



Guidance for Flood Risk Analysis and Mapping

Notice-to-User Corrections

November 2022



FEMA

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Requirements for the Federal Emergency Management Agency (FEMA) Risk Mapping, Assessment, and Planning (Risk MAP) Program are specified separately by statute, regulation, or FEMA policy (primarily the Standards for Flood Risk Analysis and Mapping). This document provides guidance to support the requirements and recommends approaches for effective and efficient implementation. Alternate approaches that comply with all requirements are acceptable.

For more information, please visit the FEMA Guidelines and Standards for Flood Risk Analysis and Mapping webpage (<https://www.fema.gov/guidelines-and-standards-flood-risk-analysis-and-mapping>). Copies of the Standards for Flood Risk Analysis and Mapping policy, related guidance, technical references, and other information about the guidelines and standards development process are all available here. You can also search directly by document title at <https://www.fema.gov/resource-document-library>.

Table of Revisions

The following summary of changes details revisions to this document subsequent to its most recent version in November 2021.

Affected Section or Subsection	Date	Description
Section 3	Nov. 2022	Revised to clarify that corrected products do not have to be uploaded with draft Notice-to-User letter.
All sections	Nov. 2022	Minor formatting adjustments to highlight language to be used for notes.

Table of Contents

1. Overview	1
2. Escalating Errors and Omissions for Review.....	1
3. Preparing and Submitting a Draft Notice-to-User Letter.....	1
4. Referencing the NTU Correction on Updated Products	2
4.1. Flood Insurance Study Report	2
4.2. Flood Insurance Rate Map Panel and Index.....	4
4.3. Flood Insurance Rate Map Database	8
4.4. National Flood Hazard Layer	8
5. Submittal to the Map Service Center	9

List of Figures

Figure 1. 2003 FIS Report with NTU	3
Figure 2. 2013 FIS Report with NTU	3
Figure 3. 2003 FIRM Title Block with NTU Notation	5
Figure 4. 2013 FIRM Title Block with NTU Notation	6
Figure 5. 2003 FIRM Index with NTU Notation	7
Figure 6. 2013 FIRM Index with NTU Notation	7

1. Overview

A Notice-To-User (NTU) correction is used to correct errors or omissions in a Flood Insurance Study (FIS), Flood Insurance Rate Map (FIRM), FIRM database (DB), or the National Flood Hazard Layer (NFHL) dataset. NTU corrections cannot be completed for corrections that are subject to an administrative appeal period or that would change the accreditation status of a levee. NTU corrections cannot change the effective date of a FIS or FIRM.

2. Escalating Errors and Omissions for Review

FEMA Headquarters has sole authority for determining whether an error or omission may be corrected through an NTU correction. Before escalating an issue to FEMA Headquarters for review, the appropriate Production and Technical Services (PTS) Quality Lead should verify that the issue has been sufficiently researched and documented, and that the FEMA Regional Office has concurred with all corrections that are needed.

To escalate an issue to FEMA Headquarters, the PTS Quality Lead should upload the [Notice-to-User Request Form](https://www.fema.gov/flood-maps/guidance-reports/guidelines-standards/flood-risk-templates-and-other-resources) from the Flood Risk Templates and Other Resources page on the FEMA website (<https://www.fema.gov/flood-maps/guidance-reports/guidelines-standards/flood-risk-templates-and-other-resources>) and any supporting documentation to the NTU folder on the FEMA SharePoint site, fill out the tracking spreadsheet located in the same folder, and alert the FEMA Headquarters Due Process Lead that an issue has been escalated for review.

3. Preparing and Submitting a Draft Notice-to-User Letter

If FEMA Headquarters determines that an escalated issue should be resolved through a Notice-to-User correction, the PTS Quality Lead should prepare a draft version of the NTU letter that documents the corrections that were made and informs the end users why they are receiving updated versions of the products. A [Notice-to-User](https://www.fema.gov/flood-maps/guidance-reports/guidelines-standards/flood-risk-templates-and-other-resources) template letter is available on the Flood Risk Templates and Other Resources page on the FEMA website (<https://www.fema.gov/flood-maps/guidance-reports/guidelines-standards/flood-risk-templates-and-other-resources>).

It is important to consider the date on which the NTU letter and revised products will be delivered to the affected communities. If the NTU will be issued before the effective date of the study but after the Letter of Final Determination (LFD), the date on the NTU letter should be projected for approximately 2-3 weeks prior to the effective date of the Flood Risk Study. The revised products will not display an NTU note or NTU date.

If the NTU will be issued after the effective date of the study, the PTS Quality Lead should coordinate with the Mapping Partner and with the Map Service Center (MSC) to project a future date on which the products will be released by the MSC. The selected date will be listed on the NTU letter and displayed on the corrected products (see Section 4).

Once the date has been determined for either option, the draft NTU letter should be uploaded to the NTU folder on SharePoint and the FEMA Headquarters Due Process Lead should be alerted that the submission is ready for review.

4. Referencing the NTU Correction on Updated Products

If an NTU is released after the effective date of a study, a reference to the NTU should appear on the FIS Report, applicable FIRM panels, FIRM index and/or in the FIRM DB. There should be only one NTU note per product. If there are multiple NTUs, only the latest NTU date should be listed. The date added to the product should be the same as listed on the NTU letter. Examples are described below.

4.1. Flood Insurance Study Report

The following guidance applies to FIS reports being corrected via an NTU:

- **Cover Page:** 2003 and 2013 Flood Insurance Study (FIS) reports should display a note on the cover page (Figures 2 and 3) in 12-point Franklin Gothic Medium. The note should read:

Reprinted with corrections on [date]

- **Notice-to-User Page (2003 FIS reports):** The FIS report should include a note on the Notice-to-User page (behind the report cover), below the historical FIS date listings, using the same font as the date listings. The note should read:

This FIS report was reissued on [date] to make a correction; this version replaces any previous versions. See the Notice-to-User letter that accompanied this correction for details.

- **Section 1.4 (2013 FIS reports):** After the first bulleted item (identifying the part [or all] of the FIS report being revised and republished), add an additional bullet. The bullet should read:

This FIS report was reissued on [date] to make a correction. See the Notice-to-User letter that accompanied this correction for details. This version replaces any previous versions.

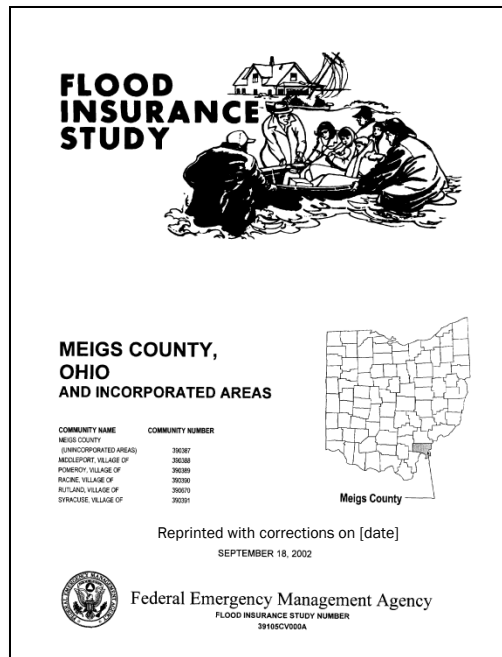


Figure 1. 2003 FIS Report with NTU

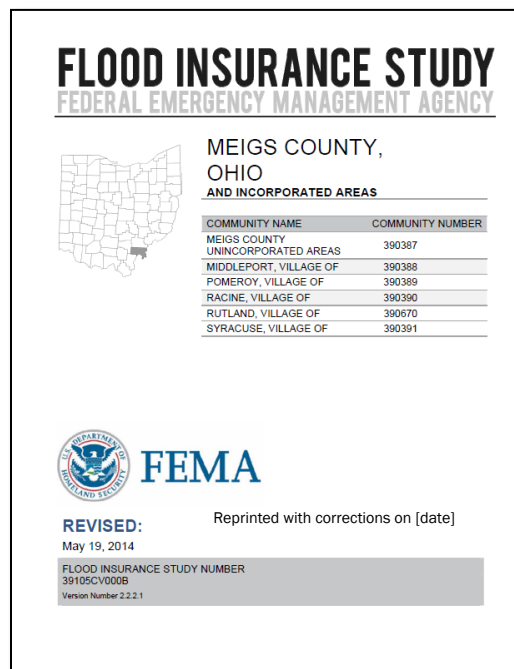


Figure 2. 2013 FIS Report with NTU

4.2. Flood Insurance Rate Map Panel and Index

The following guidance applies to the Flood Insurance Rate Map (FIRM) panel and index being corrected via an NTU:

The note should be located above the Notice-to-User note in the Title Block (Figure 3).

- **FIRM Panel (2003 panels):** The FIRM panel title block should include the following note in black 7-point Arial Caps Lower Case (CLC):

Notice: This map was reissued on [date] to make a correction. This version replaces any previous versions. See the Notice-to-User letter that accompanied this correction for details.

The note should be located above the Notice-to-User note in the Title Block (Figure 4). If space is not available in the title block, the note should be located near the title block in the body of the map.

- **FIRM Panel (2013 panels):** The FIRM panel title block should include the following note in 9-point Franklin Gothic Medium CLC:

Notice: This map was reissued on [date] to make a correction. This version replaces any previous versions. See the Notice-to-User letter that accompanied this correction for details.

If space is not available in the title block, the note should be located near the title block in the body of the map (Figure 5).

- **FIRM Index (2003 indices):** The FIRM index title block should include the following note in black 7-point Arial CLC:

Notice: This FIRM index was reissued on [date] to make a correction. This version replaces any previous versions. See the Notice-to-User letter that accompanied this correction for details.

When space is not available in the title block, the note should be located as close as possible to the title block in the body of the map (Figure 6).

- **FIRM Map Index (2013 indices):** The FIRM index should include the following note above the FIRM map index title block in black 8-point Franklin Gothic Medium CLC :

Notice: This FIRM index was reissued on [date] to make a correction. This version replaces any previous versions. See the Notice-to-User letter that accompanied this correction for details.


NFIP NATIONAL FLOOD INSURANCE PROGRAM	PANEL 0010 C			
	FIRM FLOOD INSURANCE RATE MAP MEIGS COUNTY, OHIO AND INCORPORATED AREAS			
	PANEL 10 OF 367 <small>(SEE MAP INDEX FOR FIRM PANEL LAYOUT)</small>			
	<small>CONTAINS:</small>			
	<u>COMMUNITY</u>	<u>NUMBER</u>	<u>PANEL</u>	<u>SUFFIX</u>
	MEIGS COUNTY	990387	0010	C
	<p>Notice: This map was reissued on [date] to make a correction. This version replaces any previous versions. See the Notice-to-User Letter that accompanied this correction for details.</p>			
	<p><small>Notice to User: The Map Number shown below should be used when placing map orders; the Community Number shown above should be used on insurance applications for the subject community.</small></p>			
	 <div style="display: inline-block; vertical-align: middle;"> <p>MAP NUMBER 39105C0010C</p> <p>EFFECTIVE DATE SEPTEMBER 18, 2002</p> </div>			
	Federal Emergency Management Agency			

Figure 3. 2003 FIRM Title Block with NTU Notation

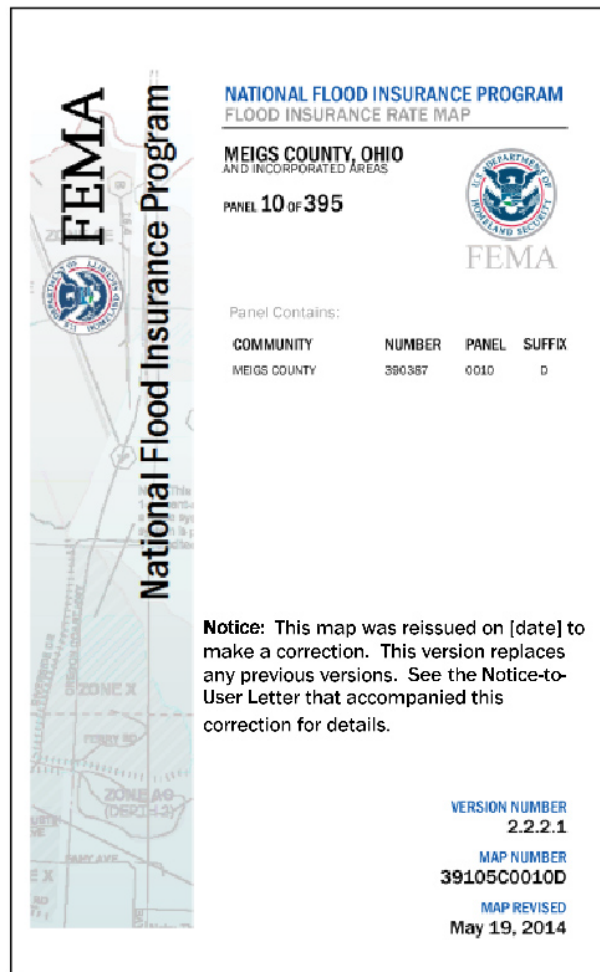


Figure 4. 2013 FIRM Title Block with NTU Notation

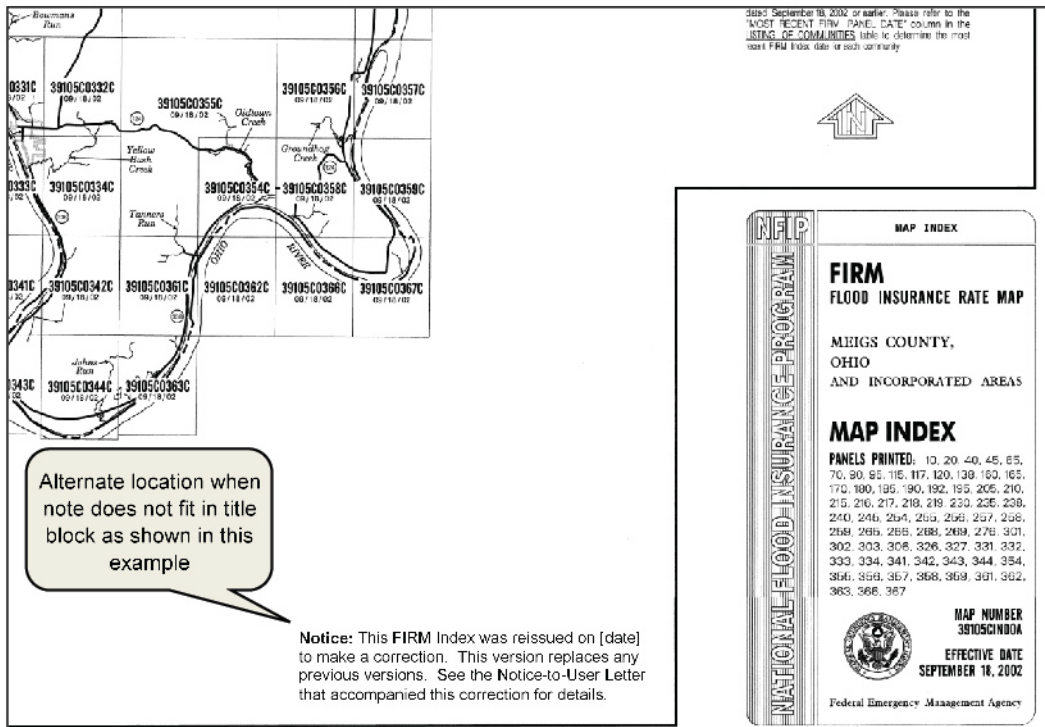


Figure 5. 2003 FIRM Index with NTU Notation

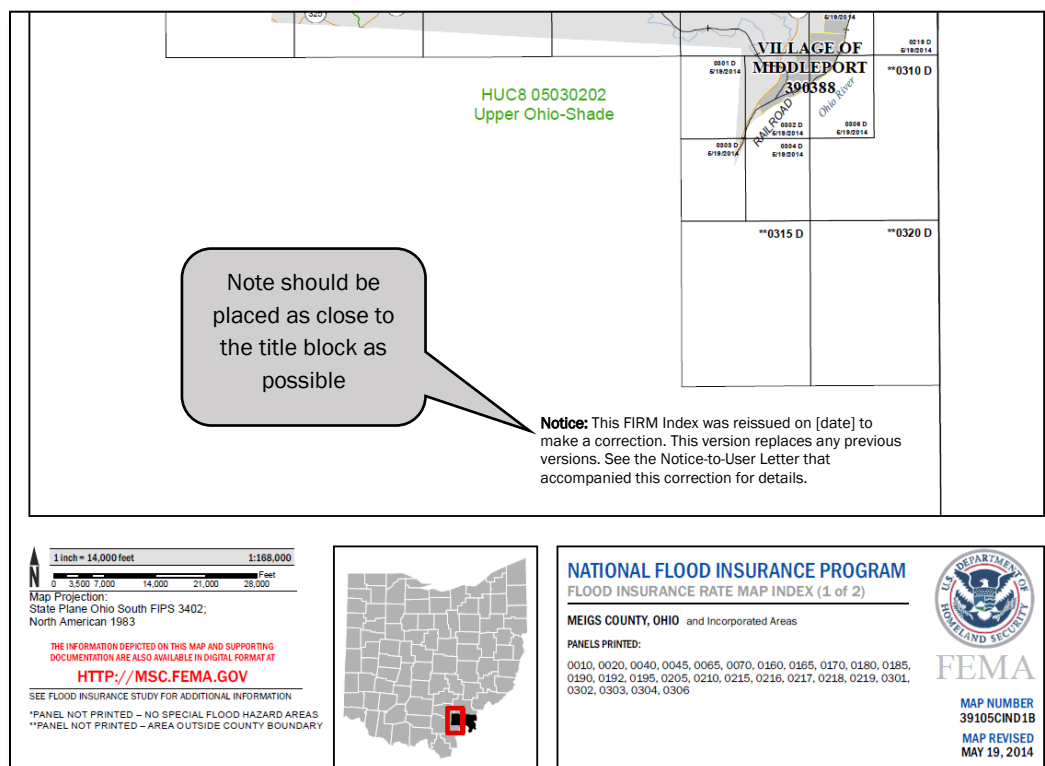


Figure 6. 2013 FIRM Index with NTU Notation

4.3. Flood Insurance Rate Map Database

When correcting the Flood Insurance Rate Map Database (FIRM DB) through an NTU, the following steps should be used to affirm that a corrected DB is issued.

- **2003, 2011, and 2013 Schema FIRM DB:** A new record is added to the L_PAN_REVIS table for each corrected FIRM panel.
 - If this table was not previously part of the FIRM DB, a record is created, and the table submitted with the other NTU products (if applicable).
 - If the FIS or the FIRM DB is revised as part of the NTU, “FIS” or “FIRM DB” is entered in this table in the FIRM panel ID field. All fields in this table are required.
 - The REVIS_DATE matches the NTU reissuance date on the FIRM panels, FIRM index, and FIS report (if applicable).
 - The same correction note used on the actual FIRM, FIRM index, or FIS report is placed in the FIRM DB REVIS_NOTE field in the L_PAN_REVIS table for corrections to these products. The REVIS_NOTE for FIRM DB correction reads:

Notice-to-Users: This FIRM database was reissued on [date] to make a correction. This version replaces any previous versions. See the Notice-to-User letter that accompanied this correction for details.

- NTU notations in the FIRM DB will stack in the L_PAN_REVIS table if there are multiple NTUs for a dataset.
- PTS regional Flood Hazard Layer (rFHL) teams incorporate FIRM DB corrections into the NFHL, update the DB_REV date as usual, and send the correction to the Customer and Data Services (CDS) NFHL team with a submission type of “NTU” in the delivery manifest. This submission type notation is necessary for the CDS Quality Control (QC) tool to correctly check the DB_REV against the highest date value in the L_PAN_REVIS table instead of the S_FIRM_PAN table, as with normal submissions.

4.4. National Flood Hazard Layer

When correcting the National Flood Hazard Layer (NFHL) via the NTU process, the rFHL team should update the DB_REV date and send the correction to the NFHL team with a submission type of “NTU” in the delivery manifest. This is necessary for the CDS QC tool to check the DB_REV against the highest date value in the L_PAN_REVIS table instead of the S_FIRM_PAN table. See Section 4.3 for more information on managing the FIRM DB corrections associated with an NTU.

5. Submittal to the Map Service Center

After the FEMA Headquarters Due Process Lead approves the draft NTU letter and the corrected products, the PTS Quality Lead should provide a copy of the approved letter and corrected products to the Map Service Center (MSC) for distribution, and to the NFHL Team Lead for the incorporation of applicable NFHL corrections. The PTS Quality Lead should coordinate as needed to address any related quality concerns that may be raised by the MSC or NFHL Lead.

If the FIRM DB is affected by the NTU, the entire DB (all tables and layers, not just the corrected ones) should be provided as part of the NTU. The delivery should include all DB formats previously delivered as part of the original Flood Risk Project. If the NTU only affects the FIRM DB and/or NFHL, the MSC will only issue the NTU letter to the impacted communities. The letter will direct users to the MSC where they will be able to obtain the most current version of the NFHL.

The PTS Quality Lead should coordinate with the MSC to confirm that the NTU letter and corrected products are submitted early enough to ensure timely delivery to impacted communities, even if the MSC has already been consulted to project the date on the draft NTU letter. If timely delivery cannot be achieved, the PTS Quality Lead will need to request approval from the FEMA Headquarters Due Process Lead to update the NTU letter and corrected products with a new correction date.

After the NTU letter and corrected products have been issued, the PTS Quality Lead or MSC should confirm the distribution date with the FEMA Regional Office and the FEMA Headquarters Due Process Lead.