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	2023-2024	2022-2023	2021-2022	2020-2021	2019-2020
Percentage collected	98.90%	98.59%	98.92%	99.13%	98.73%
Bills sent	18,748	18,631	18,532	18,434	18,254
Liens recorded	102	116	120	92	132
Accounts sent to collection agency	612	601	556	1,100	0
Accounts sent to attorney	7	4	6	9	12
Credit card transactions per year	4,843	4,598	4,250	3,684	2,971

Fiscal Year 2024-2025 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.

Fiscal Year 2025-2026 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 2.5%.

Expenditures by Expense Type

Name	Account ID	FY2023 Actual	FY2024 Actual	FY2025 Budgeted	FY2026 Budgeted	FY2026 Budgeted ($ Change)	FY2026 Budgeted (% Change)
Expense Objects							
Salaries & Wages							
REGULAR EMPLOYEES	10541350-51510	$673	$518	$660	$660	$0	0%
Assistant	*10541350-51510*	*$0*	*$0*	*$660*	*$660*	*$0*	*0%*
ELECTED OFFICIALS	10541350-51580	$68,272	$69,977	$71,727	$73,520	$1,793	2.5%
Collector of Revenue	*10541350-51580*	*$0*	*$0*	*$71,727*	*$73,520*	*$1,793*	*2.5%*
Total Salaries & Wages:		**$68,944**	**$70,495**	**$72,387**	**$74,180**	**$1,793**	**2.5%**
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	$12,730	$15,484	$16,997	$18,694	$1,697	10%
July & January Printing & Billing	*10541350-55010*	*$0*	*$0*	*$13,520*	*$15,506*	*$1,985*	*14.7%*
August delinquent billing	*10541350-55010*	*$0*	*$0*	*$3,477*	*$3,188*	*-$289*	*-8.3%*
POSTAGE	10541350-55301	$3,104	$2,709	$3,100	$3,200	$100	3.2%
TELEPHONE/CELL PHONE	10541350-55305		$360	$360	$360	$0	0%
ADVERTISING	10541350-55400	$326	$504	$396	$400	$4	1%
TRAVEL REIMBURSEMENT (MILEAGE)	10541350-55800		$145	$100	$100	$0	0%
Total Purchased Other Services:		**$16,160**	**$19,202**	**$20,953**	**$22,754**	**$1,801**	**8.6%**
Supplies							
SUPPLIES	10541350-56010	$771	$670	$1,000	$1,000	$0	0%
Total Supplies:		**$771**	**$670**	**$1,000**	**$1,000**	**$0**	**0%**
Miscellaneous							
DUES AND FEES	10541350-58100	$165	$145	$145	$145	$0	0%
CONFERENCE	10541350-58110	$70	$240	$200	$200	$0	0%

Name	Account ID	FY2023 Actual	FY2024 Actual	FY2025 Budgeted	FY2026 Budgeted	FY2026 Budgeted ($ Change)	FY2026 Budgeted (% Change)
TAX REFUNDS	10541350-58700	$14,612	$12,074	$12,200	$12,200	$0	0%
Total Miscellaneous:		**$14,847**	**$12,459**	**$12,545**	**$12,545**	**$0**	**0%**
Total Expense Objects:		**$100,973**	**$103,077**	**$107,135**	**$110,729**	**$3,594**	**3.4%**

Revenues by Source

Name	Account ID	FY2023 Actual	FY2024 Actual	FY2025 Budgeted	FY2026 Budgeted	FY2026 Budgeted ($ Change)	FY2026 Budgeted (% Change)
Revenue Source							
Taxes							
PROPERTY TAXES	10590-41101	$29,815,313	$30,926,512	$32,095,201	$0	-$32,095,200	-100%
TAX INTEREST AND PENALTIES	10590-41901	$200,296	$186,674	$170,000	$170,000	$0	0%
TAX COLLECTION FEE	10590-42300	$8,125	$8,150	$7,500	$7,500	$0	0%
AIRCRAFT REGISTRATION FEE	10590-43602	$900	$1,260	$900	$900	$0	0%
SUSPENSE	10590-48870	$19,965	$24,358	$20,000	$20,000	$0	0%
Total Taxes:		**$30,044,599**	**$31,146,954**	**$32,293,601**	**$198,400**	**-$32,095,200**	**-99.4%**
Total Revenue Source:		**$30,044,599**	**$31,146,954**	**$32,293,601**	**$198,400**	**-$32,095,200**	**-99.4%**