



PRESS RELEASE
For Immediate Release

October 19, 2021

Media Contact:

Jessica Knight
734.355.2490

jessica@montagnepowers.com

**NH Department of Revenue Administration Promotes Lisa Crowley to
Director of Taxpayer Services Division**

Crowley steps into new role as Debra Bourbeau retires after 36 years of service to the citizens of the Granite State

Concord, NH – The [New Hampshire Department of Revenue Administration](#) (NHDRA) has promoted Lisa Crowley to director of the Taxpayer Services Division, the largest division at NHDRA. The focus of the Taxpayer Services Division is to ensure Granite State taxpayers receive the highest level of customer service in an efficient and timely manner.

Crowley joined NHDRA in 2002 as a tax auditor for NHDRA's Document Processing Division and worked her way up to supervisor. Throughout her career with NHDRA, Crowley has moved to the Property Appraisal Division, the Audit Division, and in 2018, to the Administration Division. She led the Revenue Information Management System (RIMS) project team as its project director, serving as the primary contact for internal and external communications, planning and scheduling the project's timeline and milestones, and managing the development of materials and programs.

"For nearly 20 years, I have served New Hampshire taxpayers in many different roles," said Crowley. "I look forward to continuing my service in my new position as director, providing taxpayers with quality service and an improved experience."

Crowley's promotion comes as Debra Bourbeau retires after spending the last 36 years with the State of New Hampshire. Bourbeau began her career in 1985 in the Department of Health and Human Services. In 2013, she was appointed director of the Document Processing Division and in 2018 became the director of the Division of Taxpayer Services at NHDRA. In her most recent role, Bourbeau led the division

through the development and implementation of RIMS and served as a key member on the project's Executive Steering Committee.

"We are grateful for Debra's decades-long service to the Granite State," said Lindsey Stepp, Commissioner, NHDRA. "She has been a valued member of the leadership team in the Department for the past eight years. She will be missed, but we wish her all the best in her retirement. Lisa Crowley has been an exceptional team member over the past 19 years, and we know she will make many great contributions to the Taxpayer Services Division as its director."



Caption: The [New Hampshire Department of Revenue Administration](#) (NHDRA) has promoted Lisa Crowley, pictured above, to director of the Taxpayer Services Division, the largest division at NHDRA.



Caption: Debra Bourbeau, pictured above, retires after spending the last 36 years with the State of New Hampshire. She most recently served as the director of the Division of Taxpayer Services at NHDRA.

About the New Hampshire Department of Revenue Administration

The New Hampshire Department of Revenue Administration (NHDRA) is responsible for fairly and efficiently administering the tax laws of the State of New Hampshire. NHDRA collects approximately 80% of New Hampshire's general taxes. During Fiscal Year

2021, NHDRA collected \$2.4 billion in taxes, most of which went to the New Hampshire General Fund and Education Trust Fund. NHDRA also assists municipalities in budgeting, finance and real estate appraisal.

NHDRA administers and collects the following taxes at the state level: Business Enterprise Tax, Business Profits Tax, Communications Services Tax, Interest and Dividends Tax, Meals and Rooms Tax, Medicaid Enhancement Tax, Nursing Facility Quality Assessment, Tobacco Tax, Taxation of Railroads, Utility Property Tax, Real Estate Transfer Tax; and the following taxes at the local level: Property Tax, Excavation Tax, Timber Tax. To learn more about NHDRA, please visit www.revenue.nh.gov.

###