



## STREET RENAMING - FREQUENTLY ASKED QUESTIONS

### 1. What agencies will the City of Charlotte and/or Mecklenburg County notify for me regarding my street name change?

- Board of Elections
- Charlotte-Mecklenburg Police Department
- Charlotte Fire Department
- Charlotte-Mecklenburg Schools
- Charlotte Water
- Charlotte Department of Transportation
- Tax Collector/Tax Assessor's Office
- Solid Waste Services
- U.S. Postal Service
- 311 and 911

You do NOT need to notify these agencies separately. Your street name has been updated with these agencies with **no action needed on your part.**

### 2. What service providers will be notified for me regarding my street name change?

- Spectrum TV/Internet
- Bell South and Alltel Carolina
- Duke Energy
- Piedmont Natural Gas

You do NOT need to notify these agencies separately. Your street name has been updated with these agencies with **no action needed on your part.**

### 3. Do I need to update other federal and state service providers regarding my street name change?

**Yes.** You will need to notify the following federal or state service providers of this change of street name, as applicable to services you receive:

- U.S. Social Security Administration (Medicare and Medicaid)
- TSA PreCheck and U.S. Customs and Border Protection's Global Entry Program
- North Carolina Department of Revenue
- Internal Revenue Service

The procedure for updating this information will be the same as if you have physically moved. Most changes can be made over the phone or online.

**4. Will I need to update my property deed following this change of street name?**

Property deeds are referenced by the Parcel Number and legal description, not the street address. There is no need to make changes to the deed of any property you own as a result of this street name change. **no action needed on your part.**

**5. Will I need to update my driver's license?**

**Yes, when it is up for renewal.** As the street name change is the result of a government action and not the result of physically moving to a new address, any changes to your vehicle registration and/or driver's license can be made when those items are up for regular renewal. You do not need to change any DMV documentation at this time.

**6. Will I need to update my street name with private service providers, such as my bank, cable providers, etc?**

**Yes.** Any private company including banks, credit cards, cable or internet providers other than Spectrum, magazine or newspapers, or online shopping sites, will need to be contacted directly by you to update your information. Many of these providers now offer the ability to update your information online or by phone; please call your service provider for the best method to update this information.

**7. Will I need to notify my friends and family of my new street name?**

**Yes.** You will need to let friends and family know of your new street name, whether you're expecting a package or a visit.

**8. Do I need to physically visit the office of my service providers to change my street name?**

Most changes can be made over the phone or online. It may be helpful to have any relevant information, such as account numbers, handy when making the call.

**9. Will I need to update my street name immediately?**

You may begin updating your street name with your service providers **up to two weeks prior to the effective date** of the street name change. Any billing agencies should be prioritized. **USPS will forward all mail for up to one (1) year following the effective date.**

**10. Will technical support be provided to residents who need assistance updating their street name?**

**Yes!** The City and our partners are committed to providing support to make this transition as smooth as possible. Due to privacy laws, the City cannot make changes with private companies on your behalf, but we can be present with you while making changes, provide technology support, and more. To notify the city of your need for support please contact Millicent Powell at 704-432-6814.

**11. I am a business owner. What items do I need to update?**

In addition to any other relevant private service providers, business owners should also consider updating the following items, as applicable to your business:

- Business listing on Google and navigational maps
- Website
- Business cards
- Promotional items
- Clients or customers
- Social media
- Directory listings
- Vendors

- Federal, state, county, city, or specialty licenses, permits, or certifications
- North Carolina Secretary of State's Office, Business Registration Division
- Business credit reporting agencies

Further information is available on the enclosed flyer, as well as a checklist to assist you in ensuring that all agencies and service providers applicable to you have been notified. For further questions, please contact Millicent Powell at 704-432-6814.