may be a little more complicated depending on where you find housing. For further information on cost of monthly bus passes and routes, go to [Kolumbus Tickets](#). They also have summer special rates so make sure you ask for that when purchasing your bus passes.

When transporting your car (POV), it is very important to make sure that they **don't take off your license plate**. If the DMV wants the license plate, then mail it back to them after your car arrives. If you don't have the license plate on the vehicle when it arrives, you will have to pay for a temporary tag which costs around 300 NOK (around \$35USD)/day in order to drive until you can get your car inspected and licensed. It can take you 1 to 4 weeks to get an appointment for your car inspection so this fee could become rather costly. When your car arrives with your state license plate, they will allow you to drive with a foreign plate for 30 days only. Your 1st POV will be delivered to you at the JWC. If you are bringing a 2nd POV (not paid for by military), it will arrive in a different location and you will have to pick it up in Drammen, Norway (7 hrs. away) at your expense. You can make a fantastic trip to Drammen by plane or train. The train is a beautiful scenic ride that stops right in the town of Drammen. You can walk to the port to pick up your car which is about 30-minute walk from the train station or take a taxi. Because the train trip takes all day, you may want to get a hotel in Drammen near the train station and then walk or take a taxi to the port to pick up of your vehicle the following morning. Oslo is around 40 minutes north of Drammen and it is a great place to visit.

TELEVISION & INTERNET

The cable company is Lyse (pronounced "Lisa") for television and Internet services. There are also satellite companies to choose from. The 426 ABS website has more information and many cable TV and satellite companies listed. The Apple TV and Amazon Fire TV system works for American programs if you pay for a Virtual Private Network (VPN) service but recently, Netflix has blocked most VPN IP addresses so Netflix shows/movies may not work on computers, tablets or American TV systems. but you can still receive Hulu, Amazon, HBO and others. This may change as time goes on since Netflix has figured out how to detect VPN IP addresses. The best way to find a working VPN company is by Googling, "Top VPN services that work with Netflix Access". VPN online service cost about \$4.99/month. There are free VPN services but they only allow you to download a small amount of data per day. If you don't change your IP address, then you will only be able to receive Norwegian Netflix which is very limited on TV shows and movies compared to the U.S. Netflix. Some people have AFN satellites here. There may or may not be satellites available when you arrive and you will have to hook it up yourself.

Lyse may be the Internet company in your area or you may have to go with another company like Telenor. You will need to call Lyse first to see if they provide service in your area.

Contact info

Lyse Tele: 51 90 80 90 or 51 90 80 00

Lyse Address: Breiflåtveien 18, 4017 Stavanger

Website: Lyse.no

Telenor Internett: <https://www.telenor.no/privat/internett/>

CHILDREN

While Norway is a great place to live, we are a small population not supported by the usual services available at other locations in Europe. For example, we don't have any child or youth services support – limited daycare and after school programs, or hourly care. A single parent with minor children or an EFMP dependent should contact their sponsor to be well informed and prepare for this assignment.

TV LICENSING FEE

There is a broadcasting license fee that is due twice a year if you are using a TV receiver. For more information, go to the link listed below.

<http://www.nrk.no/lisens/broadcasting-licence-fee-1.11599991>

ELECTRICITY

You have to contact Lyse prior to moving in your home and give them your address of your new home and they will set up your account. The day you move in you will need to get the meter reading from the electric meter and report the number reading to the company. Every month you will have to report your electric meter reading by phone, text or online. **Cost:** In the summer, your electric bill will be very low but higher during the winter. Some older houses that are not well insulated will use a lot of electricity during the winter as well as some homes may have heated floors which will increase your bill. When selecting a home, you may want to consider renting one that is well insulated and has wood burning stove(s) instead of a fireplace. Wood burning stoves can heat the home faster and more efficiently. It is common that some homes do not have heating in the bedrooms and frequently there is no heating upstairs.

Contact Info

Lyse Tele: 51 90 80 90 or 51 90 80 00

Lyse Website: Lyse.no

WATER & TRASH

It's likely that you will not have to pay for water or trash disposal. It is normally paid for by your landlord.

Recycling bins are used here in Norway and there is a weekly trash pick-up schedule that is listed below:

Trash Pick-Up (Tømmedag)

- **Stavanger Kommune Waste Handling:**

Tele: 5150-7000 (press 1)

Websites: [Waste Handling in Stavanger Website Info](#)

Trash Pick-Up Schedule: <http://tommedag.stavanger.kommune.no/Oppslag.aspx>

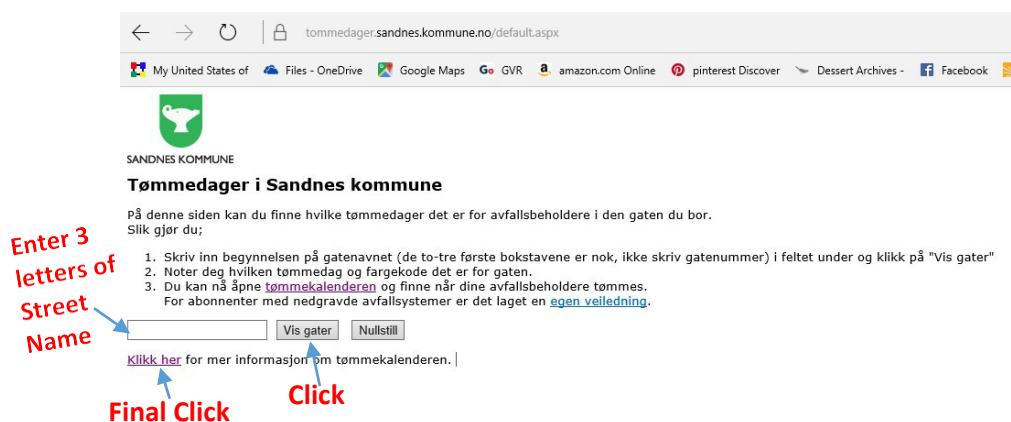
You can also download an app on your Smart Phone called: Stavanger Tømmekalender which will identify which bin will be picked up that week. It will also send you a reminder the night before pick up. This sight only works for the Stavanger Kommune only and you will need to translate the info.

- **Sandnes**

Tele: 5197-6000

Trash Pick-Up Schedule: <https://tommedager.sandnes.kommune.no/default.aspx>

Directions: Just add your street name with no house number and click on “vis gater”. Make note of the color name given in Norwegian on the chart under the column “Fargekode”so you can look up your neighborhood trash day on the calendar and print off. Then click below “Klikk her”. See website example below.

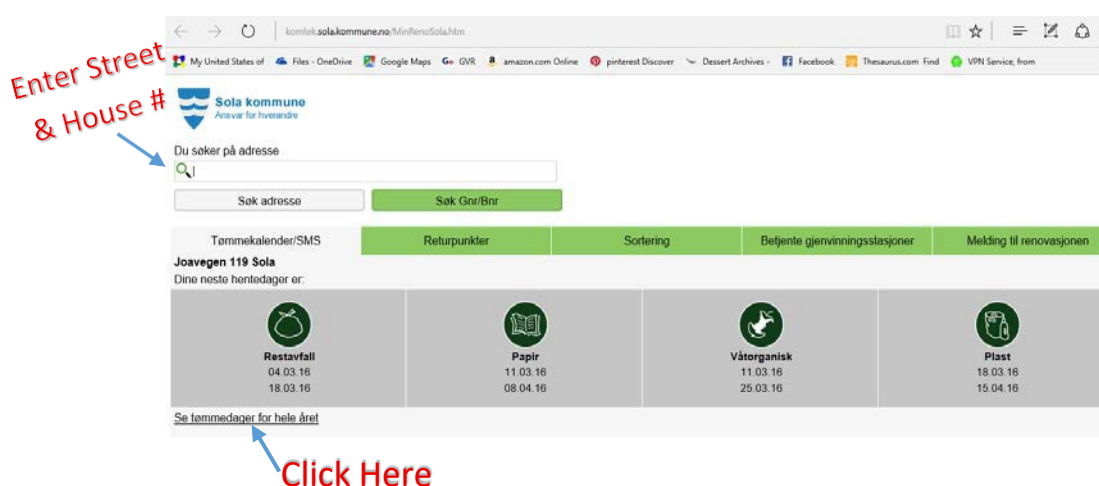


- **Sola**

Tele: 5165-3300

Phone App for Trash Pick Up Days: Min Renovasjon (after downloading, open and press Red Circle with Plus sign and tap on Sola)

Website for Trash Pick Up Day: <http://komtek.sola.kommune.no/MinRenoSola.htm>



Directions: Enter address into box and when you see your address, click on it to enter it. Then make sure the tab "Tømmekalender /SMS" is clicked. Then click on "Se tømmedager for hele året". This will show you a pdf schedule that you can then print.

- **Randaberg Kommune**

Tele: 5141-4100

Website: <http://www.randaberg.kommune.no/Tema-og-tjenester/Emneord-aa/Renovasjon/>

Directions: Scroll down to Tømmekalender 2016 (or 2017 etc.) and click. There will be street addresses listed with route schedules near the front of the calendar.

Recycling Bags

The trash companies annually deliver, Bio Bags (kitchen compost bags) and plastic container recycling bags for free. If your home does not have these bags when you move in, contact the trash pick-up company in your area to see if you can receive new bags. You can also purchase bags at local stores such as Clas Ohlson. The compost bags when used will need to be thrown in your compost container within 3 or 4 days of use or the bag may start to disintegrate and break. The plastic container recycling bag is fairly large and if it is not full after one month, you can always keep it and continue to use it then put it out for pick-up in the following months when it is full.

WEATHER

Some good websites to see the weather/rain amounts, as well as sunrise & sunset yearly times:

<http://m.accuweather.com/en/no/stavanger/260665/july-weather/260665;>

<http://www.holiday-weather.com/stavanger/averages/july>

<http://www.timeanddate.com/sun/norway/stavanger>

HEALTH CARE

Tricare

International SOS, is based in the UK, but with a local phone number is open 24/7: +47 80013717. You will need to first get authorization for any needed medical appointment by calling the above number. The authorization usually takes place within 24 hours. They send authorizations to the patient's email; It is best to print and take authorizations to appointments. Extremely easy and they are pleasant to work with. Patients normally make their own appointments and it is very easy to make same day appointments. Information about medical appointments or other issues related to medical care will be handled through the Medical Aid Station of the 426 ABS. Most patients pay for medicines upfront, but then get reimbursed by submitting the receipts with and a copy of the prescription online at www.tricare-overseas.com. Detailed steps to file for reimbursements can be found on www.426stavanger.com <Medical> Online Claim Filing. Do not pay for doctor visits up front If you have medication that is for long term use, you can sign up with Express Scripts by dropping off your prescription and filling out a form at the Tricare office with Anne. Express Scripts will honor any prescription that is written by a Tricare provider. Please go to the 426 ABS website for more information on medical and for a list of Tricare providers: [426 Medical Information](#)

Dental

It is recommended to complete any dental work that is needed before coming to Norway. The dental care is slightly different here than in the US and sometimes it can take weeks before getting in. There is one dental clinic, Oris Dental, which offers services to Tricare families. There are multiple locations in the community. Telephone 51 85 86 86. See the 426 ABS website for more information: [426 Medical Information](#)

PETS

Importing your Pets to Norway

The rules may change for importing your pets to Norway so make sure you read carefully the information provided by the 426 ABS Website: <http://www.426stavanger.com/#!news-and-events/c16s4>

1. There is a ban on certain breeds of dogs in Norway. Check the list online before starting the process of bringing your pet; http://www.mattilsynet.no/language/english/animals/import_of_animals/banned_dogs_breeds_in_norway.18457
2. Your pets all need their vaccinations and health exam with proper paperwork and health certificate when coming from the United States. There is no pet quarantine if you are coming

from the U.S. but maybe if coming from another country. Check the website listed for more information: http://www.mattilsynet.no/language/english/animals/import_of_animals/

3. All pets entering Norway need to fly into the Oslo Airport in Norway before flying into Stavanger. There has been a change in rules since June 2016 where they no longer allow pets to have port of entry into the local airport in Stavanger. This is due to budget cuts. You will need to call the Oslo Airport Veterinary Center 011-47-227-779-00 to announce your pets arrival with flight number and time. This needs to be done no later than 48 hours prior to your arrival. Any questions you may have about this issue can be answered by calling this telephone number listed above.

PET FOOD & PET SUPPLIES

If your pet requires a special diet, it is recommended to bring some of their food with you in your luggage when moving to Norway or ship some of the food to your new APO BOX address prior to arriving. Make sure you supply your pet with enough food to last them before your Household Goods arrive or it arrives by mail. You can also look online and find a company that will ship your type of food to your APO address. If it is a prescription food they carry the same brands here at the Vet clinics but you will be paying a lot for it. Also pack some pet food in with your fast shipment HHG and HHG shipment. Look online prior to moving to Norway to make sure you can order your pet's special food. If you can't order it you may want to try changing the pet's food weeks prior to moving to make sure they do well with their new diet. The AAFES Shoppette at the JWC carries very little pet food and it is the cheapest brand. You maybe able to order some pet food through AAFES at the JWC but you will have to buy the whole shipment and not just one.

AVAILABLE SHOPPING AT THE JWC

Norway is an expensive place to live and the high cost of living is very evident once you visit a local grocery store or try dining out. Ordering a pizza can be as much as \$50! There are two stores at JWC; an AAFES Shoppette that has some American items and the JWC Central Cellar that has local and European items that are VAT free (Value Added Tax which is 25% off base). Both stores carry a large selection of alcohol. Alcohol (excluding beer) and tobacco are rationed at these stores so you will need to have a ration card issued to you first before purchasing alcohol and tobacco. Beer is not a rationed purchase. They also have special deals on wine purchases if you purchase multiple bottles at one time. Please speak to the clerk prior to your purchase.

Items Sold at AAFES Shoppette

You can find local souvenirs including clothing and trinkets as well as other items in our AAFES store. They also carry frozen food products including meat, bread, frozen dinners, juice concentrates, ice cream, frozen fruit and vegetables. You will find limited canned goods, baking items, coffee items, cleaning products, bathroom and kitchen supplies, toiletries, back to

school/office items, various kitchen appliances, vitamins, and over the counter medicine. The Shoppette also has fresh brewed coffee, hot dogs and sandwiches.

Items Sold at the Cellar


You will find local souvenirs and clothing items as well as a large variety of frozen foods, limited fresh vegetables, dairy products, canned goods, spices, coffee, make-up, household products, snacks and alcohol. The Cellar also has *Pay as You Go* cell phone cards, firewood and much, much more.

MAIL SERVICES

Families are assigned an APO address and mail box located at the JWC. APO is your city; AE (Armed Services in Europe) is your state. Talk with your sponsor about receiving a mail box prior to your arrival. You may want to mail yourself some needed items in advance. Many families order supplemental food items from Amazon and Wal-Mart. There are many other businesses that ship to APO addresses. There is a limit of what can be ordered without paying customs tax (VAT). Check with the 426 Legal and/or the Post Office.

MOBILE APPS THAT ARE USEFUL IN NORWAY

- **Parking Apps**

 **Easy Park**-This App allows you to pay for parking in some parking lots all over Europe with your phone app by charging your credit card or debit card that is on file. It's easy to use and you are able to increase your time while you are away from your vehicle or decrease the time you submitted by hitting a stop button. You also will not have to stand in line to get a parking ticket because you just enter the parking location number that is displayed on the machine in large print into your phone. <https://easypark.no/>

- Transportation App for Norway



Kolumbus – This app is for the bus schedules in Norway.



NSB – This app is for the Railway schedule in Norway.

- **Northern Lights Apps-**



NorwayLights-This app shows a 3-day forecast of any area that you add into app.



Aurora Notifier-This app will alert you when the Kp Index is high enough to see the northern lights in Stavanger and it displays a great satellite globe photo with an image of the present strength of the northern lights (Kp Index needs to be at least 6).

- **Weather Apps-**



The Weather Channel



AccuWeather

YR.no – Norwegian Weather app

- **Traveling Apps-**



Kolumbus Reise- Great App for getting around in Norway with the public transit Bus system.



Kolumbus Sanntid- App for purchasing bus tickets by cell phone.



CityMapper – Best Transit App in the larger cities. Tells you the best route and fastest route to your destination and includes walk, train, metro, bus, uber and Car 2 Go (car sharing company). It links to the Uber and Car 2 Go App and pays for the transportation.



Trip Advisor-What is great about this app is you can download all the needed information about the city you are visiting onto your phone so when you don't have cellular service, you can still access maps and tourist information.