1. Can the Tax Collector extend the April 10, 2020 deadline?

   **Answer:** No. The County does not have the authority under State law to extend or postpone the second installment property tax deadline of April 10, 2020.

2. County buildings are no longer open to the public, what are my payment options?

   **Answer:** Although we are not accepting in-person payments currently at our office, taxpayers can pay online, via telephone, by mail, or drop box located on the first floor of the Courthouse.

   Pay online at [http://tax.lakecountyca.gov](http://tax.lakecountyca.gov) or by telephone (866) 506-8035

   There is a convenience fee of 2.5% for credit/debit card payments or a $3.00 flat fee for an e-Check.

3. What if I am unable to make a full property tax payment by April 10, 2020 due to the impact of COVID-19?

   **Answer:** We encourage all property owners who can pay their taxes on time to do so. This revenue helps keep the government running and providing vital services that the public relies on, especially in times like these.

4. Can I request a penalty cancellation if I am unable to make a timely payment due to COVID-19?

   **Answer:** Yes. For those taxpayers directly impacted by the COVID-19 virus and are unable to pay timely there is a penalty waiver process available after the April 10th deadline. The penalty waiver process requires documentation as to how taxpayer was impacted by the virus such as reduced hours, layoffs, business closure, hospitalization or other circumstances that prevented timely payment. Penalty waiver form will be available on our website or by contacting our office at (707) 263-2234.

5. I mailed in my property tax payment, however your system is not showing my taxes as paid. What should I do?

   **Answer:** Processing times for mailed payments may be delayed due to the current public health concerns. We will process all mailed payments as soon as possible.

6. If using the U.S. Postal Service (USPS) or courier services (FedEx, UPS, etc.) to deliver my property tax payment, and County Buildings are closed, how will my payment be received?

   **Answer:** As of this date, we are receiving mail from the USPS and courier services. If circumstances change, we have the ability to cancel penalties for payments that would have been mailed timely.

March 31, 2020