

## **News from the City of Dearborn**

*Dearborn – Clean and Safe*

John B. O'Reilly, Jr., Mayor

**FOR IMMEDIATE RELEASE**

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### **Treasurer's Office improves customer service by encouraging people to bring their bills at the time of payment**

**DEARBORN**, Mich. – In order to provide efficient service to all customers of Dearborn's Treasury Office, a small processing fee of \$1 will be required of people who ask for a duplicate tax or water bill or other printed materials.

The fee is similar to those in other communities.

Every Dearborn customer is mailed a tax bill or a water bill with a remittance copy attached, but some come to the Treasury cashier counters without their bills and request that staff print them at the time of payment.

Deputy Treasurer Mary Siefert said requests for duplicate bills can be time-consuming for cashiers, meaning that other customers waiting in line may be inconvenienced.

By introducing the \$1 fee, the Treasury Division hopes to encourage people to come prepared to the cashier's counters, so that all customers can be treated in an efficient manner, she said.

The Treasury Division will charge \$1 for a single tax or water bill requested by an individual customer (installment tax bills for a parcel will be considered a single tax bill).

The Treasury Division will charge \$1 per page for other printed material requested, such as a tax payment history.