

**FREQUENTLY ASKED QUESTIONS
ABOUT YOUR NEW PHYSICAL ADDRESS**

1. *My new address is “500” and my neighbor’s is “570.” Why is this as we are right next door to each other?*

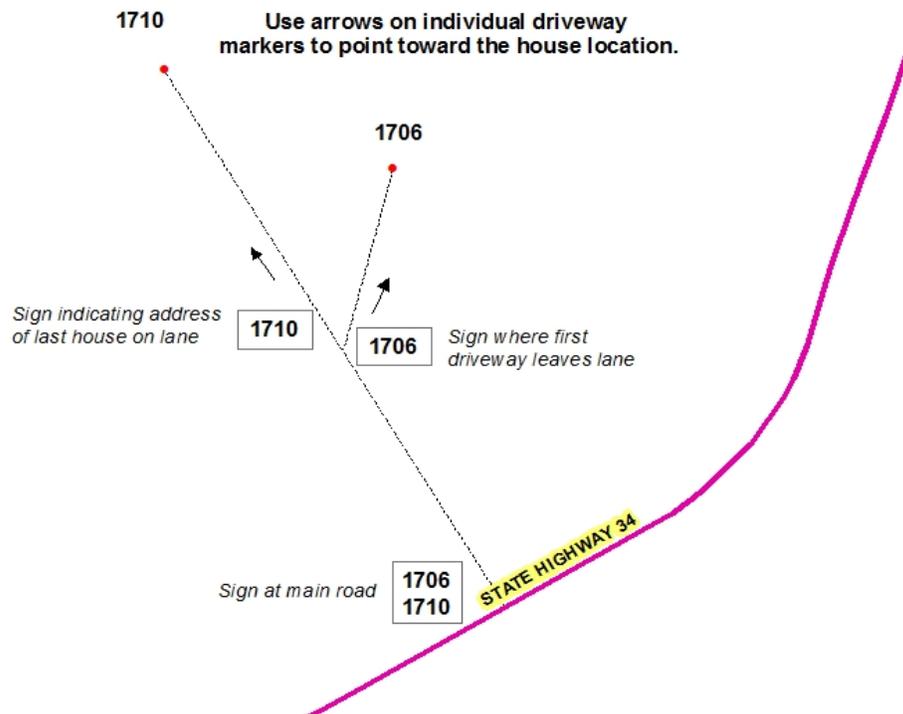
New addresses in Carter, Ripley, and Wayne Counties were established on an odometer-based system with 1000 addresses per mile. If your address is 500, your driveway entrance is one-half (.500) mile from the beginning of the road. If your address is 570, your driveway entrance is .570 miles from the beginning of the road. This spacing allows room for growth and makes it easier for emergency service personnel to locate your home or business. Even-numbered addresses are on the south and east sides of the road with odd numbers on the north and the west.

2. *How are the roads named in Carter, Ripley, and Wayne Counties?*

County roads retain their county road numbers. If a road has a county road number and a name, the number is used in the primary address. For example, U.S. Highway 67 is designated as “US Highway 67.” State Highways are designated with “State Highway” plus the number (34). State lettered highways are designated with “YOUR COUNTY’S NAME Route” plus the letter(s) as in “Carter Route D.” Private subdivision roads with posted signs retain their names as long as they aren’t duplicated. Unnamed private drives that are long and have several homes on them are given private road numbers.

3. *Where should I put the new address numbers on my home?*

You should attach the numbers directly on your home if it is within 50 feet of the road, or if there is more than one addressable structure accessed by your driveway. If possible, post them in a location that is well lit at night. If your home is NOT visible from the road, place the number at your driveway’s entrance (on a post, sign, gate, tree, etc.). Numbers should be at least four inches high and the color should stand out against the background. Reflective numbers will help emergency vehicles locate you more quickly, especially at night. Post the numbers on both sides of the sign if your emergency responders could come from either direction. If your private lane has more than one home, you should post the numbers at the main road, as well as where each driveway connects to the private lane (see below graphic).



4. Should I move my mailbox and how should it be marked?

Do not move your mailbox unless instructed to do so by your local Postmaster. Label both sides of your mailbox with your new address number, or on the box door if your mailbox is grouped together with other mailboxes. Your mailbox numbers should be 2-inches tall or larger. If your mailbox is not located on the same road as your house, the mailbox should have the complete address (number and street) on both sides of the mailbox. It is important to post your address on **both sides** of the mailbox because police, fire and rescue personnel sometimes depend on mailbox information to locate people. If you plan to install a new mailbox, contact your local post office regarding installation location and requirements. The picture below shows one-side of a properly marked mailbox not requiring the street name.



5. My name on my notification letter is misspelled or incorrect. What should I do?

Thousands of people had to be located and addressed in your county. The post office information we used may be out of date or incomplete. If there are any errors or omissions on your notification letter, write in the correct information on the reply form at the bottom of the letter and mail it to the address indicated immediately.

6. My address has been changed several times already. How do I know this is my final address?

Most changes to your address in the past have occurred when your rural route was changed or split, or when someone other than your county or city assigned addresses (i.e. a utility company). The rural route number is no longer a part of your address. There are very few reasons your address could ever change again. The most common reason would be if your road is annexed by a city, and the city chooses to change your address to match its addressing scheme. Other possible changes may happen if county roads, state highways or U.S. highways are re-routed or renamed.

7. *I get my mail at the post office in a PO Box. How does this address change affect me?*

Your physical address will be used for deliveries and for locating you in an emergency. Your MAILING address will not change. However, it is still important that you can be found in an emergency, so please post your address on your home and send back any corrections on the reply form.

8. *Who should I tell about my new address?*

Notify anyone who sends correspondence and bills to you at your current physical address. The new addresses will be provided to the county assessor and county clerk (Voter's Registration). Notify your children's school, utility companies, telephone companies, magazine publishers and banks. You should change your address on your driver's license. You can change your address on your Missouri Driver's license by mail, e-mail or in person, but not by phone. You will **not** receive a new license with your new address listed unless you order (and pay for) a replacement license when you update the address. The Federal Government does **NOT** require that you update your passport with your new address information.

9. *I tried to go on-line and change my address with my bank (or Direct TV, or my credit cards) and the system did not recognize my address as being valid. What should I do?*

The U.S. Postal Service (USPS) has a process which links your old rural route address to your new physical address. The USPS Address Management Service will automatically notify **most** of your creditors of your new address. However, it takes time for the information to channel through to all of your creditors. Many businesses pay the USPS for address updates, but they don't get these updates continuously. Remember that both your old rural route address and your new address are valid for **12 months** following address change so be patient. To check if your address is valid, go to the USPS website at usps.gov. Under "Quick Tools" choose "Look up a ZIP Code." Choose "By Address." Key in your new address, if it returns a ZIP code, your address is valid in the USPS system. You can also visit your local post office and have the counter clerk look up your new address to confirm its validity.

10. *When will I be able to find my new address using Google or my GPS?*

Just as with the USPS, it takes some time for the new information to appear in on-line mapping systems. Your county may share the new map data with on-line mapping companies, but Google requires each road to be entered and validated separately. We will work with the on-line companies to update their databases, but, generally, it takes more than a year before you will start seeing your new address on GoogleMaps and other similar applications.

11. *Will this cost me anything?*

You will not be charged for your new address. Carter, Ripley, and Wayne Counties partnered with the Ozark Foothills Regional Planning Commission to obtain grant funding for this mapping and addressing project. Federal grant funding through the Delta Regional Authority is covering 100% of the project costs. As mentioned earlier, if you wish to order a new driver's license with your new address, you will need to pay the appropriate fee to the Missouri Department of Revenue.