

# Frequently Asked Questions

**Q: How is my tax calculated?**

**A:** Assessment x Mill Rate = Tax

**Q: What is the new Mill Rate?**

**A:** The new mill rate on the October 1, 2015 grand list is 30.81. This mill rate becomes effective on bills due July 1, 2016. This means that for every \$1,000 in assessed value, you will pay \$30.81 in taxes.

**Q: What methods of payment do you accept?**

**A:** Cash, Money Orders, Cashier Checks, Business Checks or Personal Checks are acceptable forms of payment.

You may also pay your bill online by e-check for a flat fee of 95 cents.

If you would like to pay your taxes with a credit card, all major cards are accepted but a convenience fee of 2.95% is charged.

Refer to the payment link on the town website for any online payments.

**Q: I have more than one bill. Can I make out one check for all of them?**

**A:** Yes.

**Q: What happens if I pay late?**

**A:** Tax payments must be received *or* US Postal postmarked by August 1st to avoid the accrual of interest. If a payment is received *or* US Postal postmarked after August 1st, it will immediately be subject to 3% interest (1.5% for July and 1.5% for August). Interest will then continue to accrue at a rate of 1.5% per month (18% annually).

**Q: Can interest on my tax bill be waived?**

**A:** No. The Revenue Collector does not have the authority to waive interest for the owner of taxable property. The **taxpayer is responsible** to see that taxes are paid when due. No Exceptions. CT General Statute 12-146.

**Q: How do I correct the mailing address on my tax bill?**

**A:** If the mailing address is incorrect on your **real estate or personal property** bill, please contact the Assessor's Office at 860-828-7067. If the mailing address is incorrect on your **motor vehicle** bill, please correct it on the registration for that vehicle at [CT DMV](#).

**Q: I am being improperly billed for a motor vehicle. What should I do?**

**A:** Contact the Assessor's Office at 860-828-7067. **DO NOT IGNORE YOUR BILL!** You may be entitled to an adjustment.

**Q: What if my tax bill says "BACK TAXES ALSO DUE"?**

**A:** This means that at the time the tax bills were printed, there was an unpaid tax bill in your name from a previous billing cycle. The bill you have just received does not include any prior year's delinquencies. Call the tax office at 860-828-7023 for a grand total of what you owe.

**Q: DMV says I cannot re-register because I owe back taxes. How do I get a release so I can re-register or register a new vehicle?**

**A:** Since all unpaid Motor Vehicles are reported to the DMV by the tax office, you must pay any and all Motor Vehicle taxes under your name by cash or a certified check in order to be cleared electronically by the tax office.

**Q: What if I did not receive all of my tax bills?**

**A:** Call the tax office at 860-828-7023 and we will send you a duplicate bill. Failure to receive a bill does not invalidate the tax or the interest that accrues if the bill is not paid on time.

If you have an escrow account and the real estate tax bill was sent to you, please forward the bill to your bank. If you own property in town and do not escrow with a bank or mortgage company and did not receive a tax bill, please call our office. Failure to have received a bill for property you own does not exempt the taxpayer from taxes or interest charges.

**Q: How do I avoid a lien being placed on my real estate property?**

**A:** Pay your real estate taxes on time. Any real estate property with an unpaid balance of **ANY** amount will be liened on June 1st and that lien will be filed on the land records in our Town Clerk's office. If a property is liened and the taxes are subsequently paid with cash, said lien will be removed immediately. Delinquent real estate taxes can be paid with a personal check but any liens involved will only be released after 7 business days have passed.