

**HB 2156 -1 STAFF MEASURE SUMMARY**

**Joint Committee On Ways and Means**

---

**Prepared By:** Meg Bushman-Reinhold, Fiscal Analyst

**Meeting Dates:** 6/27, 6/28

---

**WHAT THE MEASURE DOES:**

Requires Department of Revenue to establish and maintain toll-free telephone number and other electronic means of communication to answer representatives from businesses that have questions about or wish to resolve issues concerning Oregon tax laws or application of Oregon tax laws. Requires department to monitor and provide sufficient staffing or telephone number and electronic means of communication to permit department to answer questions or resolve issues in expedited manner.

**ISSUES DISCUSSED:**

**EFFECT OF AMENDMENT:**

-1 Replaces the measure. Requires the Department of Revenue to establish a program to allow representatives of C corporations and S corporations to access trained employees, by telephone and other electronic means, for assistance with tax matters. The access must be separate and distinct from the assistance provided to the general population. Notices to C corporations and S corporations must list the telephone number required by this bill and must not list the general phone number. The Department of Revenue is required to track customer satisfaction with this program.

**BACKGROUND:**

The Department of Revenue currently maintains a telephone line number and e-mail box for taxpayer inquiries. This measure would require the department to create a separate program to answer telephone and e-mail inquiries from C corporations and S corporations.