

HB 2157 STAFF MEASURE SUMMARY

Joint Committee On Ways and Means

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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 certified public accountants who have questions about or wish to resolve issues concerning Oregon tax laws or application of Oregon tax laws.

ISSUES DISCUSSED:

- Result of recommendations from small business workgroup

EFFECT OF AMENDMENT:

Replaces the measure. Requires the Department of Revenue to establish a program to give tax practitioners priority access to assistance regarding personal income tax matters. Assistance must be by telephone and other electronic means. Specifies types of assistance that must be provided. Requires the Department of Revenue to track customer satisfaction with the program.

BACKGROUND:

The Department of Revenue currently maintains a toll-free number to address taxpayer questions. This measure would require a separate number and electronic access dedicated to customer service issues relating to personal income tax for tax practitioners who provide tax advice, prepare income taxes or act on an individual taxpayers behalf. The program established by the amendment is similar to the Practitioner Priority Service offered by the Internal Revenue Service at the federal level.