

Central Services Counter

Our Central Services Counter provides citizens with a central location to conduct Town business related to taxes, water/sewer utility bills, parking tickets, and more. General inquiries are answered or directed to the appropriate department.

Town Hall – First Floor
4 Boltwood Ave
Amherst, MA 01002
Hours: 8a.m. – 4:30p.m., Mon – Fri

Accepted Forms of Payment at the Central Services Counter:
Cash, Personal Check or Money Order
Please note the Central Services Counter **does not accept Debit/Credit Card Transactions*

The following transactions are handled at the counter:

Transaction	Details
Abutters Lists	An abutters list is used when the departments of Zoning, Planning, Conservation, or liquor licensing of the Town need to notify residents of impending changes of property in the area. For more information, please contact the Assessor's Office at 413-259-3024 or assessors@amherstma.gov .
Abatements	Abatements for Real Estate, Personal Property and Motor Vehicle Excise may be handled at the Central Services Counter. For more information, please contact the Assessor's Office at 413-259-3024 or assessors@amherstma.gov .
Cemetery Plots	Cemetery plots at the South Amherst Cemetery are selected at the Department of Public Works (DPW). They are sold only in 2-grave lots. Payment for the plot is made at the Central Service Counter. A deed is given to the purchaser upon payment.
Direct Debit	The Town of Amherst offers a Direct Debit program. By enrolling in this program, the Town will collect your bills directly from your bank account in the amount due on the due date. Bills available to enroll and pay by direct debit are: Real Estate, Water/Sewer and Motor Vehicle Excise. For more information, please contact our Collector/Treasurer Office at 413-259-3020 or collector@amherstma.gov .
Firearms Permit (LTC)	Applications for firearms are made at the Police Department. Payment is made at the Central Services Counter. Once payment is made, the receipt is taken to the Police and an appointment is set up for the permit.
Motor Vehicle Excise	Motor Vehicle Excise Bills are annual bills generated by the Registry of Motor Vehicles (RMV) and billed through the Collector's Office. Payments may be made at the Central Services Counter. If your bill is past due and you are marked at the RMV, payments made in cash may be cleared immediately.

Parking Tickets	Parking Ticket Violations may be made at the Central Services Counter. All tickets paid after 21 days are subject to a \$15 late fee. If your bill is late and marked at the RMV, payments made in cash may be cleared immediately. If you believe you have been given a Parking Ticket unfairly, appeals may be filled out at the Central Services Counter or online at https://www.amherstma.gov/732/Parking-in-Amherst .
Real Estate & Personal Property	Real Estate & Personal Property Bills are generated by the Assessor's Office and billed through the Collector's Office. Bills are due on a quarterly basis and mailed twice a year (June/December). Payments may be made at the Central Services Counter.
Refuse	Refuse Bills for disposal of trash at the Transfer Station are generated by the Department of Public Works. Bills are due within 30 days. If your bill is not paid within 90 days, you will be shut off at the Transfer Station until payment is received.
Violations – Keg, Noise, Tobacco, etc.	Violations are handed out by Police, Animal Welfare and our Health Department. They may be paid at the Central Services Counter.
Water/Sewer	Utility Bills (Water/Sewer) are billed on a quarterly basis. Water service is based on the meter usage and the sewer charge is based on water usage. The meters are read by the Department of Public Works (DPW) and billed through the Collector's Office. Water/Sewer bills that remain unpaid, may be lien to your Real Estate Tax (3 rd Quarter).

**Bills may be paid using our secure Online Bill Paying Feature
at www.amherstma.gov/payments**

Questions? Please contact the appropriate department:

Collector/Treasurer
413-259-3020
collector@amherstma.gov

Assessor
413-259-3024
assessors@amherstma.gov

Town Clerk
413-259-3035
townclerk@amherstma.gov