



MUNICIPALITY OF ANCHORAGE

DEVELOPMENT SERVICES DEPARTMENT
4700 Elmore Road | Email: permitcounter@muni.org



CUSTOMER REFUND REQUEST FORM

***Fields Required**

****See reverse side for Refund processing requirements and applicability ****

***Request made by (Name):** _____ ***Date:** _____

***Original Payment Type:**

☐

Cash

☐

Check

☐

Credit Card

☐

Other: _____

***Permit/Document # (if Applicable):** _____

***Reason for Refund:** _____

***Customer Signature:** _____

***Customer Contact Information** (Required for mailing purposes)

***Original Payment Customer Name (Printed):** _____

***Address:** _____

***City:** _____ ***State:** _____ ***Zip Code:** _____

***Phone Number:** _____ ***Email:** _____

Official Use Only (Complete all fields as they may apply)

Date of Original Transaction: _____ **Transaction #:** _____

Refund Amount: \$ _____ **Cash Receipt #:** _____

Div Approval: _____ **Title:** _____ **Date:** _____

Dept Approval: _____ **Title:** _____ **Date:** _____

(Permitting Manager or Building Official Only)



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Refund Processing Requirements:

1. Refund Request Form (Must be completed fully, including address and contact info of the originating payer, please reference permit number or document number on form) A clear justification must be provided for the refund request.
2. Copy of original Permit Application or Document with fees shown. *(Can be provided by MOA or Customer)*
3. Copy of original receipts (for both check and credit card transactions).
4. If paid by check, copy of check required along with form. (Customers can obtain a copy from their bank or online statement and print out a copy of the processed check).

Anchorage Municipal Code

AMC - 23.10.104.15.4 - Fee refunds.

- A. The building official shall refund a fee that is paid or collected in error.
- B. The building official may refund up to eighty percent (80%) of the permit fee paid when a permit is cancelled.
(Exception: The building official may grant a full refund of the permit fee if no work has been done by the Municipality, and the permittee shows the cancellation of the permit was beyond the permittee's control.)
- C. The building official may refund the full plan review fee if the permit is cancelled before any review has begun.
- D. The building official shall not refund any fee unless it is requested in writing by the original permittee.
- E. Permits expired by more than 360 days are not entitled to a refund.

Refund Applicability:

1. All Retrofit permits may only be refunded up to 80% of the original permit fee. (Exception: if retrofit permit was issued in MOA error, a full refund of permit may be given).
2. All applicable refunds on "Issued permits" are applicable to the "Building Permit Fee" only and the amount is determined based on the amount of activity completed (number of inspections and permit processes completed after being issued)
3. All Issued permits which are cancelled by customers request and wanting a refund of permit may receive a partial refund AFTER an inspection has been completed to verify if no work has been done and the structure can be occupied without any further repairs required under the permit.
4. Refer to Policy AG.60 for Refunds on Expired Permit Fees