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 clarify which electronic notifications are allowed and restricted and outline processes the Department should follow for the collection of electronic mail addresses and contact details for vehicle electronic notifications.

1.0 Definitions

1.1 "Customer Portal" means the Department approved web-based portal and its infrastructure allowing a customer to view past transactions and correspondence sent to their account through the electronic system.

1.2 "Department" means the Department of Revenue.

1.3 "E-services" means the website for Colorado DMV online services, myDMV, where customers can perform Driver/ID services and Vehicle Services transactions.

1.4 "Electronic Notification" means delivery of a notice, order, letter, or any other documentation by electronic mail to the electronic mail address (email) provided by the customer.

2.0 Documents allowed by Electronic Notifications

2.1 Vehicle owners can provide their email address at their County office, in E-services, or in the Customer Portal.

2.2 If a vehicle owner provides their email address and elects to opt in to receiving Electronic Notifications, they agree to receive Electronic Notifications in lieu of written notifications.

2.2 The Department may issue notices and communications with a vehicle owner by electronic means.

2.3 Vehicle owners can opt out of Electronic Notifications at any time and will resume receiving written notifications.

2.4 Documents allowed by Electronic Notifications can include, but are not limited to:

a. Vehicle registration expiration;

b. Vehicle registration renewal;

c. Title Complete Notice;

d. Identifying Plate and Identifying Placard, as defined In section 42-3-204 (1)(G) and (1)(F), renewal;

e. Vehicle Certificate Of Title issuance;

f. Fleet vehicle registration renewal;

g. Hearings;

h. Driver's Licenses;

i. Dealer License Plate and Depot Tag issuance; and

j. Communications about missing documentation.

3.0 Documents excluded from Electronic Notifications

3.1 The Department shall not use electronic means to notify an owner of the following documents:

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.