



STATE OF MAINE
DEPARTMENT OF ADMINISTRATIVE & FINANCIAL SERVICES
BURTON M. CROSS BUILDING, 3RD FLOOR
78 STATE HOUSE STATION
AUGUSTA, MAINE 04333-0078

SERVING THE PUBLIC AND DELIVERING ESSENTIAL SERVICES TO STATE GOVERNMENT

JANET T. MILLS
GOVERNOR

KIRSTEN LC FIGUEROA
COMMISSIONER

Maine Taxpayer Advocate Annual Report Fiscal Year 2023

Introduction

The Taxpayer Advocate (Advocate) who held the Advocate position for over 20 years retired in June 2021. The Director of the Compliance Division at Maine Revenue Services (MRS) fulfilled the duties in an acting capacity from July 2021 through mid-December 2021, and the Deputy Director of the Compliance Division fulfilled the duties from mid-December 2021 through June 2023. This is a temporary solution as this was in addition to regular responsibilities of these MRS employees, thus lacking the independence desired of an Advocate. The Advocate's position is being posted.

Pursuant to 36 M.R.S. § 151-C(3), the Advocate must prepare an annual report of activities by August 1st. Inquiries for assistance come in by email, phone, fax, and mail.

The primary duty and responsibility of the Advocate is to assist taxpayers in resolving state tax issues. Other duties include identifying areas where taxpayers are having difficulties in dealing with MRS and proposing changes in the administrative practices to mitigate any potential areas of confusion. See 36 M.R.S. § 151-C(2).

Fiscal Year 2023 (FY23)

FY23 notably included two pandemic relief programs whereby MRS mailed relief checks to numerous taxpayers. This generated calls about program qualifications and the status of checks.

During FY23, 189 initial inquiries were logged. The inquiries averaged about 16 contacts per month either from taxpayers, through representatives, or other parties. The months with the largest total number of inquiries were September 2022 and December 2022. The highest months for phone inquiries were August 2022 and September 2022. The highest month for email inquiries was December 2022. Inquiries received by facsimile and mail are rare with only one each for the entire year. The length of time spent on an inquiry ranged from 30 minutes to two days. Some required additional research. Follow-up contacts were made by the Acting Advocate and Division staff to taxpayers and their representatives. In turn, some of the taxpayers and their representatives had follow-up questions.

Inquiries included the following topics: tax forms, filing, property tax fairness credits, residency, payment plans, liens, levies, pandemic relief checks, property tax, offers in compromise, professional licenses, nonfiler assessments, and a few payroll questions.

There was contact from concerned taxpayers who had their identity stolen, fraudulent tax returns filed, unemployment fraudulently claimed under their identity, and theft of retirement funds. There were also several calls and emails that were directed to other Maine state agencies or other municipalities.

All 189 logged inquiries for FY23 have been responded to. Follow-up questions were still being received after the end of the fiscal year. Some of these follow-up questions were from initial inquiries from prior months.

