



STIRLING

***** RE: Tax Installment Payment Program Issue *****

July 17, 2024

We are notifying residents on the TIP Program of an error which occurred in the Village's accounting software with respect to how the payment amount is calculated for withdrawal. This error calculated a higher monthly installment payment than required to bring your tax account to zero by the end of December 2024. This payment was withdrawn on the night of July 15th, 2024. Not all accounts on the Tax Installment Payment Program were affected, but a significant number were.

As a result of the software error, the Village staff are recalculating the monthly amount which will be required to have your tax account balanced by December 2024. This means your monthly installment amount from August up to and including December will be lower than what was provided on your tax notice.

Those accounts affected by this error will receive a letter in the mail in the coming week notifying them of the error and the adjusted monthly payment amount.

We apologize for any inconvenience this may have caused you and assure you our software support team is working to address the error in the software program which caused the over-calculation.

If you have any questions, please contact the office at 403-756-3379.