Memo To: New Hampshire Clerks and Supervisors of the Checklist

From: Secretary of State David Scanlan

Re: Implementation of National Change of Address Notices

Date: June 23, 2025

The Statewide Voter Registration System (SVRS) provides users with a report derived from United States Postal Service (USPS) records on people who have permanently moved away from their domicile address.

USPS keeps records of people who report a permanent move in the USPS National Change of Address system (NCOA). The Secretary of State obtains data through a USPS vendor from NCOA. The SVRS reports data only if NCOA reports a permanent move by an individual (no mail holds or temporary moves).

New Hampshire law requires the Secretary of State to notify supervisors of NCOA notices.

> Beginning July 1, 2022, the secretary of state shall, no less than annually, cause voter records to be checked with the United States Postal Service for changes of address. All records identified as moving shall be provided to the city or town supervisors of the checklist for verification pursuant to RSA 654:39, III.

RSA 654:45, IV (d).

> If the supervisors of the checklist receive a report from the United States Postal Service or the department of safety directly or as communicated by the secretary of state through the centralized voter registration database that a **voter has permanently changed his or her address to another town, city, or state, they shall strike that name from the checklist at the next session for the correction of the checklist**. The supervisors of the checklist shall retain the report in accordance with RSA 33-A:3-a. As an alternative, the supervisors of the checklist may first send a 30-day notice letter and then shall remove the name from the checklist if the voter does not respond to that notice as set forth in RSA 654:44.

RSA 654:36-b (Emphasis added).

RSA 654:36-b requires supervisors to either remove the voter from the checklist or to send a 30-day letter.

The Secretary of State's NCOA system only reports near-perfect matches between NCOA data and voter records. We expect that false positive matches will be rare. However, people may make errors when notifying USPS of a move.

For example, the voter may intend to report a temporary move and inadvertently enter it as a permanent move. Therefore, if you have evidence, including local knowledge held by an election official, that suggests the notice could be invalid, send the 30-day letter or verify the move before removing the voter.

Help us refine the system that creates the NCOA report. If you conclude a person in the report is a false positive, e-mail the Elections Help Desk with the voter ID and the evidence contradicting NCOA at: NHNCOA@sos.nh.gov.

Acting promptly on each NCOA notice will help fulfill your duty to keep the checklist current and accurate. Routinely acting on NCOA notices has the following benefits:

- It reduces mailings by your town/city and candidates/campaigns to people who no longer live in your town/ward;
- It decreases the number of voters you have to address during the ten-year checklist verification;
- The public will find fewer names of people on the checklist who have permanently moved out of town;
- It fulfills your duty to process NCOA notices.

Supervisors of the checklist: In accordance with RSA 654:27-a, you shall meet at least once every 90 days for checklist maintenance.

> **In cities and towns, the supervisors of the checklist shall meet at least every 90 days for the purpose of periodic checklist maintenance. For the purposes of this section, "periodic checklist maintenance" means taking action on all requests to correct the checklist including, but not limited to those in RSA 654:36, RSA 654:36-a, RSA 654:36-b, RSA 654:37, RSA 654:37-a, RSA 654:39 III and RSA 74:18, VI. For the purposes of this section, "take action" means to strike a voter from the checklist, correct an address for a voter who has moved within the jurisdiction of the supervisors of the checklist, or to vote to mail a notice pursuant to RSA 654:44, I**. The supervisors may also conduct other business at these meetings after performing periodic checklist maintenance. Notice of the day, hour, and place of each session of the board of supervisors shall be first posted in 2 appropriate places, one of which shall be the city or town's Internet website, if such exists, or shall be published in a newspaper of general circulation in the city or town at least 7 days prior to each such session.

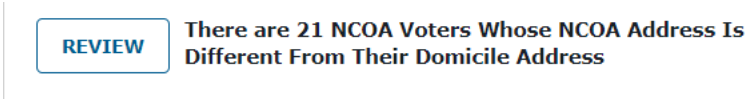
RSA 654:27-a Emphasis Added

A person will only appear on the NCOA list if they report a permanent move to USPS. Many people who move permanently do not do this. Some voters who permanently move will never show up in the NCOA system. NCOA is just one of many tools for

keeping checklists current.

How to Process an NCOA Notice

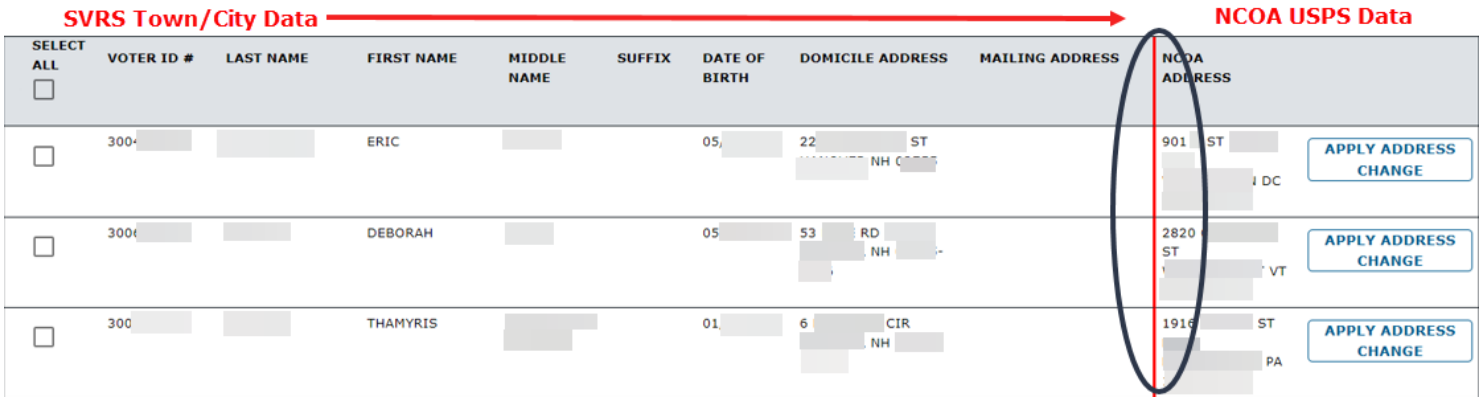
Your town/city NCOA report is located on the Dashboard for your town/city:



The NCOA list **MUST** be saved and printed by selecting "Print List" upon reviewing the NCOA data for your town/city. Best Practice is to also "Export in Excel" and save it to your computer. This file is non-public; it has the voter's date of birth, which is confidential information. For voters who move out of town or out of state, their new address is confidential. For voters who move within the town or city, their new address will become the address printed on the checklist; therefore, it is public information. Do not disclose the file per RSA 654:45, VI.

Supervisors must retain the NCOA Matched Voters List file(s) as part of their records until they remove the voter plus 7 years **(RSA 654:36-b, RSA 33-A:3-a, CXLI (m).** The saved records should include the NCOA list saved as described above. The minutes of your session must document the voters you add, remove, or send 30-day letters. Use the file data to create a record of the voters you remove or send 30-day letters. The record may be a copy of the PDF Print List or the Excel file with dates of birth and new out-of-town/state addresses from NCOA redacted. Session minutes are a public document, subject to disclosure under the Right-to-Know law.

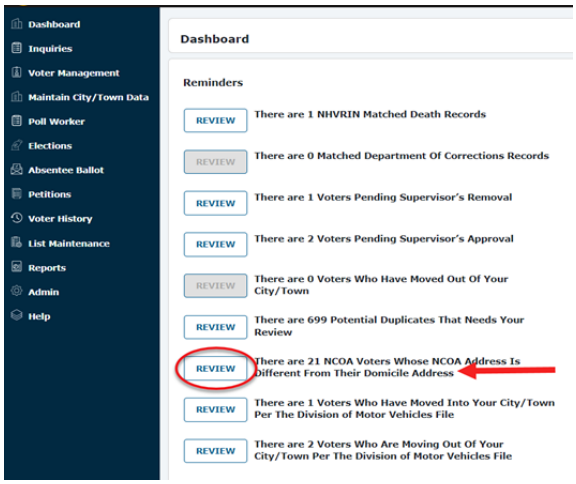
The NCOA Matched Voters List located on the dashboard has two sections. The first section, located on the left side of the list, supplies the voter's information in SVRS when the SOS requested the NCOA report. The second section, located on the right side of the list, shows the voter's NCOA address from USPS. The two sections are separated by a red line for easy distinction.

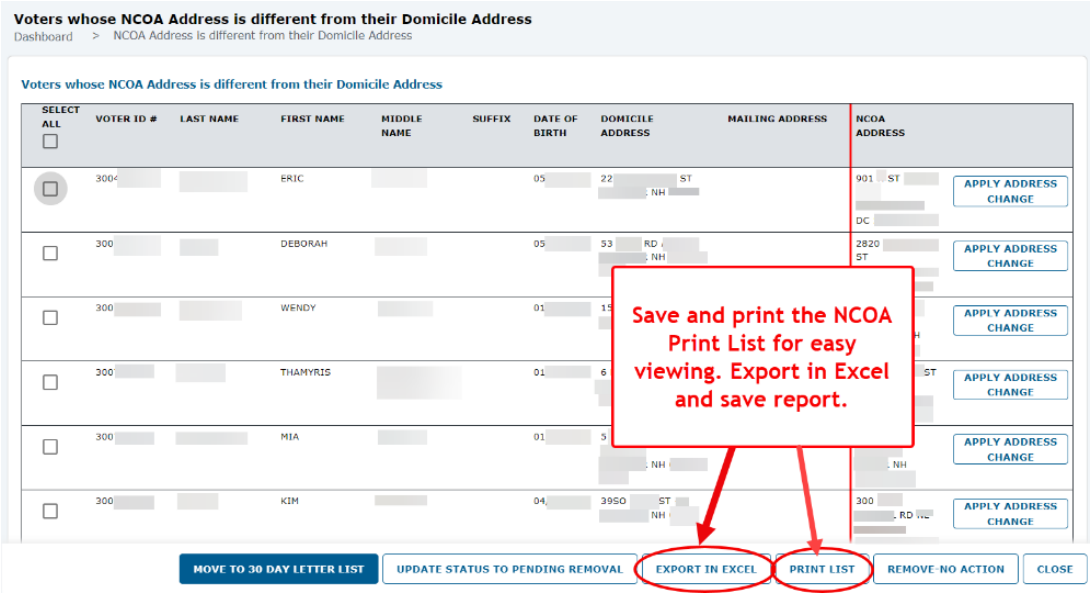


Below is a complete explanation of the NCOA process, which can also be found in ***Help/Instructions NCOA Procedures.***

How to Process an NCOA Notice

Your town/city NCOA report is located on the Dashboard for your town/city. To view your NCOA data, select review next to the notification on your dashboard. See screenshots below.

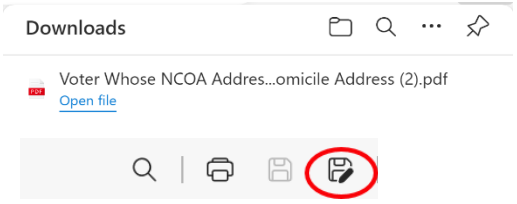




<u>Immediately save and print the NCOA list by choosing "Print List" and/or "Export in Excel" and save the report</u> locally to your desktop, USB flash drive or portable storage device. The law requires that supervisors shall hold a session and process pending voters no less than once every 90 days. Supervisors must retain the NCOA Matched Voters List PDF Print List and/or Excel file as part of their records until supervisors remove the voter plus 7 years. **RSA 654:36-b, RSA 33-A:3-a, CXLI (m)**

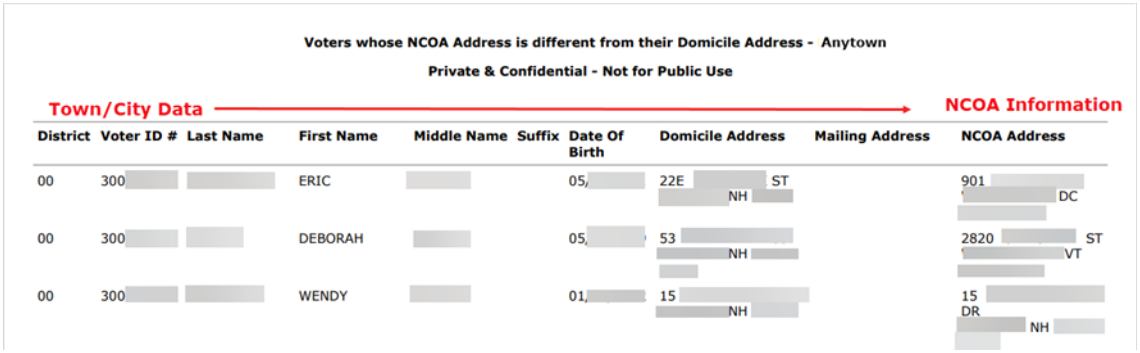
To save and print the PDF Print List of your NCOA List:

1. Select **"Review"** on the NCOA notification on your Dashboard.
2. Select **"Print List"** to open the PDF
3. Click the **"Save"** button.
4. Click **"Open File"** on the download pop-up screen or on the file located in your download folder to view the PDF. This will open the report in a new tab.



5. Select the **"Save as"** icon at the top of the PDF report.
6. Choose **"Browse"** and select **"Desktop"** for the location
7. Name your file, ex: NCOA mm-dd-yyyy
    - Note: We suggest you place these reports in a folder on your desktop and name the folder NCOA.
8. Once the report is saved, close the opened tab to return to the NCOA report.
9. Click the **"Print"** button.

Your print list is set up to show your voter's current SVRS information, located on the left side of the "Print List" PDF report, alongside their NCOA information, located on the right side of the "Print List" PDF report, in an easy viewing format for comparison.



Voters whose NCOA Address is different from their Domicile Address - Anytown

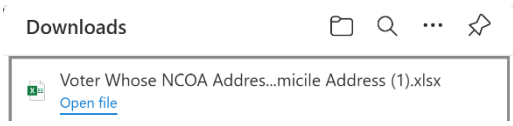
Private & Confidential - Not for Public Use

Town/City Data → NCOA Information

District	Voter ID #	Last Name	First Name	Middle Name	Suffix	Date Of Birth	Domicile Address	Mailing Address	NCOA Address
00	300		ERIC			05/	22E ST NH		901 DC
00	300		DEBORAH			05/	53 NH		2820 ST VT
00	300		WENDY			01/	15 NH		15 DR NH

To save your Excel file to your desktop:

1. Select **"Review"** on the NCOA notification on your Dashboard.
2. Select **"Export in Excel"**
3. Click **"Open File"** on the download pop-up screen or on the file located in your download folder to view the Excel file.



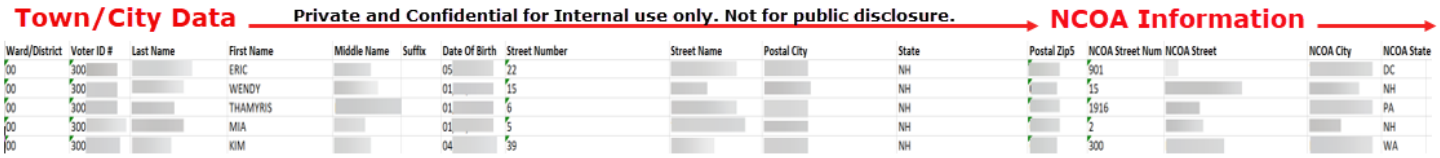
4. Click **"File"** and then **"Save as"**
5. Choose **"Browse"** and select **"Desktop"** for the location.
6. Name your file, ex: NCOA mm-dd-yyyy
    - Note: You may place these reports in a folder on your desktop. You may

name the folder NCOA.

7. Click **"Save"**

Your NCOA report PDF printed List, Excel file and Dashboard screen are ***Private and Confidential – Non-Public***.

The Excel file is set up to show your voter's current SVRS information first. As you scroll across the report, you will see their domicile address and, if applicable, their mailing address*. To the right of the mailing address* sections of the Excel report is the new NCOA address for your voters.



Ward/District	Voter ID #	Last Name	First Name	Middle Name	Suffix	Date Of Birth	Street Number	Street Name	Postal City	State	Postal Zip5	NCOA Street Num	NCOA Street	NCOA City	NCOA State
00	300		ERIC			05	22			NH		901			DC
00	300		WENDY			01	15			NH		15			NH
00	300		THAMYRIS			01	6			NH		1916			PA
00	300		MIA			01	5			NH		2			NH
00	300		KIM			04	39			NH		300			WA

***The screenshot above shows the voter's domicile and NCOA addresses only**. The NCOA Excel file contains more columns than shown above. The mailing address and other fields were **hidden** to provide a **sample** of the Excel file.

To take any FINAL action on the voters listed on the NCOA section of your Dashboard, you must be in a properly noticed session with a majority of the supervisors participating. A FINAL action could be one of the following:

- Removing a voter from your checklist;
- Approving voter registration changes;
- Sending a 30-day letter; and/or,
- Removing a voter from your NCOA list with no further action (This action is appropriate when the change NCOA would prompt has already occurred, i.e. voter registered in a new town/city/state and was removed upon receipt of a notice of transfer, voter already removed due to official notice of death, Supervisors have evidence that the change reported by NCOA is not accurate and have notified the Elections Division Help Desk.)

When reviewing and processing your NCOA list, please pay close attention as some of these voters could be UOCAVA voters and some of their NCOA addresses may reflect their domestic or overseas UOCAVA addresses. For example, the NCOA list could reflect an APO/DPO/FPO mailing address, which should **NOT** be added to their voter record as a mailing address as this is an absentee ballot mailing address, which is private and confidential. Any UOCAVA voter who has a valid FPCA in the system for the current year must remain on your checklist.

You must determine the action at that session. If you are sending 30-Day Letters, decide which voters will go on the 30-Day Letter list. You must decide at this session the day the letters will be sent. Choose the date for your next session (minimum of 30 days from the date you've chosen that the letters will be sent.) The actual mailing of the letters does not require an additional session.

If the supervisors have evidence that makes it more likely than not that the NCOA report is inaccurate, do not take action. Send the Elections Help Desk an e-mail to NHNCOA@sos.nh.gov including the voter's name, ID number and a description of the evidence that contradicts the NCOA report.

If you choose to use either the PDF Print List or the Excel file NCOA report as part of your public meeting minutes, dates of birth and new out-of-town/state addresses from NCOA must be redacted. That redacted record must become part of the public meeting minutes of the public session at which the supervisors vote to remove the voter from the checklist or send a 30-day letter.

- RSA 654:45, VI See pages 27-28 for instructions on how to redact a document.

There are 5 different scenarios to consider when processing your NCOA changes.

Scenario 1 (page 10) - Your voter has moved out of New Hampshire to another state or has moved out of your town/city to another town/city within New Hampshire.

Scenario 2 (page 12) - Your voter has moved within your town/district or city/ward and remains in the same town/district or city/ward.

Scenario 3 (page 16) - Your voter has moved within your town or city to a different town district or city ward.

Scenario 4 (page 20) - Your voter has an NCOA mailing address change. (Not a domicile change)

Scenario 5 (page 22) - Remove – no action. No NCOA updates needed.

Best Practice: Review the full PDF Print List and Excel file that you saved and printed – Below are **2 options** to help you track your voters and the decisions that you make using the Excel file.

Option 1. Add 5 extra columns. Click on C, D, E, F, G to insert columns, which will determine the scenario of the action that will be taken for that voter. Make an "X" next to the voter's name in the appropriate column.
Option 2. Color code the voters' lines on the Excel report to a color scheme determined by you, to coordinate with the 5 different scenarios. See screenshots listed below. You can also use this method for the printed list if you have multiple highlighter colors available.

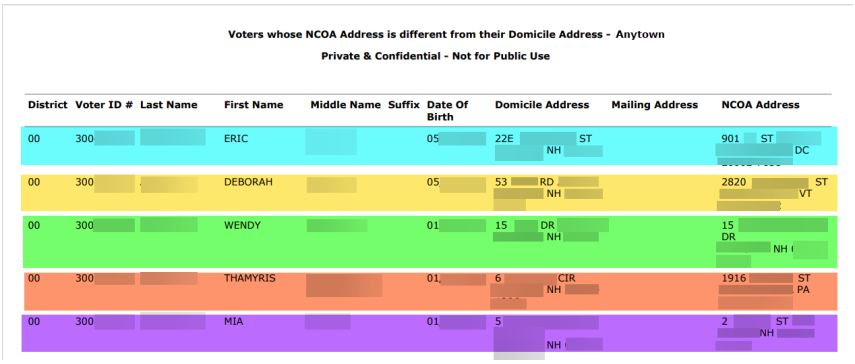
OPTION 1. - This is an example of the 5 added columns.

Ward/District	Voter ID #	30 day Letter	Moved Town/District - City/Ward Change - Polling Place - Change Address with LTR	Moved No Change - Same Town District - City/Ward Polling Place	Moved Within NH	Moved Out of State	Last Name	First Name	Middle Name
00	300	X						ERIC	
00	300			X				WENDY	
00	300				X			THAMYRIS	
00	300					X		MIA	
00	300				X			KIM	

OPTION 2. - This is an example of highlighting in 5 separate colors on both the Excel file and printed list.

Ward/District	Voter ID #	Last Name	First Name	Middle Name
00	300		ERIC	
00	300		WENDY	
00	300		THAMYRIS	
00	300		MIA	
00	300		KIM	

(Example of the Excel File highlighted)



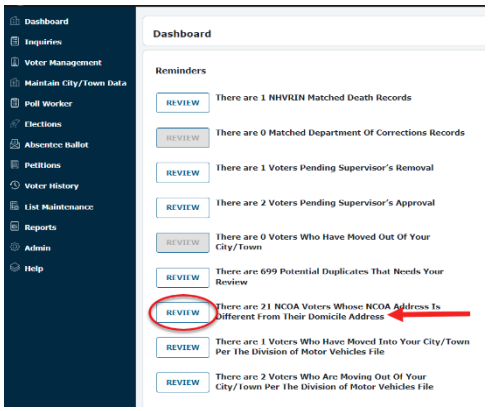
(Example of the printed list highlighted)

Scenario 1. Your voter has moved out of New Hampshire to another State, or your voter has moved out of your town/city to another town/city within New Hampshire.

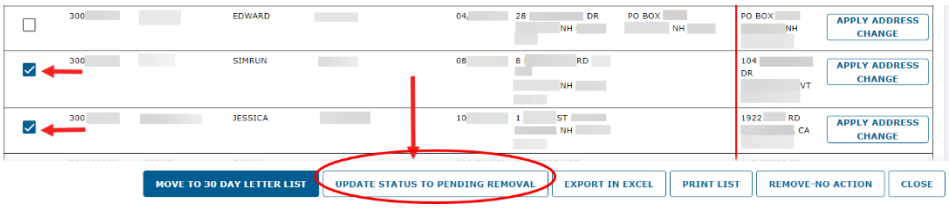
For a voter who has permanently moved out of town. RSA 654:36-a authorizes removing the voter from the checklist without taking any other action. Unless the supervisors have evidence or knowledge that contradicts the NCOA report, it is prudent to just remove the voter.

Removing a Voter – Moved Out of State or Moved Within State

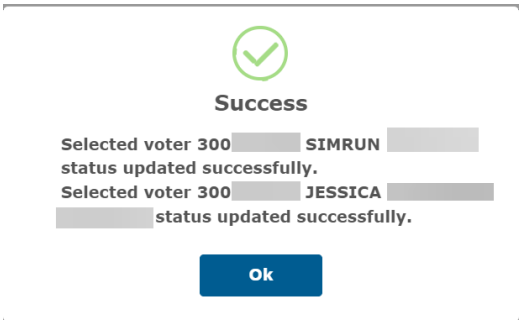
Step 1 – From the Dashboard reminders screen select **"Review"** next to the **"There are ## NCOA voters whose NCOA address is different from their domicile address"** notification to open and take action on your listed voters.



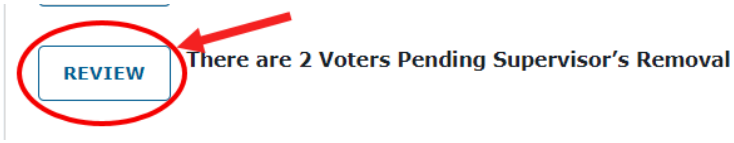
Step 2 – Check the voter you want to remove that moved out of state or moved within New Hampshire but out of your Town/City and select **"Update Status to Pending Removal"**.



You will receive a **Success message advising those voters have been updated. Select **"Ok"** to continue.

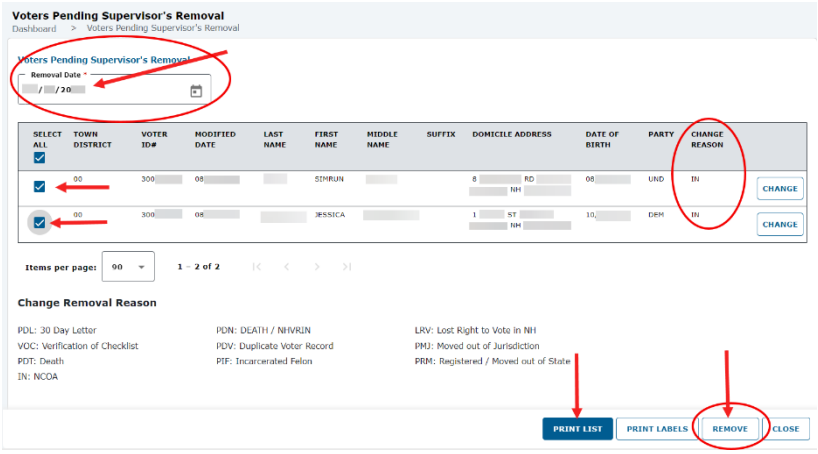


Step 3 – While in your publicly noticed session, return to your Dashboard and select **"Review"** next to the **"Voters Pending Supervisor's Removal"** notification. This is where you will find the voters you sent to Pending Supervisor Removal.

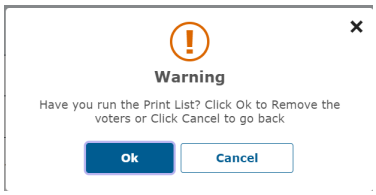


Step 4 – While in the "Voters Pending Supervisor Removal" screen select **"Print List"** to print the list of the voters you are removing for your records.

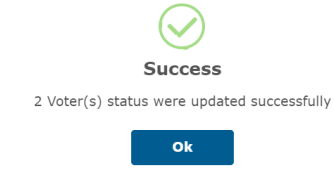
Step 5 - Enter the Removal date that **matches** the date of your Supervisor Session that is listed in SVRS under Maintain City/Town Data > Supervisor/Registrar's Meeting. Check the box next to the voter's name(s) that you are approving to remove and select **"Remove".** Under the **"Change Reason"** section, you should see **"IN"** indicating the removal reason as NCOA.



You will receive a **Warning message to verify you have printed the pending removal list. Select **"Ok"** to continue. Click **"Cancel"** if you did not print your list to go back to print list.



You will receive a **Success message advising those voters have been updated. Select **"Ok"** to finalize the removal of the voters.



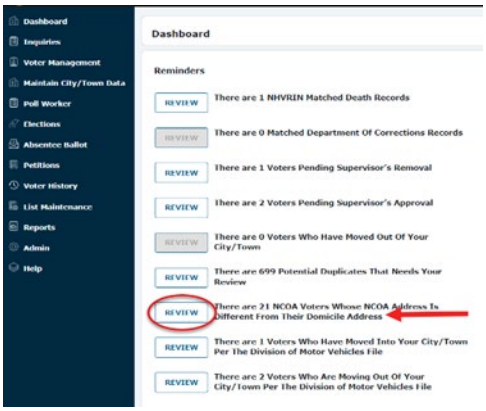
Scenario 2. Your voter has moved within your town/district or city/ward and remains in the same town/district or city/ward.

- **Do not remove this voter from your checklist. You will update their SVRS address with the address provided on the NCOA list.**
  - If the new address does not change the voter's polling place, update the address in SVRS.

Important Note: When processing a voter in **Scenario 2**, the voter will go into "Pending" status for the NCOA address changes. The changes will need to be approved during a publicly noticed supervisor session for the voter to convert back to active.

Updating a Voter – Moved within your town/district or city/ward and remains in the same town/district or city/ward

Step 1 – From the Dashboard reminders screen select **"Review"** next to **the "There are ## NCOA voters whose NCOA address is different from their domicile address"** notification to open and take action on your listed voters.

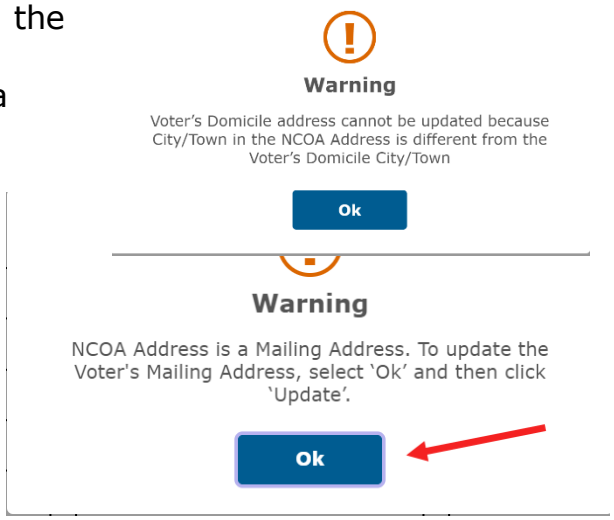


Step 2 – Locate and review the voter whose NCOA address is a different domicile within your city/town or a mailing address and select **"Apply Address Change".**

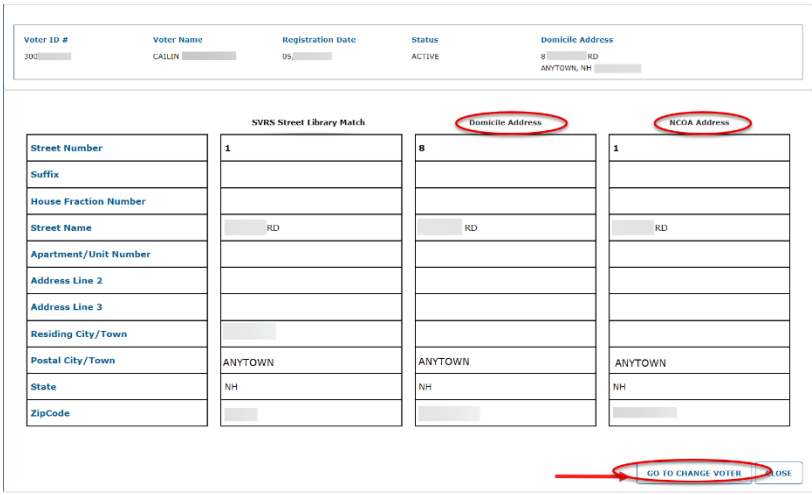
****Note:** You can only use the "Apply Address Change" button if the voter has a mailing address, or the domicile address is in your town/city.

If you select the "Apply Address Change" button and the voter NCOA address is not a mailing address or a domicile address in your town/city, you will receive a **Warning** message. Select **"Ok"** to return to NCOA screen.

If the NCOA address is a mailing address, you will receive a **Warning message when you navigate to the Address Change screen. Select **"Ok"** to continue.

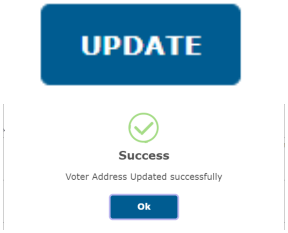


Step 3 – Review the voter information that shows on the Address Change screen. You will want to compare the Domicile Address column with the NCOA address column to see what has changed. The SVRS street library will also show so that the NCOA address can be verified with the current town/city street library.



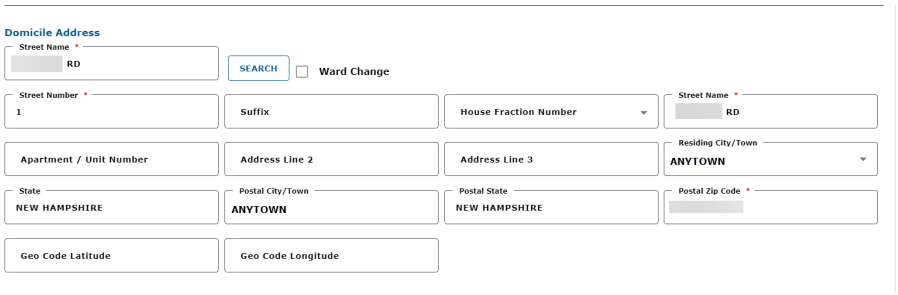
Step 4 – To update the voter **<u>domicile</u>** address to match the NCOA address, select **"Go To Change Voter"** to be taken to the Add/Change voter screen.

****Note:** If the NCOA address is a **<u>mailing address</u>**, you will select **"Update".** The system will automatically update the voter file to include the NCOA mailing address. You will receive a **Success** message stating the voter was updated successfully.

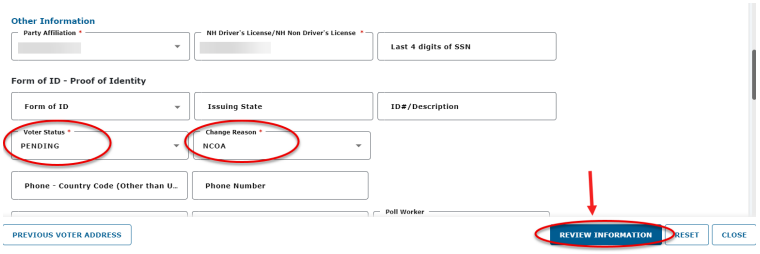


Step 5 – Enter the **"Modified Date"** at the top of the Add/Change voter screen. This **MUST** be the date that you are making the NCOA corrections in Add/Change Voter Registration.

Step 6 - Update the domicile address to match the NCOA address listed.

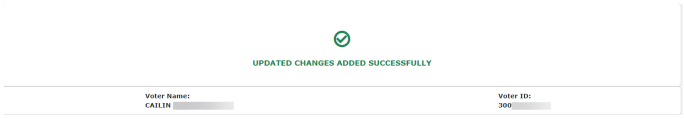


Under "other information", you will see that the voter status is now **"Pending" due to the address update with the change reason as "NCOA".

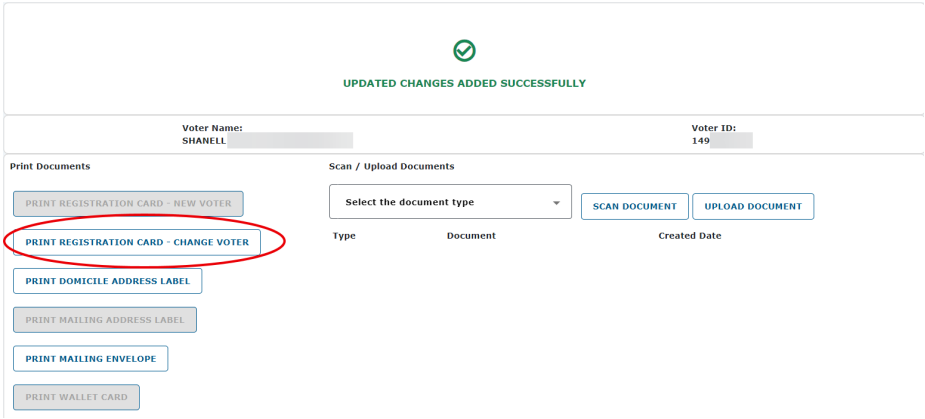


Step 7 - Click **"Review Information"** at the bottom of the Add/Change Voter screen to proceed forward with the address change. Review the change screen and select **"Save".**

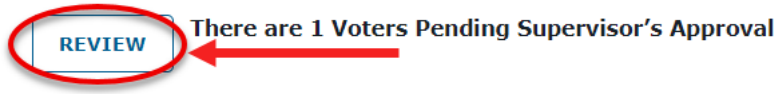
You will receive a message that the changes were made successfully.



Note: If you would like to place a copy of the Voter Registration form in your files, make sure you click **"Print Registration Card – Change Voter"** and write **"Per NCOA"** on the applicant signature line before signing the "Approved By" line.

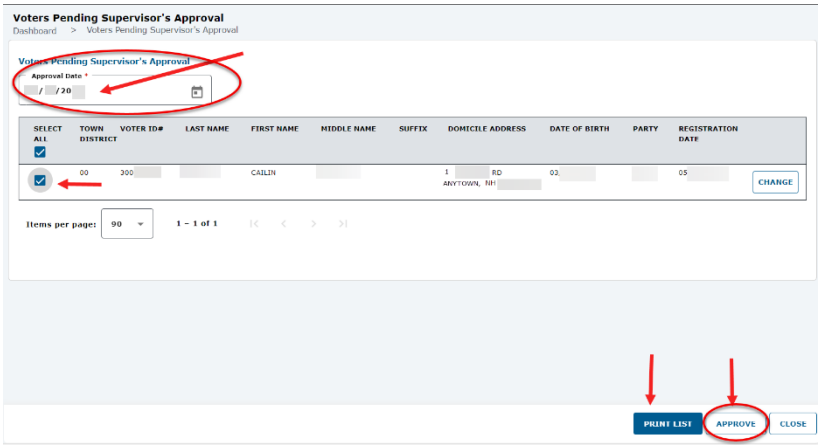


Step 8 – While in your publicly noticed session, return to your Dashboard and select **"Review"** next to the **"Voters Pending Supervisor's Approval"** notification. This is where you will find the NCOA voters who are pending approval for the address change.

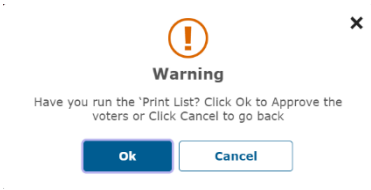


Step 9 – Select **"Print List"** to print the list of the voters you are approving for your records.

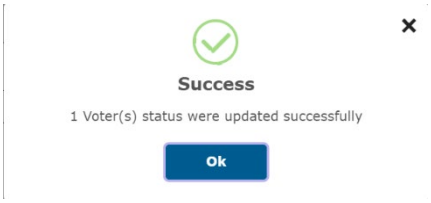
Step 10 - Enter the "Approval Date" that **matches** the date of your Supervisor Session that is listed in SVRS under Maintain City/Town Data > Supervisor/Registrar's Meeting. Check the box next to the voter's name(s) that you are approving and select **"APPROVE".**



You will receive a **Warning message to verify you have printed the pending approval list. Select **"Ok"** to continue.



You will receive a **Success message advising those voters have been updated. Select **"Ok"** to finalize the approval of the voters.



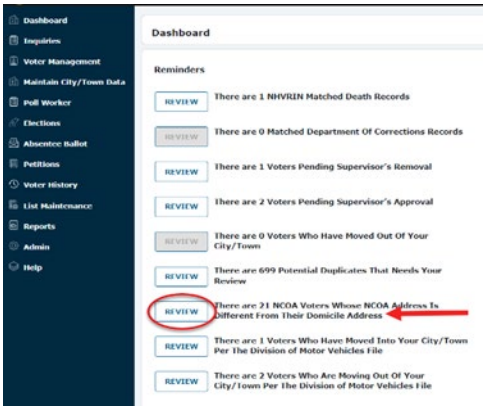
Scenario 3. Your voter has moved within your town/district or city/ward to a different town district or city ward

- If their *polling place is different* after they move, send the voter a letter to the new address explaining that you are updating their address based on an NCOA report unless they notify the supervisors that they still live at their old address. Include information on the polling place for their new address.

Important Note: When processing a voter in **Scenario 3**, the voter will go into "Pending" status for the NCOA address changes. The changes will need to be approved during a publicly noticed supervisor session for the voter to convert back to active.

Updating a Voter – Moved within your town/district or city/ward to a different town, district or city ward

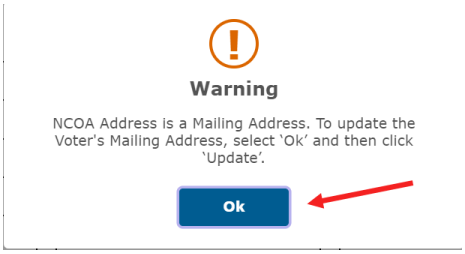
Step 1 – From the Dashboard reminders screen select **"Review"** next to the **"There are ## NCOA voters whose NCOA address is different from their domicile address"** notification to open and take action on your listed voters.



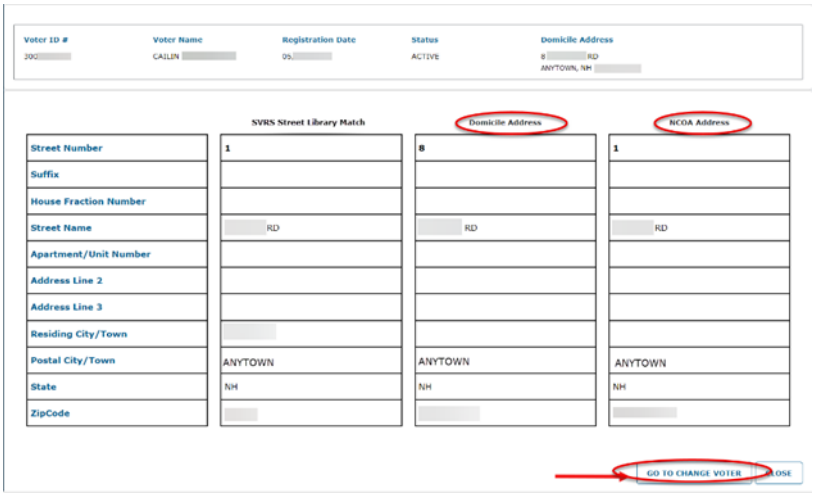
Step 2 – Locate and review the voter whose NCOA address is a different domicile within your city/town or a mailing address and select **"Apply Address Change".**

****Note:** You can only use the "Apply Address Change" button if the voter has a mailing address, or the domicile address is in your town/city.

If the NCOA address is a mailing address, you will receive a **Warning message when you navigate to the Address Change screen. Select **"Ok"** to continue.

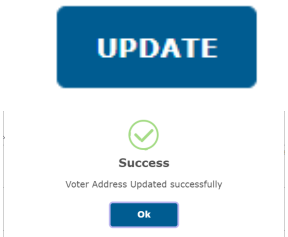


Step 3 – Review the voter information that shows on the Address Change screen. You will want to compare the Domicile Address column with the NCOA address column to see what has changed. The SVRS street library will also show so that the NCOA address can be verified with the current town/city street library.



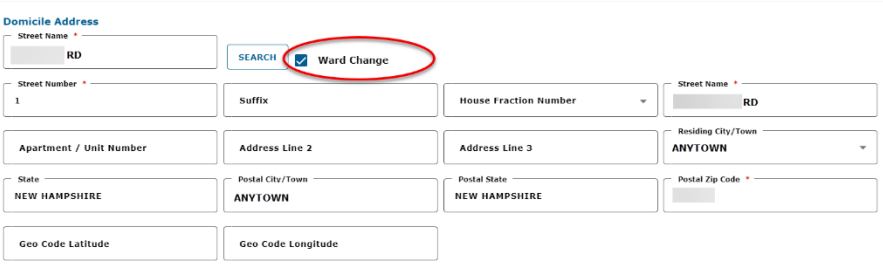
Step 4 – To update the voter **domicile** address to match the NCOA address, select **"Go To Change Voter"** to be taken to the Add/Change voter screen.

****Note:** If the NCOA address is a **mailing address**, select **"Update".** The system will automatically update the voter file to include the NCOA mailing address. You will receive a **Success** message stating the voter was updated successfully.



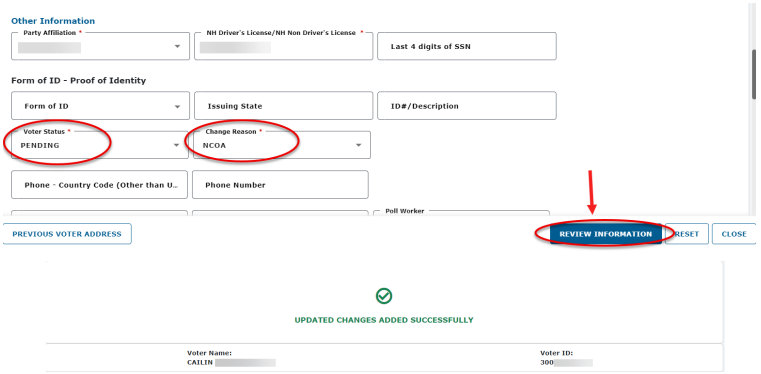
Step 5 – Enter the **"Modified Date"** at the top of the Add/Change voter screen. This **MUST** be the date that you are making the NCOA corrections in Add/Change Voter Registration.

Step 6 - Update the domicile address to match the NCOA address listed. If there is a town/district or city/ward change, the **"Ward Change"** box will be automatically checked.



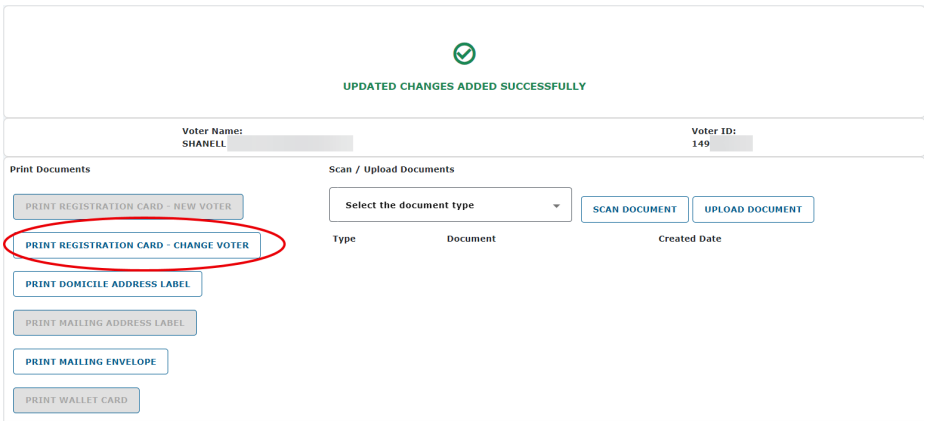
Under "other information", you will see that the voter status is now **"Pending" due to the address update with the change reason as "NCOA".

Step 7 - Click **"Review Information"** at the bottom of the Add/Change Voter screen to proceed forward with the address change. Review the change screen and select **"Save".**

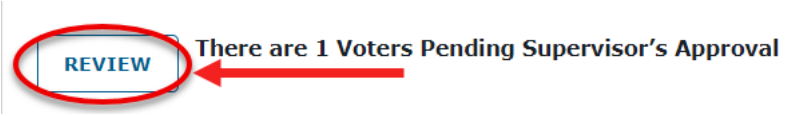


You will receive a message that the changes were made successfully.

Note: If you would like to place a copy of the Voter Registration form in your files, make sure you click **"Print Registration Card – Change Voter"** and write **"Per NCOA"** on the applicant signature line before signing the "Approved By" line.

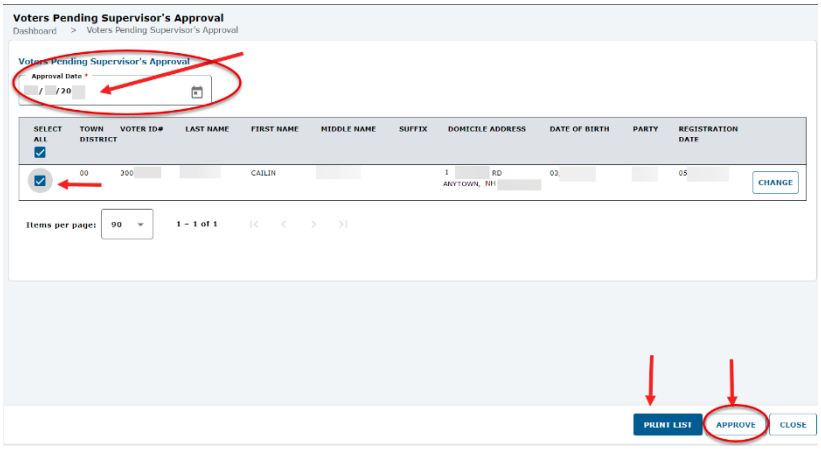


Step 8 – While in your publicly noticed session, return to your Dashboard and select **"Review"** next to the **"Voters Pending Supervisor's Approval"** notification. This is where you will find the NCOA voters who are pending approval for the address change.

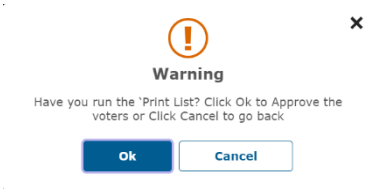


Step 9 – Select **"Print List"** to print the list of the voters you are approving for your records.

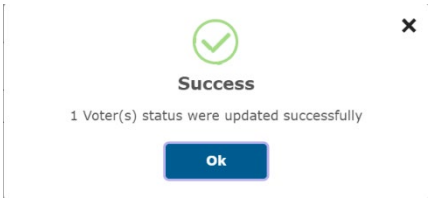
Step 10 - Enter the Approval Date that **matches** the date of your Supervisor Session that is listed in SVRS under Maintain City/Town Data > Supervisor/Registrar's Meeting. Check the box next to the voter's name(s) that you are approving and select **"APPROVE".**



You will receive a **Warning message to verify you have printed the pending approval list. Select **"Ok"** to continue.

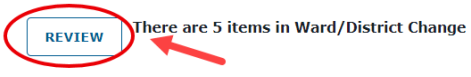


You will receive a **Success message advising those voters have been updated. Select **"Ok"** to finalize the approval of the voters.

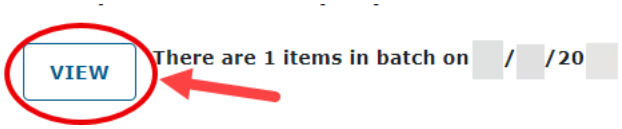


Note: To print the required Ward/District change letter to send to your voter, go to your correspondence queue, located on your Dashboard and click "Review".

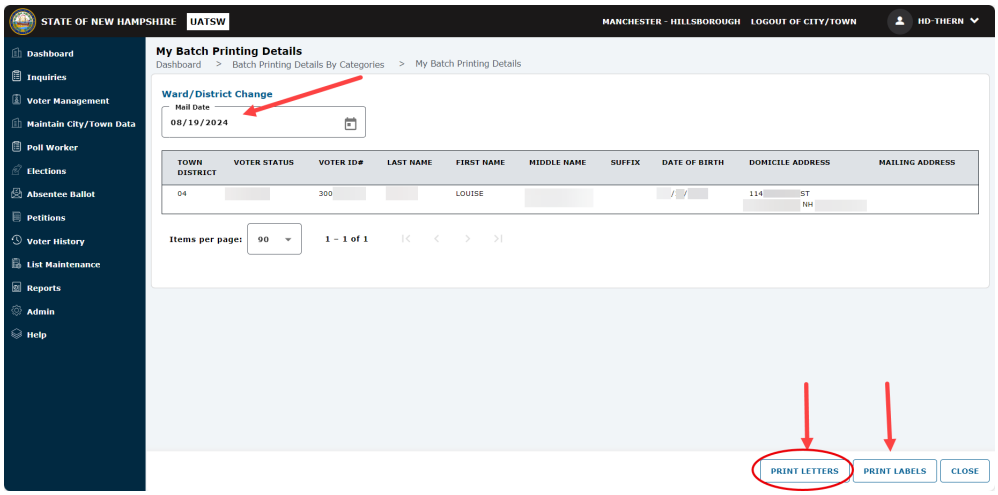
Select **"Review"** next to the **"There are ## items in Ward/District Change"**



Select **"View"** next to **"There are ## items in batch on MM/DD/YYYY"**. The batch date is based on the date the NCOA Address correction was made in Add/Change Voter.



Enter in the **"Mail Date"** and click **"Print Letters".** If needed, you can also print your mailing labels for the letters by clicking **"Print Labels".**

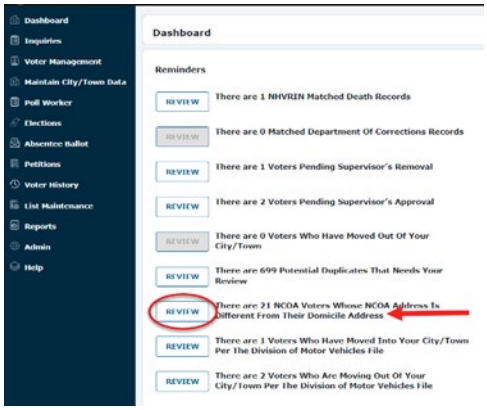


Scenario 4. Your voter has an NCOA mailing address change.

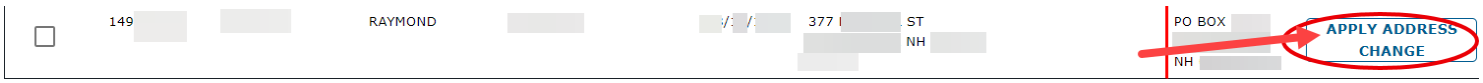
This scenario is used when the voter listed on your NCOA list only require a mailing address update. These voters will be listed with only an updated/corrected mailing address shown under the NCOA Address column of the NCOA list.

Updating a Voter – NCOA mailing address

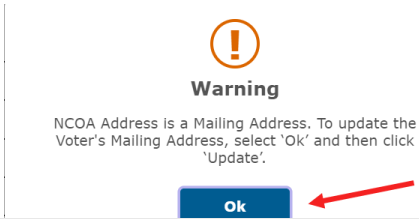
Step 1 – From the Dashboard reminders screen select **"Review"** next to the "There are ## NCOA voters whose NCOA address is different from their domicile address" notification to open and take action on your listed voters.



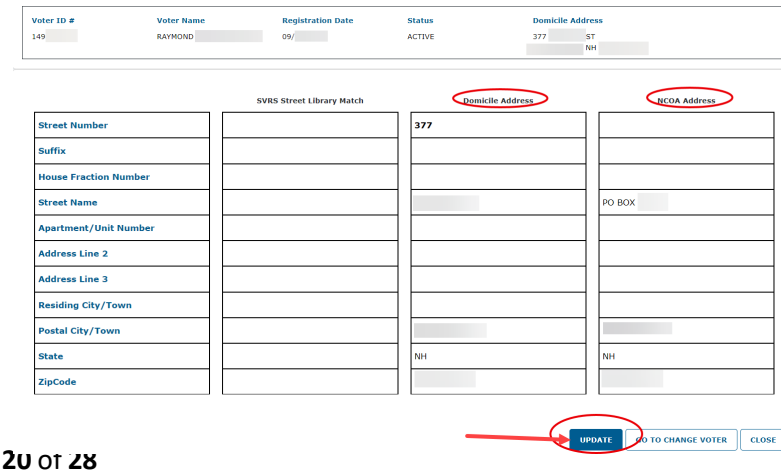
Step 2 – Locate and review the voter whose NCOA address is a mailing address and select **"Apply Address Change".**



Note: You will receive a **Warning** message when you navigate to the Address Change screen. Select **"Ok"** to continue.

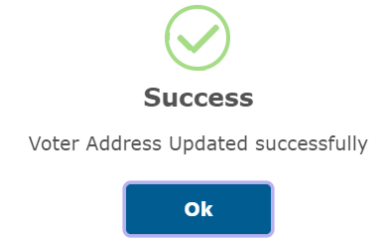


Step 3 - Review the voter information that shows on the Address Change screen. You will want to compare the Domicile Address column with the NCOA address column to verify only a mailing address was added.



Step 4 – If the NCOA Address is an updated/corrected mailing address only, select **"Update".** The system will automatically update the voter file to include the NCOA mailing address. If additional information needs to be changed, select **"Go to Change Voter".**

Upon selecting **"Update"**, you will receive a **Success** message stating the voter was updated successfully.



Note: When updating an NCOA Mailing address ONLY, the voter will stay in Active Status and not appear on your dashboard for further approval.

Scenario 5. Remove – No action. No NCOA updates needed.

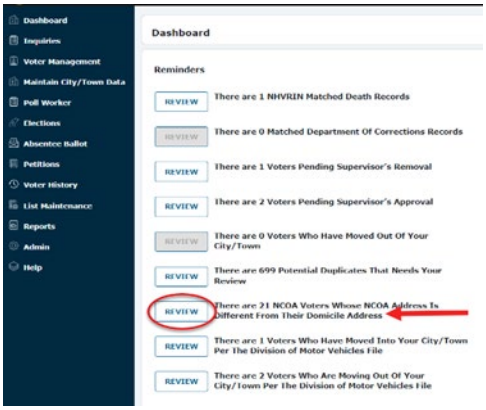
Updating a Voter "Remove – No Action"

Important Note: This scenario **MUST** be done while in a publicly noticed session with a majority of the supervisors in attendance.

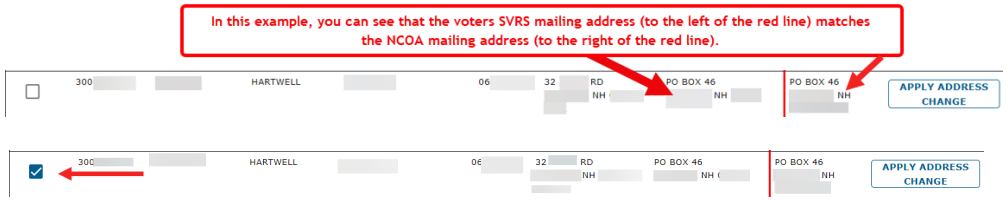
This option is used if you have evidence, including local knowledge held by an election official, that suggests the notice could be invalid and/or **NO** action needs to be taken on a voter. This happens, for example, when the change NCOA would prompt has already occurred, i.e. the voter registered in a new town/city/state and was removed upon receipt of a notice of transfer; the voter was already removed due to official notice of death; or the Supervisors have evidence that the change reported by NCOA is not accurate and have notified the Elections Division Help Desk. **These voters will need to be removed from the NCOA list.** Be very careful when looking at addresses and determining that no change is needed. The change could be adding the +4 zip code digits to the current 5-digit zip code.

****Note:** When reviewing the NCOA list, if you are not sure what action to take, keep the voter on your NCOA list. The voter must be taken up in a publicly noticed session where a majority of the supervisors can decide what action to take.

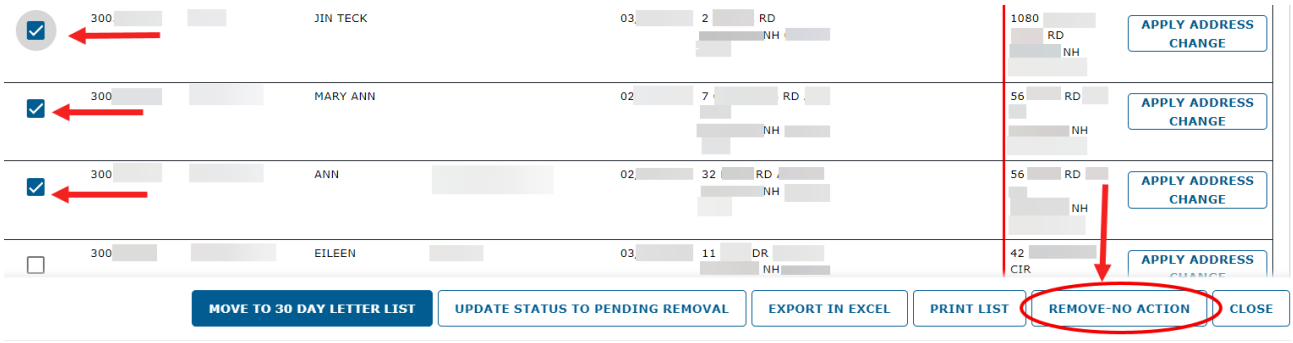
Step 1 – From the Dashboard reminders screen select **"Review"** next to the **"There are ## NCOA voters whose NCOA address is different from their domicile address"** notification to open and take action on your listed voters.



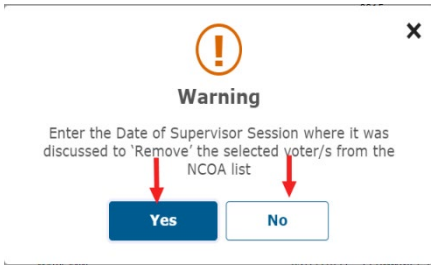
Step 2 – Locate and review the voter whose domicile or mailing NCOA address is the same as what is in the SVRS system.



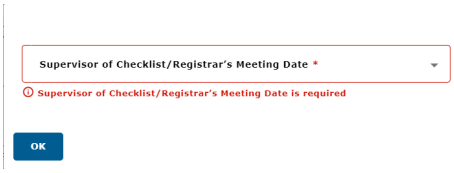
Step 3 – Check the voter you want to remove from the NCOA List and select **"Remove – No Action"**.



****You will receive a Warning message advising that you will need to enter the date of your supervisor session to remove the voters from the NCOA list. If you already have your session date listed in maintain city/town data > Supervisor/Registrar's meeting, select "Yes" to proceed forward and select your session date. If you do not, select "No" and proceed to maintain city/town data > Supervisor/Registrar's meeting to enter your session before continuing**.

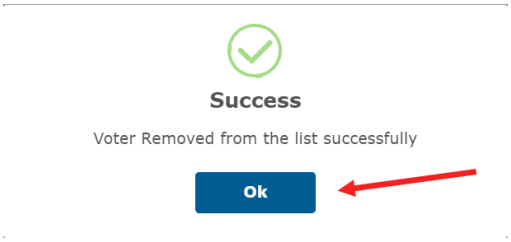


Step 4 – Once you have entered your session and select "Yes", you will receive a pop-up that prompts you to select your session/meeting date.



Open the drop-down and select the applicable meeting date that matches your current session and select **"ok".**

You will receive a **Success message advising that the voter have been removed from the list successfully. Select **"Ok"** to finalize the removal of the voters from the NCOA list.



Alternative Removal Option - RSA 654:45, IV (d)

The supervisors of the checklist may first send a 30-Day Letter notice and then shall remove the name from the checklist if the voter does not respond to that notice as set forth in RSA 654:44, RSA 654:36-b.

> **RSA.654:44 Removing Names from Checklist; Notice Required**. –
>
> "I. The supervisors shall remove no person's name from the checklist of their town or ward unless they shall send notice by mail to the **last known address** of the person whose name, they wish to remove from the checklist stating the reason they are considering removing such person's name from the checklist […]"

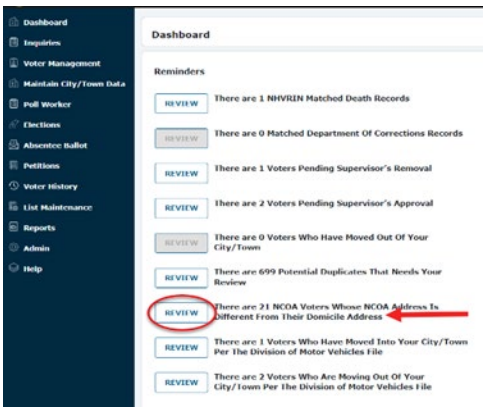
Generally, when you send a 30-day letter, the voter's last known address is their mailing address in the voter registration record (the voter's domicile address where there is no separate mailing address). If USPS returns the letter as undeliverable to that address, the USPS return is evidence that the voter moved away from that address. This evidence supports removal from the checklist.

With an NCOA report, the voter's last known address is the new address listed on the NCOA report. If USPS returns the letter as undeliverable to that new address, the voter may have moved again or the NCOA report is incorrect. If there is no other evidence that the voter moved out of town, do not remove the voter based solely on NCOA. You may send a 30-day letter to the voter's mailing address in the voter registration record.

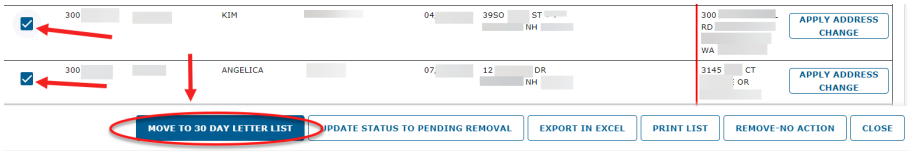
To see a sample of a NCOA 30-day letter, go to Help/Instructions in SVRS and search for "NCOA 30-DAY LETTER TEMPLATE 2025".

Updating a Voter – Move to 30-Day Letter List

Step 1 – From the Dashboard reminders screen select **"Review"** next to the **"There are ## NCOA voters whose NCOA address is different from their domicile address"** notification to open and take action on your listed voters.



Step 2 – Locate and select the voter(s) who you'd like to move to your 30-Day Letter List and select **"Move To 30-Day Letter List".**



****Note:** Once you select "Move To 30-Day Letter List", the voter will be removed from the NCOA List and added to the 30-Day Letter List under List Maintenance where you can follow the regular 30-Day Letter process.

How to Redact a Document

Redacting a Paper Document

Print out the paper document using the one-sided print option. This will ensure you have text on one side of the paper and a blank page on the other side. You will not be at risk of cutting out important information on one side or neglecting to remove sensitive information on one side.

Chaffee	White	
[redacted]	Eisele	11-Oct-68
Anders	Lovell	[redacted]
Schweickart	Scott	03-Mar-69
Cernan	Young	18-May-69
Aldrin	Collins	16-Jul-69

Using a black ink marker or Sharpie, cover all the text that you need to redact. Make sure you find every mention of the sensitive information in the paper document.

To create a version of the paper document that is effectively redacted, you must scan the document and save it as the "Final-redacted" PDF of the document or make a paper copy of the redacted page so you cannot read the underlying print through the wet ink redaction.

You will now have a fully redacted version of the paper document.

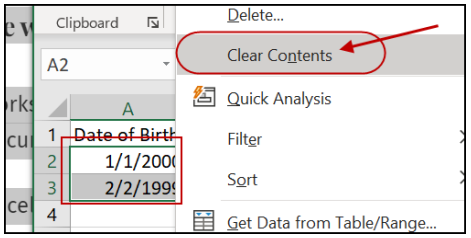
Redacting an Excel Report.

Copy the worksheet into another tab.

Carefully edit it to remove the private content. Make sure you remove the data and not just obscure it.

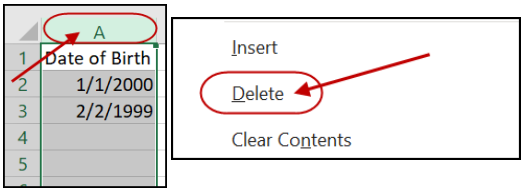
1. Select and highlight preferred cells, columns or rows.

2. **Cells** – Click in a cell and drag your mouse to highlight all the cells you want to remove. Right click in the highlighted area and click "Clear Contents" to remove the cell(s) content. You can also click on the "Delete" button.



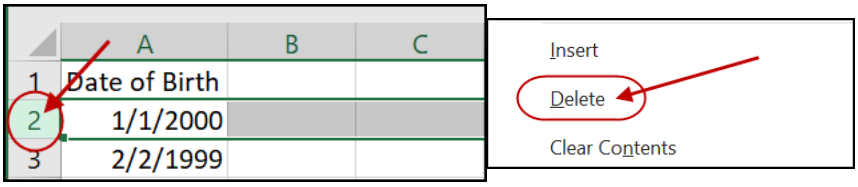
   or

3. **Columns** – Click the letter of the column you would like to remove. Right click and press "Delete" in the "column letter" to remove an entire column.



   or

4. **Rows** - Click the number of the row you would like to remove. Right click and press "Delete" in the "row number" cell letter to remove an entire row.



To use the redacted Excel report as part of the minutes of your session required under the Right-to-Know law, print just the tab on which you have redacted the voter's date of birth, out of town/state addresses or other data considered confidential on which the board's decision to either remove or send a 30-day letter has been marked. Your minutes can then just refer to the attached Excel report. Model paragraph for the minutes:

> *"Based on the National Change of Address report, Supervisor X moved, Supervisor Y seconded, and a majority of the board voted to approve a motion to remove the voters marked for removal, to correct addresses on voters who moved within the town/city, and to send a 30-day letter to the voters marked for a 30-day letter as documented on the attached report."*

Thank you, as always, for your hard work and due diligence. Feel free to reach out to the Elections Help Desk with any questions. (603) 271-8241 or NHVotes@sos.nh.gov.