Many of your questions may be answered by reviewing this list of FAQs. If you are unable to locate an answer to your question, please call our office at (509)745-8525 during regular business hours. Thank you.

1. **When are tax statements mailed?** Tax amounts for the current year are generally available end of January. Statements are typically mailed on or around February 20. These dates are subject to change without notice. Irrigation, Personal Property, and Storm Water Utility statements are mailed with Real Property Tax statements. If you do not receive your statement(s) by March 15, please contact our office to verify your mailing address.

If property was purchased after tax statements were mailed, the Treasurer’s office will mail a “courtesy statement” to the new owner at the address provided at the time the sale was recorded.

Special assessment statement dates are set by the specific district and vary. Please contact our office for further information.

Under Washington law, it is the taxpayer’s responsibility to ensure their taxes are paid. Failure to receive a statement does not excuse interest or penalties on delinquent tax or assessment amounts.

2. **How do I change my address?** You may provide an address correction by clicking here. Provide your name, email address, phone number, parcel number(s) and both the old and new addresses. We will change your address upon receipt of your request. You can also mail your address correction to our office, fax it to us at (509) 745-8412, or you may phone the Treasurer’s office at (509) 745-8525. Please be sure you have all parcel numbers and both the old and new addresses when making your request. Your address request will update both the Treasurer’s and Assessor’s office records for your parcel(s).

3. **Can I get paperless statements?** Yes. Paperless statements are available for Real Property Taxes, Irrigation, Storm Water Utility, and Personal Property. Locate your Authorization Code on the upper-right of your statement and visit www.eNoticesOnline.com to create your account. We have discontinued paperless statements through doxo™.

4. **Where can I get copies of my tax and/or assessment statement(s)?** Contact the Treasurer’s Office and a statement can be faxed, emailed, or mailed to you.

5. **When are my taxes due?** Taxes become due in full once certified by the Treasurer and may be collected immediately. For your convenience, Washington State law allows you to make two half payments. First half property taxes are due by April 30th. Second half taxes are due by October 31st. If either of these due dates falls on a Saturday, Sunday, or legal holiday, payments are considered timely if postmarked the next business day. RCW 1.12.070 Any tax or assessment under $50 is due in full on April 30th. Prior year delinquent taxes and current year property taxes paid after October 31st must pay the full year’s balance with interest and penalty. Current year personal property taxes paid after April 30th must pay the full year’s balance with interest and penalty. Current year taxes may be paid prior to paying any delinquent amounts for a prior year or year(s), per RCW 84.56.060 unless the County has begun foreclosure proceedings on the parcel(s).

If paying on the due date, you may make your payment in person, by mail or through our website. An official U.S. Postal Service postmark determines the payment date for all mailed payments. If first half tax is not paid by due date, total tax becomes delinquent subject to 12% interest. In addition, an 11% penalty will be assessed as follows: 3% for taxes delinquent June 1 and 8% for taxes delinquent December 1. We do not mail delinquent or ‘reminder’ statements.

Active duty military personnel may be exempt from payment of interest and penalties on delinquent taxes on their personal residence, if they are participating as part of one of the branches of the military involved in the conflict and assigned to a duty station outside the territorial boundaries of the United States. See RCW 84.56.20(6)
6. **When are special assessment payments due?** Irrigation, Storm Water Utility, and Land Improvement District (LID) and Road Improvement District (RID) assessments are collected following the schedule below:

<table>
<thead>
<tr>
<th>Assessment</th>
<th>First Half or Full Payment Due</th>
<th>Second Half Payment Due</th>
<th>Full Payment Due (No half allowed)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wenatchee Reclamation</td>
<td>April 30&lt;sup&gt;th&lt;/sup&gt;</td>
<td>October 31&lt;sup&gt;st&lt;/sup&gt;</td>
<td>-</td>
</tr>
<tr>
<td>Greater Wenatchee Irrigation</td>
<td>-</td>
<td>-</td>
<td>April 30&lt;sup&gt;th&lt;/sup&gt;</td>
</tr>
<tr>
<td>Bridgeport Irrigation</td>
<td>April 30&lt;sup&gt;th&lt;/sup&gt;</td>
<td>October 31&lt;sup&gt;st&lt;/sup&gt;</td>
<td>-</td>
</tr>
<tr>
<td>Bridgeport Bar Irrigation</td>
<td>April 30&lt;sup&gt;th&lt;/sup&gt;</td>
<td>October 31&lt;sup&gt;st&lt;/sup&gt;</td>
<td>-</td>
</tr>
<tr>
<td>Palisades Irrigation</td>
<td>April 30&lt;sup&gt;th&lt;/sup&gt;</td>
<td>October 31&lt;sup&gt;st&lt;/sup&gt;</td>
<td>-</td>
</tr>
<tr>
<td>Storm Water Utility*</td>
<td>-</td>
<td>-</td>
<td>April 30&lt;sup&gt;th&lt;/sup&gt;</td>
</tr>
<tr>
<td>Sewer LID 23</td>
<td>-</td>
<td>-</td>
<td>February 16&lt;sup&gt;th&lt;/sup&gt;</td>
</tr>
<tr>
<td>Sewer LID 25</td>
<td>-</td>
<td>-</td>
<td>May 31&lt;sup&gt;st&lt;/sup&gt;</td>
</tr>
<tr>
<td>EWWD LID 1</td>
<td>-</td>
<td>-</td>
<td>August 6&lt;sup&gt;th&lt;/sup&gt;</td>
</tr>
<tr>
<td>Badger Mtn. RID 02-1</td>
<td>-</td>
<td>-</td>
<td>September 8&lt;sup&gt;th&lt;/sup&gt;</td>
</tr>
<tr>
<td>EWWD LID 2</td>
<td>-</td>
<td>-</td>
<td>October 20&lt;sup&gt;th&lt;/sup&gt;</td>
</tr>
<tr>
<td>LID 24</td>
<td>-</td>
<td>-</td>
<td>November 1&lt;sup&gt;st&lt;/sup&gt;</td>
</tr>
</tbody>
</table>

*Formerly August 31<sup>st</sup>. Changed for 2014 – See Douglas County Ordinance No. TLS 13-10-33B and East Wenatchee Ordinance 2013-07

If these due dates fall on a weekend or a holiday, payments are due the next business day. If paying on the due date, you may make your payment in person, by mail or through our website. LID and RID payments cannot be made online at this time. An official U.S. Postal Service postmark determines the payment date for all mailed payments. Delinquent interest and penalties vary per assessment. Please see your statement for more information.

7. **What are the Treasurer’s Office hours?** The Treasurer's Office is open Monday through Friday from 8:30 a.m. to 4:30 p.m., including the lunch hour. The Courthouse will be closed for the following 2014 holidays:

- Thursday, January 1 ~ New Year’s Day
- Monday, January 19 ~ Birthday of Martin Luther King, Jr.
- Monday, February 16 ~ Presidents Day
- Monday, May 25 ~ Memorial Day
- Friday, July 3 ~ Independence Day
- Monday, September 7 ~ Labor Day
- Wednesday, November 11 ~ Veterans Day
- Thursday & Friday, November 26 & 27 ~ Thanksgiving
- Thursday & Friday, December 24 & 25 ~ Christmas
- Friday, January 1 ~ New Year’s Day (2016)

8. **Where is the Treasurer’s Office located?** Our office is located in the Douglas County Courthouse Annex at 213 S. Rainier Avenue, Waterville, WA 98858. We do not have an office in East Wenatchee.

9. **Where should I mail my tax payments or other tax correspondence?** Please make your check or money order payable to Douglas County Treasurer and mail your payments and/or correspondence to:

   Douglas County Treasurer
   P.O. Box 609
   Waterville, WA 98858-0609

10. **Is there a drop box available for payments?** No. If you wish to make your payment in-person, you will need to visit the Treasurer’s Office during regular business hours. We can accept cash or check payments only in the office.

11. **What kinds of payments do you accept?** We can accept check, money order, or cash payments in-person at our office. For mailed-in payments, please do not send cash – use check or money order only for your safety. Please make your check or money order payable to Douglas County Treasurer. We cannot accept credit or debit card payments in our office. Please see the options below for electronic payment options, including credit or debit card and electronic debit from a checking or savings account.

12. **Can I combine my payments and pay with one check?** You may pay with one check for multiple statements, pay each statement with a single check per statement, or pay a single statement with multiple checks – so long as the total due on your statements is the same as the total of your payment items. We have no preference; please use whatever method is most convenient for you. You **cannot** mix credit or debit card payments with other payment types.
13. **Can I pay with a two-party or postdated check?** No. We cannot accept these types of payment items and they will be returned to you for correct payment.

14. **Is it helpful to staple, tape, paper clip or otherwise connect the statements to the check when mailing my payment?** We understand that you want to ensure that your payment is processed as you presented it. However, staples, tape, paper clips, and glue can cause your payment to become jammed in our payment processing equipment. This then requires your payment be posted manually, which can delay processing of your payment up to two (2) weeks. To prevent unnecessary delays in the processing of your payment, simply inserting your statement(s) and check(s) into the envelope is adequate. We kindly ask that you do not fold your payment, or fold it as minimally as possible.

15. **Can I pay my taxes with a credit card, debit card, or electronic check?** Yes. Taxes can be paid by credit or debit card by calling Official Payments at 1-877-751-6067. Credit card, debit card, and electronic check payments can be made online through our Tax Sifter Parcel Search. LID and RID payments can be made over the phone, but are not available online. A fee, set by the vendor, is charged for processing credit card, debit card, and electronic check payments. Payments are not posted in “real time”. Please allow 2 – 3 business days for credit and card payments and 5 – 7 business days for electronic check payments to post to your parcel(s). For payments made outside of the United States, please phone 1-334-321-4567 to process your payment.

16. **Can I pay my taxes electronically with my checking or savings account?** No. At this time, we do not have an option to pay directly from your checking or savings account. We are working with eNoticesOnline to provide this service in the near future. In the meantime, we do accept “bill pay” checks from participating banks. Please contact your bank for more information on internet/online bill pay.

17. **How do I know if my mortgage company is paying my taxes?** All statements are mailed directly to the property owner. Douglas County does not track mortgage lender information and does not know whether to anticipate payments from a lender or the homeowner. If you believe your mortgage lender will be paying your property taxes and assessments, please contact your lender to verify which taxes and assessments they will be paying before filing away your statements each year. Under Washington Law, it is the taxpayer's responsibility to ensure taxes are paid on their property.

18. **How do I get a refund if both my mortgage company and I paid my taxes?** If both you and your lender submitted payments during first half, the first payment received will be posted to your first half tax amount. If additional payments are received prior the first half tax deadline (unless specifically noted as a second half payment), they will be returned to the paying party. If your payment was the first received and you wish to have your payment refunded, you will need to arrange this with your lender. Taxes are due once certified and we cannot refund a payment once it has been posted.

19. **If I pay late, why do you return my tax payment instead of keeping it and billing me for the interest?** As noted above, we cannot accept partial payments. Your payment is considered a partial payment if the interest and penalties are not included. We cannot bill you for just the outstanding interest amount. If your payment is late it must include interest and penalty at the time of payment or it will be returned to you.

20. **Can I make partial payments or payment arrangements?** No. We are not able to accept partial payments or make payment arrangements. However, if you owe for more than one tax year, you may pay one year at a time. Please contact our office for the correct amount due, including interest and penalties, to avoid return of your payment. If the County has begun foreclosure proceedings on the parcel(s), ALL delinquent and current year tax amounts, as well as any interest, penalties, fees, and costs, are due in full in order to stop the foreclosure process. NO EXCEPTIONS.

21. **Can I pay my taxes in advance?** No. Taxes can only be collected in advance to satisfy State requirements regarding subdivisions, plats, boundary line adjustments, segregations, and combinations of property or sales of personal property. Unless your transaction fits within those requirements, we cannot collect taxes for advance years or allow “credit” balances on your parcel(s). If you overpay your taxes, the Treasurer’s Office will issue you a refund within three weeks of your payment.
22. Are there exemptions for seniors and disabled persons? Yes. If you are 61 years old or older or disabled, own the house you live in, and have an annual income of $35,000 or less, you may be entitled to a property tax reduction. RCW 84.36.385 & RCW 84.36.381. Please contact the Douglas County Assessor for more information and forms required to claim the exemption. (509)745-8521

23. What do I do if I believe the value of my property is unfair, or a correction needs to be made? Please contact the Douglas County Assessor by calling (509) 745-8521.

24. Do you send 1099s for income tax reporting? No. We suggest you retain the customer portions of your current year tax and assessment statements to use for income tax reporting requirements the following year. Please contact your accountant or income tax professional for deduction eligibility.

25. Can anyone see my tax account records? Yes. Property tax records are public records. We cannot make your records private or “hide” any of your tax or assessment information, even upon request. RCW Chapter 42.56

26. What do I need to know when paying taxes under protest? Payments under protest must be in writing and comply with the provisions of the State law. These laws can be found in RCW 84.68.020 and WAC 458-18-215.

27. How long before the County forecloses on my property? Real property foreclosure will start if any one tax is three full years delinquent, per Chapter 84.64 RCW.

   Example #1: If the 2011 full tax that was due on April 30, 2011 was $100.00 and nothing has been paid, that tax would be subject to foreclosure June 1, 2014.

   Example #2: If the 2010 half tax that was due October 31, 2010 was $50.00 and was not paid, that tax would be subject to foreclosure June 1, 2014.

   Example #3: If the 2011 full tax was $100.00 and $50.00 was paid on or before October 31, 2011, that tax would not be subject to foreclosure until 2015.

28. How can I obtain Tax Foreclosure Information? Please see the links on the left-hand side of the County Treasurer Webpage. Generally, the list of potential tax foreclosure properties is available in October. A link to the most recent list will appear at the left of County Treasurer Webpage when available, and will be replaced by a list of the most recent sales results. General tax foreclosure sale information and a list of surplus funds from tax foreclosure properties are also available by selecting the appropriate links. You may also request this information in-person in our office, or you may send a self-addressed, stamped envelope to the office with a completed Request for Public Records form for the information you seek.

29. What happens to property that doesn’t sell at the foreclosure auctions? These properties revert to the County and become Tax Title Properties. A list of these parcels appears on the left-hand side of the County Treasurer Webpage. If you are interested in purchasing one or more of these properties, please contact the Treasurer for more information.

30. What is the difference between Tax Title Properties and Surplus Properties? Tax Title Properties, as noted above, are properties that did not sell during a regularly-scheduled tax foreclosure auction held by the Treasurer. Douglas County Surplus Properties are those properties already owned by the County, not including the parcels of land and buildings used to conduct County business. If you are interested in purchasing Douglas County Surplus Property, please contact the Douglas County Board of Commissioners for more information at (509) 745-8537.

31. How do I transfer or sell my property? Please click here for more information on the process.

Information last updated 2/1/15 and is subject to change without notice.