



## Frequently Asked Questions

### *Who authorized the readdressing?*

The project was authorized by the County Commissioners, in cooperation with the Addressing Committee that's made up of County department officials, municipalities, the United States Postal Service, local utility companies and emergency services.

### *Who is making the decisions regarding the road name changes and address changes?*

Chelan County has a team overseeing the project. The team consists of emergency responders, and specialists in the area of mapping, building and zoning, planning and communication. Extreme care has been taken to correct problems while readdressing as few individuals as possible.

### *Why didn't I hear about this project or have input?*

Chelan County and the Addressing Committee have done their best to inform the public as well as communicate with the residents since the inception of this project. There have been newspaper articles and radio announcements as well as public meetings, all to inform the residents of the undertaking of this project.

### *Why does my address have to change?*

The plan was necessitated due to the fact that addressing systems currently in place were started out of necessity by various agencies without consideration for expansion. Therefore, these addresses are no longer sufficient for emergency response. This "readdressing" project is a collaborative effort between the Chelan County Commissioners, all Chelan County Municipalities, Fire Districts as well as the United States Postal Service.

Your address may have to change for any one of the following reasons:

- Your address was out of sequence with respect to your neighbors. Addresses need to progress in sequence along the road and they should also be closely numbered to the addresses across the street.
- Your address was on the wrong side of the street. Even numbered addresses should all be on one side of the street and odd numbered addresses on the other side.
- Your address number was duplicated with another structure.
- Your house is on a private drive with 3 or more addressable parcels, structures or units accessed off that same private drive.
- Your road name was duplicated or was confusing to emergency responders.
- Your address had to change as the result of other address changes.

### *Doesn't the County realize that changing each person's address will be a hassle?*

Yes, the County understands and regrets that each address change may have a considerable, but temporary, impact upon each property owner.

However, please note that...First, the readdressing project is being undertaken to help 911 emergency responders to find you and your property when seconds count. Second, Chelan County will endeavor to minimize the impact and change the least amount of addresses possible.

### *I've lived here for 30 years and everybody knows me and where I live. Why do I need to change my address?*

Logical consistent addressing saves lives. If someone new is hired as an emergency personnel worker they may not know you. Emergency responders from adjacent localities and the state do not have the local firsthand knowledge.

### ***If my address is to be changed, can I choose my new address number?***

No. Address numbers are to accurately identify where your driveway or primary access point (gate or entrance) is located within the section of road in which your property lies.

Example: If your property access point lies halfway in the 1000 to 2000 block of your road, your address would probably be somewhere between 1500 and 1599, dependent upon other surrounding properties with assigned address numbers.

### ***When will I know if my address number is being changed?***

Address changes will be determined and implemented one section of road at a time. Chelan County Public Works will notify you by letter. When the letters are received by the property owners therein, the new address numbers should be clearly displayed on each one's home and mailbox.

### ***What should I do once I receive the address change letter?***

Certain things will be done by the County to implement the address change; and it will be the property owner's responsibility to see that other steps are taken to put the change of address into effect.

Address changes with the Chelan County Assessor's database will become effective 60 days from the date of the letter. During that time, property owners should notify the appropriate parties of the address change. The notification letter will contain a list of some of the parties that may require notification.

Please note that the Washington Department of Revenue, Driver's License Office, Vehicle Registrations and the County Auditor's Office will not accept the address change information from Chelan County Public Works. Voter registration changes must be made in person at the Auditor's Office or online.

### ***My new address is only one number down from what I've always been using. Do I really have to change?***

First of all, please bear in mind that we have made our best effort to determine what people were using for addresses before we began this review process. In most cases, a field researcher was actually dispatched to check homes and GPS them. Even with this and other sources of addressing information, we still might not have gotten what you are using correctly and ended up assigning you something very close to what you are using. In these cases, what you are using might be fine. If you are one or two digits off, on the same side of the road, using the street name specified, give the Addressing Coordinator a call at 509 667-6415 to see if you can keep what you have. You probably can and we don't want to make someone go through the hassle of changing their address if it can be avoided. However, if the assigned address is not as close as specified above, please count on changing your address.

### ***Who will reimburse me for my change costs?***

Unfortunately, each addressee is responsible for all of this. We want everyone to get the same safety benefit from the 911 system. In areas where sub-standard addressing exists that have been deemed a safety risk, things simply have to be changed for the greater public good. Remember, the overall goal of this program is to make sure emergency personnel get to you as quickly as possible.

### ***I live in an apartment complex. Will I have a street address and apartment number?***

Yes. Apartment complexes will be addressed with a building number, street name and then unit number.

### ***How do I get a 911 street address?***

Because the 911 address will be based on a driveway location, we do ask that you file an Address Request Application with the Chelan County Public Works Department. That form is available at the office or via the website at:

[www.co.chelan.wa.us/pw/addressing](http://www.co.chelan.wa.us/pw/addressing).

### ***Will I use my 911 Address to receive mail?***

If you do not choose to receive mail at a post office box then you will use your 911 address as your mailing address.

### ***What if I get my mail at a PO Box but I am assigned a new street address?***

You can continue to receive your mail at the post office. Your new street address will be used for emergency response and, if you choose, by delivery companies and visitors. If you would like to use your new address as part of your post office box address, it must appear in the order shown below:

John Doe  
13999 Park Rd  
PO Box 999  
City, State Zip

NOTE: The new addressing by no means indicates that the Post Office will deliver mail to areas which currently have no delivery.

### ***When my address changes, how will the Post Office know where to deliver my mail?***

To lessen the impact of the address change, the County will send the change information electronically to USPS when the address change notification letters are mailed. However, the resident will still need to submit a change of address form to the local post master as soon as possible to expedite the address change.

All should also be aware that the address change notification letters will be sent to property owners only since the address change process stems from the Chelan County Assessor's database. Property owners will be responsible for notifying their tenants and other persons residing at the changed addresses.

### ***How long will the Post Office deliver to my old address?***

The Post Office will deliver your mail with your old address for one year. After that, the post office will no longer recognize that as your current address and your mail will stop unless you changed over to your new physical address. This should be adequate time to change all your paperwork, should you have to change your address. We work with the Post Office on re-addressing but you will still need to file the Post Office's change of address form.

### ***The address that the County has given me and the address that the Post Office gave me is different. Which should I use?***

Notify the Chelan County Addressing Coordinator immediately at 509 667-6415.

### ***My address has a different name than what is on the road name sign?***

Please contact the Chelan County Addressing Coordinator at 509 667-6415 to inform them of your road sign issue.

### ***My deed has another address listed for my property besides the one that was just assigned. Is this a conflict?***

A property is not legally defined by a street address. Properties are defined by metes and bounds information (angles and distances), subdivision lot numbers on recorded subdivision and site plans, and other such descriptions that are far more descriptive than a simple street address.

Please retain the change of address letter with your documents so that you can present it should there become a need down the road.

### ***My address has been changed and now I am having problems with a utility company. What should I do?***

Tell them the address change was because of Enhanced 911 compliance and have them call Chelan County's 911 Addressing Coordinator at 509 667-6415.

### ***I use a cell phone. How does this fit into the 911 Program?***

If your cell service provider has implemented Phase II 911 service it may be possible to locate your position with reasonable accuracy. A landline is still a more accurate and reliable way to get the position of a caller in the 911 system though.

### ***How does Voice-Over-Internet-Protocol (VOIP) work when making emergency phone calls?***

The FCC has ruled that VOIP providers must provide emergency call centers with information about the call including the caller's callback address. VOIP users must be aware however, that some VOIP services allow a person to make a call wherever they can get internet service so they may not be at their home when they make a call.

### ***If computer mapping is becoming more widespread and accurate in emergency response, what does it matter if my address is somehow wrong or inconsistent? Can't responders still find it anyway?***

Although computer mapping-aided emergency response is a wonderful tool, it is not always available everywhere in every response. Even with modern technology, there is still often a part of the response chain of events where someone is directing a responder over a radio. Radio transmissions can often become garbled and unclear. This is where accurate and consistent addressing becomes important, and where the minute difference between a "Willow Street" and a "Willow Court" could become a problem.

### ***Should I post my address number?***

Yes. In order to help emergency personnel reach you it is critical to have your number posted on the structure and at the driveway if the structure is not visible or more than 50 feet away from the road. There is a specific County Code that states that every structure must have their address properly displayed. Chelan County Code Title 10.20 is available for review at: [www.codepublishing.com/wa/chelancounty.html](http://www.codepublishing.com/wa/chelancounty.html).

### ***Will I have to put my new address on my mailbox?***

Yes. The postal service needs to be able to find your mailbox.

### ***Why is the name of the street I live on changing?***

In some cases where duplicate or similar sounding road names exist, one of the road names must change to avoid the potential for confusion in an emergency. Usually, the choice of which road name to change is made based on historical significance and then by the minimum number of residents affected.

### ***Why does a road have to have a name?***

A road name helps locate the driveway on a map and helps emergency responders find which driveway is yours in the event of an emergency. Your house number on that named road identifies your specific location on that road.

### ***What qualifies naming a road?***

Any private drive with 3 or more addressable parcels, structures or units; or one that is more than 1000 feet in length.

### ***I told the County the name I wanted for my road. Why did they give it a different name?***

The County tries to incorporate citizen's suggestions with regards to road names, yet this is sometimes not possible due to road naming standards such as not using punctuation or abnormal spellings. Also the county is trying to eliminate road names that are too much alike. Therefore, if your requested road name is similar to another one that has already been established, a different road name must be used.

### ***Who chose the road names?***

The County has the authority to authorize the naming or re-naming of all roads whether they are public or private, as well as set rules for the elimination of duplicate or conflicting road names. Officials are receptive to input from the affected residents and will entertain all road name suggestions. If you have concerns, contact the Addressing Coordinator at 509 667-6415.

### ***My private drive was named but the road sign was torn down or never installed?***

Please contact Chelan County Public Works at 509 667-6415 to inform them of your road sign issue.