



June 2, 2019

Hopewell Real Estate Payers

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Our office has received numerous calls and emails regarding the impact of an unforeseen software glitch that appears to have caused a DELINQUENT balance to show on bills where there were no previous amounts owed. This problem is being researched with the software vendor to ensure that those who have no delinquency are not being charged with interest or further penalty. Taxpayers are to pay only the current amount shown for either the first half or if one prefers to pay in full the amount less the delinquent amount on the bill. As City Treasurer, I know how important tax revenue is for our city to continue to provide adequate services to our citizens. Therefore, our office is working to minimize any confusion on the next steps required to meet the June 15 tax deadline and prevent further disruption.

Real Estate Tax payments can be reviewed online at
<https://selfservice.hopewellva.gov/MSS/citizens/default.aspx>

Thank you for the opportunity to serve.


Joan E. Gosier
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