For Immediate Release  
March 25, 2020

Secured Property Tax April 10th Deadline  
Online Services Encouraged During COVID-19

Our hope is that we all stay safe during these uncertain times. We share the public’s concern about the COVID-19 pandemic. It’s important to know that tax collectors have no authority to change the delinquency date of April 10, 2020 as established by law. Your local tax dollars ensure that we can continue to fund the vital services for our community. It’s important that if you have the resources to pay your taxes that you do so timely.

The Tax Collector’s office will be open with normal business hours 8:00 am to 4:00 pm Monday through Friday. We want to keep employees and the public safe by Social-Distancing. Only two payment windows will be open which will limit the spacing between individuals.

**We encourage everyone to pay their property taxes without coming to the tax office.**

Alternate ways to pay:

- Mail in your check, postmarked on or before April 10, 2020

- Pay online either by E-Check ($1.50) or credit card (2.38% fee) Taxcollector.calaverasgov.us or phone the automated system at 1(844) 556-7131

- Pay through your bank's Bill-Pay service. Urgent: Bill Pay payments should be scheduled at least 7 to 10 days in advance of the April 10, 2020 deadline. Please remember these payments are not “postmarked” as they are not handled by the Post Office

- Avoid cash payments: During this time, taxpayers are encouraged NOT to make in person cash payments. Please use a personal check or obtain a cashier's check or money order

- Secure Dropbox is located in the front parking lot

**Here is a list of most commonly asked questions:**

**Can you extend the April 10, 2020 deadline?**

**Answer:** No. The County does not have the authority under State law to extend or postpone the second installment property tax deadline of April 10, 2020.
Can I request a penalty cancellation if I am unable to make a timely payment due to COVID-19?

Answer: Yes. However, a penalty cancellation is not something that taxpayers request in advance. Beginning on April 13, the next business day after property taxes become delinquent, taxpayers unable to pay on time for reasons related to COVID-19 may submit a request for consideration of penalty cancellation.

Can the County waive the associated service fees of 2.38 percent for Credit/Debit card payments online and over the telephone?

Answer: No. The County cannot waive the associated service fees of 2.38 percent for credit/debit card transactions. The fees are charged by our card payment processor to facilitate the transaction. The E-Check is also a fee that cannot be waived.

Will property tax amounts be reduced due to economic impact of COVID-19?

Answer: No. Property tax amounts are established on the lien date of January 1 of each year. The property tax amounts currently due for the 2019-2020 Annual Secured Property Taxes have a lien date of January 1, 2019, and therefore, no reduction will be made to the current bill. Should you have questions related to decline-in-value or business personal property valuations, please contact the Office of the Assessor at (209) 754-6356 or visit their website at https://assessor.calaverasgov.us/.

I mailed in my property tax payment, however your system is not showing my taxes as paid. What should I do?

Answer: Processing times for mailed payments may be delayed due to the current public health concerns. We will process all mailed payments as soon as possible. Should your payment not be processed by April 10, 2020, you can request penalty cancellation as outlined above.

If using the U.S. Postal Service (USPS) or courier services (FedEx, UPS, etc.) to deliver my property tax payment, and County Buildings are closed, how will my payment be received?

Answer: As of this date, we are receiving mail from the USPS and courier services. If circumstances change, we have the ability to cancel penalties for payments that would have been mailed timely. For more information regarding mailed payments, please refer to the back of your tax bill.


Office hours may change at any time so please call before you come in (209) 754-6350.