



Shelby County

KENTUCKY

E-911 SERVICE FEE FREQUENTLY ASKED QUESTIONS

What is the 911 Service Fee?

A \$48 annual fee charged to each residential and commercial unit located on a parcel of property. This fee pays for 911 emergency dispatch for police, fire, and emergency medical services. The fee is due even if your property is exempt from taxes (including but not limited to the Homestead Exemption). However, if a rental unit is vacant on January 1st of the current tax year, no fee is due for that specific unit. Property owner or representative must complete a 911 Service Fee Waiver form and submit by June 30th 2020 to be considered for fee waiver.

What if I have been charged for an incorrect number of units?

If you believe that you have been charged for an incorrect number of units on your property, you may file an appeal. The appeals form is available at the website listed below or at County offices.

What is the difference between a waiver and an appeal?

A waiver is a one-year only reduction while an appeal is a permanent change in the number of units. For example, if you have a four-family rental unit and one unit isn't rented on January 1, you're eligible for a \$48 reduction in your bill for this year only. For a waiver the Property owner or representative must complete a 911 Service Fee Waiver form and submit by June 30th 2020 to be considered for fee waiver. If your property was billed for four units, but there are only two units, you need to file an appeal. Please pay the full face amount of your bill and if your appeal is approved, you will receive a refund.

What if I have other questions about the 911 Service Fee?

Please visit the Shelby County E-911 page on the website at

<https://shelbycounty.ky.gov>

*Phone **502-647-9001** or Email - 911fee@shelbycoky.com*

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