

## **Frequently Asked Questions:**

### **Why did I get a letter?**

The address numbers along a street should be in order from low to high, with odd numbers on one side and even numbers on the other. If we notice an address that is out of sequence, we will notify you by letter that a change of address is required.

### **Why do I need change?**

Correct addressing helps emergency responders find your location quickly- seconds count in an emergency! It also enables mail, package, and service deliveries and allows utilities to be connected or repaired.

### **What if I don't change?**

You are putting yourself, your family, and your neighbors at risk in an emergency.

### **What if I use a P.O. BOX for my mail?**

You can continue to use the P.O. Box for your mail, but the new address is where your house is located.

### **What if I know the emergency responders?**

New emergency personnel may not know you. If the closest available unit responds, they may not be familiar with your area and the residents.

### **Who has been notified?**

- We will notify the Coastal Bend Council of Government (CBCOG) to update the NG911 system.
- We will notify the San Patricio County Appraisal District.

### **Who do I contact?**

- Let your friends and family know.
- Notify mortgage, financial, insurance, local USPS, and any other company that sends you bills, important information, magazines, or newsletters.
- Update your driver's license or DMV ID card.

### **Where do I display the address?**

Numbers must be on the house and at the end of the driveway. They should be four inches high, reflective, or on a high-contrast background.

### **When do I need to make the change?**

The NG911 system will be updated about 30 days after you receive the Change of Address letter. The information will be shared with the Coastal Bend Council of Government (CBCOG) and the San Patricio County Appraisal District. It will take additional time for the new address to be recognized by other financial and delivery services databases, but you can post it as soon as possible.

**What if there's a mistake in the letter?**

Contact us immediately by email at [ltobey@sanpatriciountytx.gov](mailto:ltobey@sanpatriciountytx.gov) or by phone at 361-587-3564 so we can fix it.

**I lost my letter. Can you send me another?**

Sure, we have a copy of your letter. We'll be happy to send you a paper or digital copy. Contact us right away by email at [ltobey@sanpatriciountytx.gov](mailto:ltobey@sanpatriciountytx.gov) or via phone at 361-587-3564

**My address changed years ago. Can you write a letter?**

Yes, we keep records of old letters on file.

Contact us immediately by email at [ltobey@sanpatriciountytx.gov](mailto:ltobey@sanpatriciountytx.gov) or via phone at 361-587-3564 to help you.