



Rhode Island Department of Revenue

Division of Taxation

ADV 2023-20
Tax Administration

ADVISORY FOR TAXPAYERS AND TAX PROFESSIONALS
December 13, 2023

Contacting the Division amid Washington Bridge westbound closure

PROVIDENCE, R.I. – The Rhode Island Division of Taxation reminds taxpayers and the community of the numerous ways they can choose to interact with the Division. With the recent closure of I-195 west on the Washington Bridge, cooling temperatures, looming winter weather, and approaching cold and flu season, you may choose to limit your in-person interactions and trips into Providence. The Division offers several alternative options for getting in touch with us.

Most tasks can be completed via the Division’s website (<https://tax.ri.gov/>). The website features a built-in translation option, mobile-friendly responsive formatting, and a useful search function. On the Division’s website, you can access [Forms](#), [guidance](#), [FAQs](#), and a comprehensive email and phone [directory](#). The Division is available by email anytime (see our [email and phone directory](#)), and by phone between 8:30am and 3:30pm on business days.

Also located on the website is the Rhode Island [Where’s My Refund](#) tool. This function allows you to check the status of your refund at any time.

You may also choose to use the Division’s self-service [Taxpayer Portal](#). The Taxpayer Portal allows you to file business taxes and pay most taxes.

If you need in-person service, the Division’s offices are located on the first floor of the Powers Building, One Capitol Hill, Providence, RI 02908, and open from 8:30 a.m. to 3:30 p.m. on business days. There is on-street metered parking on Park Street, aside the building’s front entrance. Please note that the building requires visitors to show identification and undergo security screening. Currently many drivers and public transportation users are experiencing significant traffic delays.

The Division’s drop box is located inside the first-floor offices for you to deliver any documents you do not feel comfortable mailing. If you choose to mail your documents, please send copies, not originals, and you may want to use certified mail to track your documents.

Stay up to date:

Visit the Division’s [website](#) to sign up for updates delivered right to your email inbox.

The Rhode Island Division of Taxation, part of the Rhode Island Department of Revenue, is open to the public from 8:30 a.m. to 3:30 p.m. business days. For more information, contact the Division of Taxation at (401) 574-8829 or see <https://tax.ri.gov/about-us/contact-us>.