TAX COLLECTOR'S OFFICE
111 NORTH MAIN STREET
BRISTOL, CT 06010www.bristolct.gov

PHONE: 860-584-6270
Monday-Thursday 8:00 am – 4:30 pm
Friday 8:00 am – 1:30 pm

taxoffice@bristolct.gov

FREQUENTLY ASKED QUESTIONS ABOUT TAXES

The following has been prepared to provide answers to some of the questions taxpayers most frequently ask about property taxes. Generally, questions concerning **assessed value, adjustments, exemptions or credits, tax relief programs, and improper motor vehicle tax billings** should be directed to the **Assessor's Office** at (860)584-6240. Questions about **billing, tax balances due, amounts paid, delinquent taxes, and interest charged** should be directed to the **Tax Collector's Office** (860)584-6270. For more information, please continue reading or contact the appropriate office.

***NOTE**: *Credit/debit cards are not accepted at the counter. The only acceptable forms of payment at the counter are: cash, money order, personal check or certified bank check.*

Updated 8/14/2025

Q: May I pay my taxes online?

A: **Yes**. Taxpayers may pay their property taxes online by ACH payment or with a credit card, debit card by visiting www.bristolct.gov and going to the "Tax Payments" link. There is a convenience fee added for **credit/debit** cards at **2.95%, ACH** is a flat fee of **$1.50**. This is not a City fee.

Q: May I pay at my local bank?

A: **Yes!** During the collection period only, that will be during the month of July and January only. Taxpayers may pay their **Current** taxes only at any **M&T Bank**.

You do not have to be a customer of the bank in order to pay there! Bring your **entire bill** along with **cash or check only**. Partial payments and credit cards will not be accepted.

Q: What is the best way to pay my tax bill?

A: *The most convenient way* is online at www.bristolct.gov, and visit the Tax Collector's home page, click on Tax Payment. A courtesy reply envelope is included with our tax bill if you wish to mail your tax payment. Mail to: Tax Collector, PO Box 1040, Bristol, CT 06011-1040. Write your bill numbers on your check and include your payment coupon. *If you wish to have a receipt returned to you, you must send the entire tax bill (both payment coupons) and a self-addressed, stamped envelope with your payment.* You will receive a receipt back within a few days of your payment being posted. We will **not** send back a paid receipt if you do not include a self-addressed, stamped envelope and your payment coupons.

Q: Can I write out one check for all of my bills?

A: **Yes.** Include a bill coupon for each bill and write the list numbers on the memo section of the check.

Q: Do I need to save my receipts?

A: **Yes**. Save your receipts for 15 years, the time during which municipal taxes are collectible. You must retain your own payment information for purposes of claiming tax credits and filling out federal and state income tax forms. Requests for copies about payments made will result in a fee. You can look up your own payment history online by clicking the IRS payment tab under tax lookup.

Q: What happens if I pay late?

A: Taxes are due on July 1, 2025 payable by August 1, 2025 and January 1, 2026 payable by February 2, 2026. You have a one-tax bills in the amount of $100.00 or more, and motor vehicle taxes in full, are payable by August 1, 2025. Past due payments are subject to interest at the rate of 1.5% per month from the due date of the tax (July 1 or Jan 1), as required by state law. The City is required by law to accept a **legible US Postal Service postmark** as the date of payment.

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

A: **No. Neither t*he Tax Collector nor the Municipality have the authority to waive interest* and makes absolutely no exceptions. This is State Law, Conn Gen Statute 12-146. As owners of property, taxpayers are responsible to see that taxes are paid when due.**

Q: My tax bill says I owe back taxes, interest and/or other fees. What does this mean?

A: According to our records, there are past due taxes in your name, or on the parcel of property in question. Call (860) 584-6270 with questions. Delinquent taxes and interest must be paid in full before payment on current bills can be accepted. *Any amount you try to pay towards your current taxes will be applied to back taxes.*

Q: What if I never received a tax bill?

A: Conn Gen Statute 12-130: Failure to have received a tax bill does not exempt you from payment of all taxes *and all interest charges. If you do not receive a bill for which you are responsible*, call the Tax Collector's Office at (860) 584-6270 and request a copy or go to www.bristolct.gov, click on make a payment to view your bill or print a duplicate copy.

Q: Where does my veteran's exemption appear?

A: If you receive (for example) a veteran's exemption, an amount will appear in the exemption box on your bill. Any other exemptions you may receive will also be listed on your bill.

Q: Could I be eligible for any exemptions?

A: For details and to see if you are eligible for any exemptions, please contact the Assessor's Office at (860) 584-6240 or visit them in person at City Hall.

Q: Are there any breaks for senior citizens?

A: **Yes.** For information about this program, please contact the Assessor's Office at (860) 584-6240 or inquire in person at the Assessor's Office at City Hall. We encourage any taxpayer with questions about eligibility to reach out, and for all taxpayers to

Q: What are the office hours of the Tax Collector?

A: The Tax Collector's Office is located on the first floor of Bristol's City Hall, 111 North Main Street, Bristol and is **open Monday through Thursday, 8:00 am-4:30 pm and Friday, 8:00 am-1:30 pm. There is a secure drop box for payments made after hours.**

Q: What do I own that is subject to taxes?

A: Three types of property are assessed and subject to taxes: Real Estate, Motor Vehicle, and Business Personal Property. Any land or buildings you own are considered *real estate*. Registered motorized or unmotorized vehicles, (including cars, trucks, trailers and motorcycles) are considered *motor vehicles* for tax purposes. Business Personal property is a general category including business equipment, machinery, furniture and fixtures either owned or leased by a business. Unregistered motor vehicles are also taxed as personal property.

Q: How is the tax rate established?

A: The property tax rate is expressed in mills, or thousandths of a dollar. **A tax rate (mill rate) of 33.75 for Real Estate and Personal Property or 32.46 mill rate for Motor Vehicle taxes equates to $33.75 or $32.46 in taxes per $1,000 of net assessed** value. The City of Bristol's Board of Finance sets the mill rates annually in May as part of the municipal budget process.

Q: How is my tax calculated?

A: Assessment x Mill Rate = Tax

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

A: Contact the Assessor's Office at (860)584-6240. **Do not ignore your bill!**

CT Department of Motor Vehicles does not inform the City when plates are returned or when vehicles are sold, registered out of state or otherwise disposed of. It is the taxpayer's responsibility to provide the required documentation within the time limits as provided under applicable CT law. CT Department of Motor Vehicles website is: https://portal.ct.gov/dmv.

Q: I recently replaced a vehicle, and still got a tax bill on the old vehicle. Do I have to pay it?

A: **Contact the Assessor's Office at (860)584-6240. It depends. YES, if** you replaced one vehicle with another and used the **same license plates**-you must pay on the "old" vehicle now. You will receive a pro-rated *Supplemental motor vehicle* tax bill in July or January for the new vehicle. This bill will reflect a credit for the amount you pay in July on the old vehicle. You will receive this credit without having to apply for it. **However, you still must pay the *entire amount due* on the old vehicle in July.**

Q: What is a "supplemental" motor vehicle tax bill?

A: For vehicles purchased after the assessment date of October 1st. Please check your bill for the "code letter" and refer to the back of the bill for the timeframe. This "supplemental" bill will reflect the time from the month the vehicle was first registered, through September only. New legislation has allowed for Municipalities to bill out in July or January based upon the registration date.

Q: I have moved. Where do I owe vehicle taxes?

A: Your tax town code is your town of residency as of October 1. If you moved from Bristol after October 1, but still reside in Connecticut, this year you will still pay vehicle taxes to Bristol. If you registered the vehicle in another state, contact the Assessor's Office. *If you move, you are required to notify the Department of Motor Vehicles of your new address within **48 hours**.* Request a change of address on your driver's license **and** on your vehicle registration(s). Forms for this are available online at the DMV web site https://portal.ct.gov/dmv, or at any municipal Police Department.

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 tax bill, please contact the Assessor's Office at 860-584-6240. If the mailing address is incorrect on your motor vehicle tax bill, please correct it on the registration for that vehicle and any other vehicle registrations at the DMV. https://portal.ct.gov/dmv.

Q: I need to register my car. What do I do?

A: If you owe delinquent property taxes on any vehicle in your name, you may not renew any registrations at the Department of Motor Vehicles (DMV) without paying your property taxes first. **All taxes (past due and current collection month) in your name must be paid in full by cash, cashier's check, money order, bank check at the counter. Visa, Credit or debit cards online only.**

The Connecticut DMV discontinued the use of paper release slips. All DMV clearances are now processed online, electronically, usually overnight. If you pay your taxes today before 11:00 am in person, your clearance will be processed overnight and you will be cleared to register the next day. If you pay online it will take approximately 2 business days for posting purposes. **There are NO immediate clearances.** The best way to avoid motor vehicle registration problems is to pay your motor vehicle taxes on time.

Q: My real estate tax bill should be paid by my mortgage company. What should I do?

A: If your tax bill is supposed to be paid from an escrow account, you *must contact your mortgage provider immediately*. Every year mortgage companies send the tax office a listing of escrowed accounts. It is your mortgage companies responsibility to request the tax bill. **Your escrow agent is still responsible for paying on time. You as the homeowner are responsible to see that the real estate bill gets paid on time even if you're escrowed.**

Q. What collection methods are used for delinquent accounts?

A: *When taxes are not paid in full for each installment by the last day to pay by state law, it becomes the duty of the Collector to proceed with collection enforcement measures, as prescribed by state statute which may include but not limited to:*

Real Estate: Liens will be placed on all outstanding real estate taxes. These liens will be placed on the City of Bristol Land Records once they become delinquent. Delinquent real estate taxes are also subject to further collection methods including foreclosure.

Motor Vehicle: All delinquent motor vehicle taxes will be reported to DMV; this will hold you up from registering or renewing and all taxes in your name must be paid in full before being electronically released during the nightly reporting as directed by DMV**. THERE WILL BE NO IMMEDIATE RELEASES.** Unpaid motor vehicle taxes will also be reported to the collection agency Nationwide Credit Corporation (NCC).

Personal Property: UCC Liens will be filed with the Secretary of State on all unpaid personal property taxes and will be reported to a collection agency. They may also be subject to further collection methods including judgements.

Q: How do I contact the Collection Agency?

A: Contact Nationwide Credit Corporation (NCC) at 571-458-1207. There is an additional 15% collection fee added to all delinquent bills.

Q. Can I receive permits if taxes are delinquent?

A: **No**. All taxes MUST be paid in full/not delinquent in order to receive building permits and/or health permits. Municipal and health permits may be denied and/or revoked for failure to pay property taxes per State statute.