



T&ES – Traffic Operations Division  
3200 Colvin St  
Alexandria, VA 22314

Phone: 703.746.4747  
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[www.alexandriava.gov](http://www.alexandriava.gov)

## **Parking Meter Refund Request Policy**

Customers seeking reimbursement for failed parking meters or for duplicate payments for the same parking space due to a broken multi-space meter may do so by submitting a written request to:

Parking Reimbursements  
3200 Colvin St  
Alexandria, VA 22314

The request must include the following:

- The Service Request number for the report of the broken meter to the City's Call Center, or that was reported using the City's online Call, Click Connect service request form. A valid Service Request form must include:
  - Customer Name
  - Customer Remit To address
  - Phone number
  - ID number of the failed parking meter reported
  - Date and Time of the incident
- For Credit Card Payment refunds, the reimbursement request must include:
  - A copy of a bank statement providing proof of payment as well as the customer's name and confirmation of mailing address to which the reimbursement will be mailed.
- For Coin Payments
  - Reimbursements will be made in coin at the Traffic Operations Office located at 3200 Colvin St for no more than \$3.50 upon submission of:
    - A valid Service Request report concerning the failed parking meter, and
    - Confirmation of the meter failure by a Parking Meter Technician.
  - Refunds for verified parking meter failures will be issued upon receipt of the above information, and instructions provided for credit card reimbursements as appropriate.

Revised: 8/15/17