

## Frequently Asked Questions

### 1. Contact information

Telephone: 203-263-3912  
Email: taxcollectormail@woodburyct.org  
Mail: 281 Main Street South  
Woodbury, CT 06798

### 2. What are the office hours?

Monday – Friday  
8 a.m. – 4 p.m.

### 3. Can I check online to see if Real Estate, Personal Property, or Motor Vehicle tax has been paid?

To make a tax payment or check to see if taxes have been paid online, click the link to **View & Pay Taxes**.

### 4. Where can I find out how much I paid last year in property tax?

Prior year payments can be searched through the link to **View & Pay Taxes**. After entering search criteria, check “IRS Payment Records” and then Search. Records displayed can be printed as a report.

### 5. What is a Mill Rate?

A mill is equal to \$1 of tax for each \$1,000 of assessed value. To calculate property tax, multiply the assessment of the property by the mill rate, then divide by 1,000. For example, real estate with an assessed value of \$350,000 (\$500,000 fair market value) located in a municipality with a mill rate of 29.17 would be taxed at \$10,209.50 per year. A motor vehicle with an assessed value of \$19,600 (\$28,000 fair market value) located in a municipality with a mill rate of 29.17 would be taxed at \$571.73 per year.

### 6. How is the Mill Rate determined?

Following budget votes for both the Town and Regional School District, the Woodbury Board of Finance sets the mill rate for the upcoming fiscal year (all Connecticut municipalities have a uniform fiscal year which runs from July 1 through the following June 30). The mill rate is determined by dividing the amount of revenue required for the upcoming fiscal year by the total assessed value of all taxable property.

### 7. When is tax payment due?

Tax bills due July 1 must be paid on or before August 1 to avoid interest. Tax bills due January 1 must be paid on or before February 1 to avoid interest. If August 1 or February 1 fall on a weekend or holiday, payment may be made without interest on the following business day.

Real Estate and Personal Property taxes over \$100 are due in two installments on July 1 and the following January 1. Both installments may be paid once the first installment becomes due.

Motor Vehicle tax is due in one installment on July 1. Supplemental Motor Vehicle tax (vehicles

registered after October 1 and before the following August 1) is due in one installment on January 1.

**8. When are tax bills mailed?**

Tax bills becoming due July 1 (Real Estate, Personal Property, and Motor Vehicle) are mailed each year at the end of June. **Duplicate bills and reminders are not mailed for the January portion of bills due in two installments.** Real Estate and Personal Property tax bills over \$100 are sent in three-part forms, including copies for the July installment, January installment, and taxpayer's record. Supplemental Motor Vehicle bills are mailed in December and become due January 1.

**9. What is the envelope included with tax bills and is the address correct?**

The Town of Woodbury utilizes a lockbox during the months of July and January to assist with collections, facilitated through a vendor for the Town and the Town's banking institution. Payments may be mailed to either the lockbox or directly to the office. The lockbox address is as follows:

**Town of Woodbury  
Dept. 1620  
P.O. Box 4110  
Woburn, MA 01888-4110**

**10. Can I get email reminders of upcoming taxes due?**

Yes, you can register to receive electronic reminders on Invoice Cloud, the online bill pay vendor for the Town of Woodbury, through the **View & Pay Taxes** link. Additionally, on the reverse side of bills due in two installments is a QR code which may be scanned by a mobile device which will prompt a reminder being established on your calendar.

**11. What if I have not received a tax bill?**

Failure to receive a tax bill does not exempt you from liability (CGS 12-130). Taxpayers are encouraged to contact the office or check online for any possible outstanding balances due.

**12. What if my payment is late?**

There is a one-month grace period, from the due date of the bill, to pay without penalties. Late payment is subject to interest at the rate of 1.5% per month, 18% per annum, from the due date of the bill, on outstanding tax balances (CGS 12-146). As an example: a tax becoming due on July 1, but paid after the grace period on August 2, would be considered two months late and have an interest charge of 3%. Minimum interest is \$2 per account. Late payments received will be applied to interest and fees first, followed by remaining tax balances. Interest charges cannot be waived or reduced, per State Statute.

**13. Can I pay tax online?**

Online payments are processed by Invoice Cloud, a vendor for the Town of Woodbury. Service fees apply, depending on the type of payment, and are displayed before final payment processing. There are two ways to pay online through the Town of Woodbury website:

Credit Card: There is a convenience fee of 2.99% per transaction, dependent on the amount being paid, with a minimum charge of \$3.95. The convenience fee goes directly to the vendor. It does not go to the Town of Woodbury.

Electronic Fund Transfer (EFT): There is a convenience fee of \$1.95 per transaction. The convenience fee goes directly to the vendor. It does not go to the Town of Woodbury.

**14. Can I pay through my bank's bill pay service?**

Yes, payments can be made by taxpayers using your personal bank's online bill pay services. Taxpayers are cautioned, however, that, while payments are made electronically, banks issue actual checks which are then mailed to the Tax Collector. These checks may take several days to generate and are often received without a postmark. Such payments are posted as of the date of receipt in the Tax Collector's office, regardless of when the bill payment transaction was initiated by the taxpayer.

**15. How does Motor Vehicle/Supplemental Motor Vehicle tax work?**

Tax on motor vehicles registered on or before October 1 of the prior year with the Connecticut Department of Motor Vehicles (DMV) will become due in full on July 1. Payment covers October 1 through September 30. Outstanding bills accrue interest at the rate of 1.5% per month from the July 1 due date. The minimum interest due per account is \$2.

Tax on motor vehicles registered with the DMV after October 1 of the prior year, called Supplemental Motor Vehicles, will be due in full on January 1 of the following year. Payment covers the month of registration through September 30. Outstanding bills accrue interest at the rate of 1.5% per month from the January 1 due date. The minimum interest due per account is \$2.

**16. What if I am delinquent on motor vehicle tax and need a DMV release?**

If your name has been reported to the Connecticut Department of Motor Vehicles (DMV) as being delinquent in payment of motor vehicle tax, you will not be able to register, or renew the registration, of any motor vehicle until full tax payment in your name is made. If you need an immediate DMV release, payment must be made in person by cash, money order or bank check, for which clearance will be issued by the end of the day. All other payments will be cleared at the end of the business week.

**17. How do I check to see if a motor vehicle registration is current?**

You can check the registration status of a motor vehicle online using the Connecticut Department of Motor Vehicles website ([ct.gov/DMV](http://ct.gov/DMV)).

**18. How do I change my motor vehicle billing address?**

Address change for motor vehicles must be done through the Connecticut Department of Motor Vehicles ([ct.gov/DMV](http://ct.gov/DMV)). The Tax Collector and the Assessor cannot change your address with the DMV. If you do not change your address, you may not receive future tax bill or DMV registration and emission notices.

**19. How do I check to see if there are outstanding DMV Compliance issues (Property Tax, Parking Tickets, Emissions Testing, Insurance Requirements) before registration renewal?**

You can check outstanding compliance issues (Property Tax, Parking Tickets, Emissions Testing, Insurance Requirements) online using the Connecticut Department of Motor Vehicles website ([ct.gov/DMV](http://ct.gov/DMV)).

**20. What if I no longer own a motor vehicle for which I received a tax bill?**

An adjustment can be made if your motor vehicle was sold, totaled, junked, registered out of state, stolen and not recovered, or donated during the assessment period. Motor vehicle bills will not be adjusted if you retain ownership of vehicle, regardless of registration status. Contact the Assessor's office at 203 263-2435 regarding possible adjustments.

**21. How do I cancel my motor vehicle registration?**

Registration cancellation for motor vehicles must be done through the Connecticut Department of Motor Vehicles ([ct.gov/DMV](http://ct.gov/DMV)). Once the registration is cancelled, contact the Assessor's office at 203 263-2435 regarding possible adjustments. Failure to cancel registration may result in continued taxation, regardless of whether a vehicle is no longer owned or registered in the State of Connecticut. Plates no longer in use should be cancelled.

**22. To what town do I pay motor vehicle tax if I move within the State of Connecticut?**

Motor vehicle tax is due to the municipality in which you lived and were registered on October 1 of the prior year. You will receive a bill due the following July 1. You pay the town in which you resided on October 1. No adjustment is made between municipalities within the State.

**23. Can I pay multiple tax bills with one check?**

Yes, multiple tax bills may be paid with one check. Post-dated and third-party checks will not be accepted. **Checks should be made payable to Tax Collector-Woodbury.**

**24. Does the Town of Woodbury offer property tax relief for senior residents?**

The Town of Woodbury offers property tax relief for senior residents 65 and older who meet annual income requirements. The filing period is February 1 through May 15 each year. For more information contact the Assessor's office at 203 263-2435.

**25. Does the Town of Woodbury offer a tax exemption for veterans?**

The Town of Woodbury offers a tax exemption for veterans who meet certain requirements. For more information contact the Assessor's office at 203 263-2435.