Tax Collector



Denise Dill
Tax Collector

The Tax Collector's office is responsible for the collection of revenue generated from the annual Grand List consisting of real estate, personal property, and motor vehicle taxes. Additional revenue collections include East Haddam village sewer usage fees, aircraft registrations as well as lien fees, special assessments, and the interest for delinquent taxes/sewer usage. The office plans, organizes, and works in accordance with Connecticut General Statutes authority and in accordance with established collection cycles. The office provides information for banks, attorneys and the public. Delinquent tax collection and enforcement continue to be a high priority. The office works with the Department of Motor Vehicles, a collection agency, and an attorney to assist in the collection of delinquent taxes. The Tax Collector's office provides professional, courteous, and efficient service to the public. We annually collect the highest percentage of taxes to maximize the revenues to the town.

Staffing Information

Position	Status	Budgeted Hours	Elected/Union/Non-Union
Tax Collector	Elected	n/a	Elected
Clerical*	Hourly	Approximately 25 annually	Union

*Assessor's Assistant provides coverage to the Tax Collector on an as-needed basis

Performance Measures

Description	2022-2023	2021-2022	2020-2021	2019-2020	2018-2019
Percentage collected	98.59%	98.92%	99.13%	98.73%	98.99%
Bills sent	18,631	18,532	18,434	18,254	18,434
Liens recorded	116	120	92	132	134
Accounts with collection agency	601	556	1100	0	1,271
Accounts with attorney	4	6	9	12	9
Credit card transactions per year	4,598	4,250	3,684	2,971	2,469

Fiscal Year 2023-2024 Major Service Level Accomplishments

- Continued a steady growth from the taxpayers in the usage of Point & Pay, the online payment service.
- Continued a high level of customer service to the residents of East Haddam.
- Continued monthly reconciliation of accounts between the Tax Collectors office and the Finance Department to maintain efficiency and accountability.
- Obtained recertification as a Certified Connecticut Municipal Collector (CCMC) through 2028.
- Installed an additional camera within the Tax Office to ensure security and safety for all.

Fiscal Year 2024-2025 Major Service Level Goals

- To always maintain exceptional customer service to the residents of East Haddam.
- Continuing classes offered by The Connecticut Tax Collector's Association, Connecticut Conference of Municipalities, Middlesex County Tax Collector's Association and Cirma to maintain certifications of CCMC & CCMO.
- Continue to maintain a high collection rate.

Additional Budget Information

Salaries: Increase for non-union and clerical employees in accordance with the clerical contract. For the fiscal year 2024, the increase is %.

Expenditures by Expense Type

Name	Account ID	FY2022 Actual	FY2023 Actual	FY2024 Budgeted	FY2025 Budgeted	FY2024 Budgeted vs. FY2025 Budgeted (% Change)	FY 23-24 Approved Budget vs. FY 24-25 Budget ($ Change)
Expense Objects							
Salaries & Wages							
REGULAR EMPLOYEES	10541350-51510	$324	$673	$660	$660	0%	$0
Assistant	*10541350-51510*	*$0*	*$0*	*$660*	*$660*	*0%*	*$660*
ELECTED OFFICIALS	10541350-51580	$69,168	$68,272	$69,978	$71,727	2.5%	$1,749
Collector of Revenue	*10541350-51580*	*$0*	*$0*	*$69,978*	*$71,727*	*2.5%*	*$71,727*
Total Salaries & Wages:		**$69,492**	**$68,944**	**$70,638**	**$72,387**	**2.5%**	**$1,749**
Purchased Professional Services							
MOTOR VEHICLE TAX COLLECTION	10541350-53940	$250	$250	$250	$250	0%	$0
Total Purchased Professional Services:		**$250**	**$250**	**$250**	**$250**	**0%**	**$0**
Purchased Other Services							
OTHER PURCHASED SERVICES	10541350-55010	$10,800	$12,730	$15,650	$16,997	8.6%	$1,346
July 2022 & January 2023 Printing & Billing	*10541350-55010*	*$0*	*$0*	*$12,420*	*$13,520*	*8.9%*	*$13,520*
August delinquent billing	*10541350-55010*	*$0*	*$0*	*$3,231*	*$3,477*	*7.6%*	*$3,477*
POSTAGE	10541350-55301	$3,920	$3,104	$3,100	$3,100	0%	$0
TELEPHONE/CELL PHONE	10541350-55305	$0		$360	$360	0%	$0
ADVERTISING	10541350-55400	$462	$326	$378	$396	4.8%	$18
TRAVEL REIMBURSEMENT	10541350-55800	$0		$100	$100	0%	$0
Total Purchased Other Services:		**$15,182**	**$16,160**	**$19,588**	**$20,953**	**7%**	**$1,364**
Supplies							
SUPPLIES	10541350-56010	$1,022	$771	$1,000	$1,000	0%	$0
Total Supplies:		**$1,022**	**$771**	**$1,000**	**$1,000**	**0%**	**$0**
Miscellaneous							
DUES & FEES	10541350-58100	$145	$165	$145	$145	0%	$0
CONFERENCE	10541350-58110	$210	$70	$200	$200	0%	$0

Name	Account ID	FY2022 Actual	FY2023 Actual	FY2024 Budgeted	FY2025 Budgeted	FY2024 Budgeted vs. FY2025 Budgeted (% Change)	FY 23-24 Approved Budget vs. FY 24-25 Budget ($ Change)
TAX REFUNDS	10541350-58700	$13,773	$14,612	$11,000	$12,200	10.9%	$1,200
Total Miscellaneous:		**$14,128**	**$14,847**	**$11,345**	**$12,545**	**10.6%**	**$1,200**
Total Expense Objects:		**$100,074**	**$100,973**	**$102,821**	**$107,135**	**4.2%**	**$4,314**

Revenues by Source

Name	Account ID	FY2022 Actual	FY2023 Actual	FY2024 Budgeted	FY2025 Budgeted	FY 23-24 Approved Budget vs. FY 24-25Budgeted (% Change)	FY 23-24 Approved Budget vs. FY 24-25 Budget ($ Change)
Revenue Source							
Taxes							
PROPERTY TAXES	10590-41101	$27,578,086	$29,815,313	$30,809,334	$0	-100%	-$30,809,334
INTEREST & PENALTIES	10590-41901	$138,032	$200,296	$170,000	$170,000	0%	$0
TAX COLLECTION FEE	10590-42300	$7,731	$8,125	$7,500	$7,500	0%	$0
AIRCRAFT REGISTRATION FEE	10590-43602	$720	$900	$900	$900	0%	$0
SUSPENSE	10590-48870	$19,337	$19,965	$20,000	$20,000	0%	$0
Total Taxes:		**$27,743,906**	**$30,044,599**	**$31,007,734**	**$198,400**	**-99.4%**	**-$30,809,334**
Total Revenue Source:		**$27,743,906**	**$30,044,599**	**$31,007,734**	**$198,400**	**-99.4%**	**-$30,809,334**