

## Frequently Asked Billing Questions:

### SW:

- Q. Why am I billed a Land Fill Fee?
- A. Land Fill Fee in the amount of \$15.00 is a charge that is applied to every taxable improved property in the county.
- Q. Why am I billed for a Green Box Fee?
- A. The \$165.00 fee is for the use of the county provided collection solid waste for those county residents who do not have municipal or contract collection. **If you have curbside pickup, please contact the tax office no later than January 5 to have this fee waived from your bill.**

### Billing:

- Q. Why am I being billed for city and county taxes?
- A. Because you live in the city limits. Therefore, you are billed for both city and county taxes. The county collects for Beaufort, Bogue, Cedar Point, Peletier, Cape Carteret and Emerald Isle. If you live in any other city, you will receive a separate tax bill.
- Q. What timeframe does the bill cover?
- A. January 1 through December 31 of the current year. We do not prorate Personal Property taxes.
- Q. What if my personal property is billed in the wrong district?
- A. Visit our website [www.carteretcountytax.com](http://www.carteretcountytax.com) and click on Personal Property Appeal Link
- Q. What if I have qualified for the Elderly Homestead Exemption and the bill is missing the discount?
- A. Contact our listing department at (252) 728-8535.
- Q. What if I sold my personal property?
- A. If your personal property was sold after January 1, you are still responsible for the current year tax bill.
- Q. What if I receive two bills for my mobile home (i.e. Real Estate Bill and Personal Property Bill)?
- A. Visit our website [www.carteretcountytax.com](http://www.carteretcountytax.com) and click on Personal Property Appeal Link
- Q. How do I correct the value on my personal property bill?
- A. Visit our website [www.carteretcountytax.com](http://www.carteretcountytax.com) and click on Personal Property Appeal Link. You have 30 days from the date of the bill to appeal the value.
- Q. What can I do if I disagree with my real estate value?
- A. Contact Real Estate Department at (252) 728-8485. It is too late to appeal the value on the 2020 tax bill. However, you can start the process for 2021.



Payment:

- Q. When is my bill due?
- A. The due date is September 1, 2020 – no interest or penalty until January 6, 2021.
- Q. Do I receive a discount if I pay early?
- A. There is no discount for paying county taxes early.
- Q. Is interest charged if I pay after September 1, 2019?
- A. Interest begins on January 6, 2021 at a rate of 2% the first month and  $\frac{3}{4}$  % for every month thereafter.
- Q. Why did I receive my bill? My mortgage company is responsible for my taxes.
- A. We bill the taxpayer, not the mortgage company. It is the taxpayer's responsibility to notify their mortgage company.
- Q. How will I know if the mortgage company has paid my bill?
- A. Mortgage companies usually send their payments during the month of November. You can call the office or check the website [www.carteretcountytax.com](http://www.carteretcountytax.com) to see if the bill has been paid.
- Q. Why is there a convenience fee when paying by credit card?
- A. If you pay by credit card, you will pay a convenience fee. The amount of the fee is 2.5% plus a .30 per transaction fee. This is not a fee that Carteret County can absorb and pay as a general operating expense. This fee is the cost of processing this transaction and passed back to the processor of the transaction, not the county.

