

# DEPARTMENT OF REVENUE

## Division of Motor Vehicles

### VEHICLE SERVICES SECTION

#### 1 CCR 204-10

#### RULE 24. VEHICLE ELECTRONIC NOTIFICATIONS

**Basis:** The statutory bases for this regulation are sections 42-1-204 and 42-1-236, C.R.S.

**Purpose:** The purpose of this regulation is to outline the Department's process for a customer to request to receive, and for the Department to provide electronic notification, in lieu of written notification, of Department notices, transactions, and other communications.

#### 1.0 Definitions

- 1.1 "Customer" means any person or entity that utilizes a Customer Portal for Department services.
- 1.2 "Customer Portal" means the Department approved web-based portal and its infrastructure allowing a customer to view transactions and correspondence sent to their account through the electronic system.
- 1.3 "Department" means the Department of Revenue.
- 1.4 "Electronic Communication" means a motor vehicle notice or other communication sent by the Department by electronic means.
- 1.5 "Electronic Transmission" means an electronic delivery of notices or other communications.
- 1.6 "Written Notification" means a printed paper document that is normally provided by mail or other courier.

#### 2.0 Process for Electronic Notifications

- 2.1 Customers will be provided the opportunity to consent to receive Electronic Communications through Electronic Transmission within a Customer Portal.

- 2.2 When a Customer consents to receive Electronic Communications pursuant to this Rule, they will be asked to submit an email address and other information the Department requires.
- 2.3 Email addresses or other information collected under this Rule will only be used for official governmental purposes.
- 2.4 When a Customer consents to receive Electronic Communications they will no longer receive Written Notifications.
- 2.5 Electronic Communications will be available and maintained in a Customer Portal.
- 2.6 A Customer may remove their consent by opting out of Electronic Communications at any time within a Customer Portal and will resume receiving Written Notifications.

### **3.0 Eligible Electronic Notifications**

- 3.1 The Department may use Electronic Transmissions for notices related to vehicle transactions or other Department communications that may include, but are not limited to:
- a. Vehicle registration renewal;
  - b. Vehicle registration expiration, if available;
  - c. Identifying Plate and Identifying Placard, as defined In section 42-3-204 (1)(G) and (1)(F), renewal;
  - d. Vehicle Certificate Of Title issuance;
  - e. Fleet vehicle registration renewal;
  - f. Hearings;
  - g. Driver's Licenses;
  - h. Dealer License Plate and Depot Tag issuance;
  - i. Communications about missing documentation; and
  - j. Any other Department communications not prohibited by law.



#### **4.0 Prohibited Electronic Notifications**

4.1 The Department shall not use electronic means to notify an owner of the following notices:

- a. The revocation of a vehicle registration due to dishonored payment pursuant to section 42-3-123, C.R.S.
- b. The revocation of an identifying plate or identifying placard pursuant to section 42-3-204 (7), C.R.S.