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

✅ DO

1. Pay online at oct treasurer.com/octaxbill
   eChecks have no Service Fee, and you can pay up until 11:59 P.M. PST on the last timely payment date to receive same day credit.

2. Utilize 24/7 self-service options at oct treasurer.com/octaxbill
   - View parcel info, 13 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: oct treasurer.com/securedreminders.

3. 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. 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. Understand that the Tax Collector has limited authority under the law to cancel penalties.
   Review our penalty cancellation information at oct treasurer.com/penaltyinfo.

❌ DON’T

1. Wait until the last few days prior to December 12/April 10 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 the above dates.

2. 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 to get answers to questions.

3. Mail your payment without understanding the importance of postmarks.
   Review “Important Information about Postmarks” at oct treasurer.com/postmarks.

4. 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. Think the Tax Collector can cancel a penalty due to a good payment history.
   The Tax Collector cannot. Review our penalty cancellation information at oct treasurer.com/penaltyinfo.

Financial Tip of the Week
Go to oct treasurer.com/financialtips to view tips.
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