



**TO:** The Honorable Mayor & Town Council  
**FROM:** Hope Toliver, Director of Finance, Town Treasurer  
**COPY:** India Adams-Jacobs, Town Manager, Jeff Gore, Town Attorney  
**SUBJECT:** February 2026 Treasurer's Report  
**DATE:** March 5, 2026

**SUMMARY:**

During the month of February, the Treasurer's office worked on the following items:

***Status of Town Audits***

- FY24 Audit
  - Audit has been completed
- FY25 Audit
  - Preliminary work is currently being compiled to prepare

***Southern Software***

- Staff continue to assist customers with the PSN payment portal and any questions regarding their utility bills
- We finalized completion of our custom utility collections report that can be used for delinquent collections in conjunction with delinquent tax collections
- EFT processing module for Accounts Payable is 70% completed at the time of writing this report; the Town expects that we can fully begin this process by mid-March.

***Real Estate/Personal Property***

- Contract for TACS Collection Services is currently under review by the Town Manager and the Town Attorney
  - The Town is requesting to use their services for delinquent Real Estate and Personal Property tax collections.

***Utility Billing***

- Utility Bills for the November/December usage (1/7/26 Bill Date) were due 2/16/2026
  - Any payments not received on or before this due date have incurred late penalties
- Delinquent Cut-Off Notices were distributed on 2/18/2026 to provide a 10-day notice in accordance with our policies for delinquent September/October usage (11/7/2025 Bill Date)
  - Cut-Offs occur on 3/4/2026 if delinquent payment is not paid on or before that date



- Staff have continued to work on further improving our utility systems and workflows to increase efficiency and serve our customers better.

***Other Finance Department Operations***

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

- Approximately 275 front desk customers signed in and/or were served at the window
- Continuing with ongoing efforts every day to answer utility billing and usage questions, real estate and personal property questions, and any other concerns, complaints, and requests for assistance
- Monthly AP processing – 4 check runs completed (weekly process)
- Staff processed 2 new business licenses and 12 business license renewals
- 5 Town Hall rental events occurred during the month of December
- The town followed up with 5 leak inquiries this month, with 1 resulting in account adjustments