



**Town of Bristol**  
Holley Hall  
P.O. Box 249  
Bristol, VT 05443  
(802) 453-2410 • Fax 453-5188

# Memorandum

To: Bristol Selectboard  
From: Kris Perlee  
CC: Town Administrator, Treasurer

## Credit Card Option for Taxes

The Town is trying to make paying property taxes easier for our residents. One way would be to allow them to pay online. The Municipay platform that we currently use is designed to do just that. It offers the residents two payment options, credit card or e-check. While there are fees associated with these processes, the ease of payment may out way these fees for some.

We want to make sure our residents are aware of the fees associated with these transactions. When a resident logs into our current payment portal to pay water bills, clerk fees, etc., the following message pops up:

## Credit Card Payment Options for Property Taxes

The Town is exploring ways to make paying property taxes more convenient for residents. One option is to allow online payments through our existing Municipay platform, which is already used for water bills, clerk fees, and other services.

Municipay offers two online payment methods: credit card and electronic check (e-check). Both options include processing fees. While these fees may not appeal to all residents, the convenience of online payment may outweigh the cost for some.

To ensure transparency, residents are clearly informed of these fees during the payment process. When a resident logs into the current payment portal, a notice regarding processing fees appears (see below).

PLEASE CLICK I AGREE BELOW TO CONTINUE...

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You are about to pay the **Town of Bristol, VT**.

The payment processor will add the following fees to your total at checkout.

These service fees are not collected by the Town of Bristol and are non-refundable.

Credit/Debit Cards - 2.65% (\$3.00 mimimum)

E-Checks - \$1.50 per transaction

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I Agree

The fee information is also displayed again at the time the payment is finalized.

<b>Payment Amounts</b>	
TOWN OF BRISTOL VT	\$89.00
MUNICIPAY*SERVICE FEE ⓘ	\$3.00
<b>Total Charges</b>	<b>\$92.00</b>

In addition to online payments, the Town could offer an in-person credit or debit card payment option. This would require adding a point-of-sale terminal at the Town Office. Doing so would allow residents to pay property taxes in person using a card, as well as pay for other services that are currently available online.

Providing both online and in-person card payment options would increase flexibility and convenience for residents while maintaining clear disclosure of associated fees.

I recommend that the Selectboard approve the additional payment options outlined in this memo.