



Cannabis Control Commission Relocation FAQ

The Cannabis Control Commission (Commission) is relocating to its permanent headquarters at Union Station in Worcester. In addition to new office space, there will be new contact information for Commissioners and staff. Please review the frequently asked questions for more details.

Question: What is the Commission's new contact information?

Answer: Please contact Commissioners and staff at the new mailing address and phone number beginning November 26th:

Mailing Address:
Union Station,
2 Washington Square,
Worcester, MA 01604

Main Phone Line:
774-415-0200

Question: Will Commissioners and staff have new email addresses?

Answer: Yes, Commission emails will be phased to our new domain, @CCCMass.com, between November 15th and December 16th. The new email format is FirstName.LastName@CCCMass.com. Emails sent to the @Mass.gov domain will not be received after January 15, 2020.

Question: Are there any exceptions to the new email format?

Answer: Yes, you can simply change the email's domain for most Commission contacts (e.g. John.Smith@Mass.gov will become John.Smith@CCCMass.com); however, the naming convention for some shared mailboxes have changed:

New Email Address

Compliance@CCCMass.com

Licensing@CCCMass.com

Inspections@CCCMass.com

Old Email Address

RMDCompliance@Mass.gov

CannabisLicensing@Mass.gov

CannabisInspections@Mass.gov



Question: Can I visit Commissioners and staff at the new address?

Answer: Yes, however, you must have a scheduled appointment. Unannounced visitors cannot be accommodated. Call 774-415-0200 or your contact to schedule an appointment.

Question: Can I still reach Commissioners and staff using their original phone numbers?

Answer: No, staff phone numbers will not be forwarded. You may contact the main phone line for a Commissioner or staff member's current phone number.

Question: Why is the Commission moving?

Answer: The Commission has operated out of temporary space since its inception. The agency is now moving into its permanent headquarters.

