



Town of Kittery, Maine
200 Rogers Road, Kittery, ME 03904
Telephone: (207) 475-1304 Fax: (207) 439-6806
Department of the Assessor

**DO YOU KNOW THE DIFFERENCE BETWEEN YOUR MAILING ADDRESS and
YOUR 9-1-1 PHYSICAL STREET ADDRESS?**

What is my mailing address?

Your mailing address is the address at which you receive mail carried by the United States Postal Service (USPS). You can use your 911 physical street address as your mailing address OR you can use a Post Office box.

How do I change my mailing address?

Please contact the Post Office at 439-2018 (Kittery) and 439-4353 (Kittery Point) for a free change of address packet. You can also change your mailing address online at [USPS.com](https://usps.com).

I have changed my mailing address with USPS, why can't FedEx or UPS find my new address?

Fed Ex, UPS, and other shipping companies are not part of the USPS and do not use USPS address data. Instead, shipping companies use a variety of data sources to locate your address. The data they are using may not have your new address listed. Visit gps.gov for information about how to add your address to data sources that Fed Ex and UPS might use.

How can my new address be added to Google Maps or other data sources?

Visit gps.gov and follow the guidelines listed to update Google Maps, MapQuest, Garmin and other websites.

How do I know where to put my mailbox?

Please contact the Post Office at 439-2018 (Kittery) and 439-4353 (Kittery Point) to discuss the location of your mailbox.

My mailbox is it at the end of my road with a group of mailboxes. Does this impact the ability to be found during a 9-1-1 emergency?

No, placing your street number on your house will help emergency responders find you during an emergency. Make sure your street numbers are at least 3 inches in height and of a contrasting color to the background on which they are attached. Please refer to the Kittery Land Use Code, Title 16.5.7, for the ordinance on street number display.

Will the Town of Kittery change my mailing address?

No. The Town of Kittery will notify USPS of the existence only of your new physical address. You must do a change of mailing address form with USPS. You must decide if you want to use a PO BOX or your new physical address for your mailing address.



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What is my 9-1-1 physical street address?

A 9-1-1 physical address is a permanent, unique address that clearly identifies where a property is physically located. Your 9-1-1 street address is the property address used by emergency responders to locate you during a 9-1-1 emergency.

Why can the Town issue, or change my, 9-1-1 physical street address?

Every Maine municipality is granted legal authority to assign E9-1-1 physical street addresses by Municipal Home Rule Powers, as outlined in the State of Maine Constitution Article VIII, Part 2, Section 1 and MRS Title 30-A §3001.

As outlined in 25 MRS §2926, the Emergency Services Communications Bureau (ESCB) has adopted standards for managing E9-1-1 system. Included in the management of E9-1-1 the ESCB requires each municipality to designate an Addressing Officer that will inform ESCB/PUC about E9-1-1 physical street addresses. The ESCB/PUC has published a set of guidelines for Addressing Officers. Addressing Officers have many responsibilities including:

- Assigning E9-1-1 physical addresses and communicating physical addresses to the property owners
- Providing updates to the Master Street Address Guide (MSAG)/ E9-1-1 GIS which contains the official, statewide list of street names, street numbers, and street number ranges, etc.
- Resolving errors or discrepancies in E9-1-1 databases

To learn more please visit www.maine911.com/forms_publications.htm or inquire with the Assessing Department.

Why can't the Post Office give me my address?

Post Masters are not legally authorized by municipalities to assign addresses, and are therefore not Addressing Officers.

Who is the ESCB?

The Emergency Services Communications Bureau (ESCB), established within the Public Utilities Commission, implements and manages Enhanced 9-1-1 including the use of E9-1-1 services. E9-1-1 connects 9-1-1 callers to public safety answering points, known as PSAP facilities (25 MRS §2926). PSAP facilities direct 9-1-1 phone calls to appropriate dispatch or emergency response services.

Please refer to www.maine911.com for more information about E9-1-1.