



TO: Town Council
FROM: Hope Toliver, Director of Finance/Treasurer
COPY: India Adams-Jacobs, Town Manager/Clerk
SUBJECT: October 2025 Treasurer's Report
DATE: October 6, 2025

SUMMARY

During October, the finance department worked on the following items:

Status of Town Audits

- FY24 Audit
 - Preliminary audit work has begun internally

Southern Software

- Staff are working on assisting customers with the new PSN payment portal and any ongoing questions regarding the rate increases on their bills.
- Staff are currently working with Southern Software on the last phase of implementation (Phase III), which is for real estate and personal property billing.

Real Estate / Personal Property

- The mapping for the Real Estate and Personal Property was completed for the new system with Southern Software.
 - Dates have been finalized for staff training on November 7th for these modules
- The Town finalized, produced, and mailed out all Real Estate bills for this tax year in accordance with the new rates as set by the council
- Data for Personal Property Tax accounts are currently being converted into our system by Southern Software; final data received and confirmed by the Caroline County Commissioner of Revenue Office on October 22, 2025.
 - Once completed by Southern, Personal Property bills for the Town will be mailed out in accordance with the new rates as set by the council
 - The Town staff requests a one-time extension for the personal property bill due date to January 5th

Utility Billing

- Sensus training for our electronic meter reading system occurred for all staff
 - Additional onsite training is scheduled to occur in December for all staff.



- Utility Bills for the September/October usage period will be mailed out to customers as scheduled for the second week of November
- As a courtesy to provide some extra time for our Town residents to make delinquent payments, the Town issued an internal grace period and distributed an additional Cut-Off Notice after the 1st Utility Delinquent Notices were issued.
 - In accordance with our Town Ordinance and Virginia State Code, Cut-offs occurred as of 10/27 if no payment was received for 60+ day delinquent accounts
 - In accordance with the Town's Code, 5% penalty was assessed on unpaid delinquent accounts
 - Also, in accordance with the Town's policy, reconnection fees were and will be assessed for any utility account before reconnection is established

Other Finance Department Operations

(AP, AR, Events, Trash Requests, Business Licenses, Etc.)

- Approximately 115 front desk customers signed in and/or were served at the window
- Continuing with ongoing efforts on the days the Town Office is open to the public to answer utility billing and usage questions, concerns, complaints, and requests for assistance
- Monthly AP processing – 5 check runs completed (weekly process)
 - This includes an AP run for Harvest Festival performers
- 3 Town Hall rental events occurred during October
- The Town has finalized all revenues and expenses relating to Harvest Festival
 - Met with Lisa Stevens – Harvest Festival Coordinator
- In collaboration with the Public Works Director and the Town Manager, a “Leaks” SOP and Policy were implemented
- Received 4 new Business License requests
 - These will be approved in collaboration with the Town Manager
- Completed the “Vendor Registration and W9” Project for our Accounts Payable processes
 - To date, we have received approximately 80% of our Vendor Forms and their updated tax classification information