

United States Senate

WASHINGTON, DC 20510

July 26, 2021

The Honorable Charles P. Rettig
Commissioner
Internal Revenue Service
1111 Constitution Avenue
NW Washington, D.C. 20224

Dear Commissioner Rettig:

I write to share with you the growing number of complaints I am hearing from constituents regarding unacceptable delays in the processing of Wisconsin's income tax returns by IRS staff. Hundreds of angry Wisconsin residents have contacted my office over the past year, with more calls and emails arriving every day, asking for help in getting meaningful responses from the IRS on the status of their returns. These taxpayers are frustrated that the IRS is taking so long to return their hard-earned money.

I acknowledge the workflow challenges that the Covid-19 pandemic presented to employees in all government agencies, including yours. However, members of my staff report that in attempting to work with IRS representatives they have not received sufficient help or satisfactory answers. I sympathize with my constituent's frustrations, and I feel compelled to write to you directly on their behalf.

I respectfully request you provide answers to the following questions so that my office can better assist those Wisconsin taxpayers who already have, and those who will contact my office for assistance:

- What is the current average time for the IRS to process 2019 tax returns and to process 2020 tax returns? How do these times compare with the time to process 2018 tax returns?
- For tax returns processed in longer than the current average time, what are the reasons for the delay in processing?
- What actions is the IRS taking to streamline the processing of tax returns for more effective and timely resolution?
- How does the IRS, if it does at all, prioritize tax returns for processing?
- To what extent have IRS staff returned to IRS campuses? When will all IRS staff return to performing work in their respective offices?
- What actions is the IRS taking to improve customer service and communications with the public?

As Commissioner of the IRS, it is important for you to be personally aware of the delays Wisconsin's taxpayers are facing and take immediate action to address them.

Thank you for your time and prompt consideration. I look forward to receiving your written response.

Sincerely,



Ron Johnson
U.S. Senator