TOP 5 Payment DOs AND DON’Ts
For Secured Property Tax Bills

1. **DO**
   - Pay online at [ocgov.com/octaxbill](http://ocgov.com/octaxbill).
   - eChecks have no Service Fee, and you can pay up until 11:59 P.M. PST on the last timely payment date.

2. **DO**
   - Utilize 24/7 self-service options at [ocgov.com/octaxbill](http://ocgov.com/octaxbill).
     - View parcel info, 11 years of bills/2 years of payment history by searching by APN or address.
     - View amount due in the online statement.
     - Avoid penalties by understanding postmarks.
     - Sign up for reminders: [ocgov.com/octaxreminder](http://ocgov.com/octaxreminder).

3. **DO**
   - Pay Supplemental Property Tax Bills.
     - Most lenders DO NOT pay these. New homeowners may receive more than one bill, one for each fiscal year.

4. **DO**
   - Call your lender – not the Tax Collector – with questions on impound/escrow accounts.
     - Lenders may debit accounts up to several months prior to submitting the payment to the Tax Collector, usually the week of the last timely payment date.

5. **DO**
   - Understand that the Tax Collector has limited authority under the law to cancel penalties.
     - Review our penalty cancellation policy by going to [ttc.ocgov.com](http://ttc.ocgov.com) & clicking on the cancel penalty icon.

1. **DON’T**
   - Wait until the last few days prior to December 10 or April 12 to pay your bill.
     - If you pay close to the last timely date & something goes wrong, there is no time to correct it. Have the USPS hand cancel it if mailing close to delinquency date.

2. **DON’T**
   - Become frustrated with phone wait times.
     - Incoming phone calls increase after bills are mailed and right before the last timely payment date. Use our 24/7 website or email questions to [ttcinfo@ttc.ocgov.com](mailto:ttcinfo@ttc.ocgov.com) to get answers to questions.

3. **DON’T**
   - Mail your payment without understanding the importance of postmarks.

4. **DON’T**
   - Ignore Supplemental Secured Property Tax Bills.
     - Most lenders DO NOT pay these. Contact your lender to ask if they will pay these or not.

5. **DON’T**
   - Think the Tax Collector can cancel a penalty due to a good payment history. The Tax Collector cannot.
     - Review our penalty cancellation policy by going to [ttc.ocgov.com](http://ttc.ocgov.com) & clicking on the cancel penalty icon.

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