



TOWN OF MARSHFIELD  
OFFICE OF THE TREASURER-COLLECTOR  
870 MORAIN STREET  
MARSHFIELD, MA 02050

## FREQUENTLY ASKED COVID-19 QUESTIONS ANSWERED BELOW

### Is there someone working today?

**The Treasurer-Collector office has been open and responding to residents each day during the crisis and ensuring the Town has the resources it needs to provide safety and services. We will continue this mission.**

You may always email questions to [pdellorusso@townofmarshfield.org](mailto:pdellorusso@townofmarshfield.org). This will get you a response very quickly.

### BEST WAYS TO PAY YOUR BILLS:

- Please visit our website [marshfield-ma.gov](http://marshfield-ma.gov) and select the "Find It Fast" option.
- Next select online bill payments and follow the prompts to enter your bill information.
- If you do not have your bill information, please email [pdellorusso@townofmarshfield.org](mailto:pdellorusso@townofmarshfield.org) and the Treasurer will make sure you are responded to within 24 hours.
- You may also call the main line at 781-834-5548 and someone will return your call within 24 hours as we have limited staff and they will guide you on how to make a payment online.
- You may mail in your payments with the remittance coupon to the lockbox provider.
- You may drop your payment off in the mail drop slot located near the handicap ramp at the front of Town Hall when you walk up from the parking lot. You may call for further instructions if needed.
- You may also mail payments directly to our office at:

**870 Moraine Street, Marshfield, MA 02050 Attn: Collector**

### REAL ESTATE TAXES:

- The tax deadline for quarter four (4) real estate bills will not be changed from its deadline of May 1<sup>st</sup>.
- If a resident has been impacted by the COVID-19 virus they may like all other delinquent tax payers set up a re-payment plan with the Tax office.
- All payments must be current by 6-30-20 by vote of the Board of Selectmen. Any payment not received by then will be subject to interest.
- If you do not notify the tax office of your inability to pay you will be assessed interest and fees in accordance with the law.
- There will be no refunds of any interest or demands.
  - You must show proof of your COVID-19 impact i.e. unemployment application and acceptance and or termination notice. The Treasurer will examine each request for a hardship arrangement on a case by case basis in accordance with the Board of Selectmen vote.
- The Town will be issuing demand bills normally and it is the responsibility of the homeowner to show proof of hardship. Demand bills will be issued on 6-1-2020 to all accounts with a balance on record, and Tax Liens will follow in line with normal collection action after this date.

### UTILITY BILLS:

- The deadline for all utility bills is 30 days after issuance.

- The Town of Marshfield in line with the Governor's Order will not be terminating utility services until an undetermined time after 6-30-2020.
- All balances must be current by 6-30-2020.
- Failure to pay your bill will result in utility charges being added to your tax bill as a lien next year while incurring interest and fees per MGL.
- There will be no refunds of any interest or demands.
  - You must show proof of your COVID-19 impact i.e. unemployment application and acceptance and or termination notice. The Treasurer will examine each request for a hardship arrangement on a case by case basis in accordance with the Board of Selectmen vote.
- If you do not notify the tax office of your inability to pay you will be assessed interest and fees in accordance with the law.
- If a resident has been impacted by the COVID-19 virus they may set up a repayment plan with the tax office.
- The Town will be issuing demands and bills normally and it is the responsibility of the resident to show proof of a hardship.

#### EXCISE TAXES

- Excise taxes will not be sent to collections until 6-30-2020, however interest will accrue on all delinquent balances and unless a hardship is shown, it will not be waived.
- Excise taxes issued after 3-20-2020 will not receive demands until 6-30-2020.
- Marshfield Excise tax bills for commitment #1 were issued prior to the Declaration of Emergency and are not subject to hardship waivers by law.
  - However Marshfield will if a resident is able to show proof of a COVID-19 impact i.e. unemployment application and acceptance and or termination notice, the Treasurer will examine each request for a hardship arrangement on a case by case basis in accordance with the Board of Selectmen vote.

The Treasurer's Office continues to remain open for business and is here to help and resident who needs it and will remain fair and consistent while understanding the unique situations of all.

Please do not hesitate to contact the office for anything and we will get you the answers you are looking for.

Patrick D. Dello Russo Jr.  
Treasurer Collector  
Town of Marshfield