

GOVERNMENT OF THE DISTRICT OF COLUMBIA
OFFICE OF THE CHIEF FINANCIAL OFFICER
OFFICE OF TAX AND REVENUE



ONLINE PAYMENT AGREEMENT FREQUENTLY ASKED QUESTIONS

- 1. How do I set up an online payment agreement for my outstanding taxes?**
Log into your MyTax.DC.gov account and select “Request Payment Plan” under the “I want to” section in your user profile. The Office of Tax and Revenue will not charge you a fee to set up a payment agreement.
- 2. What payment methods are accepted?**
The only payment method accepted is ACH Debit (automatic withdrawal) from your checking or savings bank account.
- 3. Will I receive notification of my withdrawal every month?**
Yes, you will receive an email notification of your pending withdrawal via MyTax.DC.gov 10 days before your payment is processed.
- 4. Can I cancel or change my agreement once set up?**
Changes to your existing agreement can be made by calling the Collections Division at (202) 724-5045.
- 5. Do I have additional options if I’m ineligible to set up an online payment agreement?**
Yes, please contact the Collections Division at (202) 724-5045 to inquire about additional options.
- 6. Will I receive confirmation or a copy of my payment agreement?**
Yes, you will be provided with a confirmation number after setting up a payment agreement. You can print the confirmation number for your records. Additionally, you can obtain a copy of your agreement by logging into MyTax.DC.gov account, click on the “Activity Center” tab and click “View all Requests.” The Office of Tax and Revenue will also mail a copy to you.

7. What happens if I change banks?

Please contact the Collections Division at (202) 724-5045 with your new bank routing and account numbers. The Collections Division can make the necessary changes to withdraw payment from your new bank account.

8. My tax bill has been sent to an outside collection agency. Can I still make an online payment agreement through MyTax.DC.gov?

No, you are not eligible to set up an online payment agreement.

9. How will my payments be applied to my outstanding balances?

If you owe for multiple tax years, the Office of Tax and Revenue will apply your payments to the oldest collection first.

10. Will I still receive my tax refund or any overpayments if I'm on a payment agreement?

No, any refunds or overpayments will be applied to any outstanding tax balances owed to the District of Columbia.