



TO: Town Council
FROM: Hope Toliver, Director of Finance, Treasurer
SUBJECT: August 2025- Finance/Treasurer's Report
DATE: September 4, 2025

SUMMARY:

During the month of August, the finance department worked on the following items:

Status of Town Audits

- FY23 Audit
 - Nearing completion by RFCA, awaiting draft
- FY24 Audit will begin after FY23 is completed.
 - RFCA preliminary audit work has begun internally

Southern Software Conversion Status

- Staff also have been in constant communication with Southern Reps to continue real-time training and any other further assistance needed during the first few months of operating in the new system.
- All work has been completed between The Town, Southern Software FMS, and all other necessary third parties to set up all integrations on the back end for project completion of the Utility Modules.
 - This includes Enco, our bill-mailing service, as well as PSN, our new online payment tracking system.
- Staff are currently working on assisting customers with the new PSN payment portal and any questions regarding the rate increases on their bills.
- Staff are 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 Town has received both the Real Estate and Personal Property data files from the County for the 2025 tax year.
- We have begun the mapping for the Real Estate and Personal Property Modules of the project conversion in the new system with Southern Software.
 - Dates have not yet been finalized for onsite training for all staff.
- The town has received approximately 33 letters back in response to our request for personal property vehicles housed within the Town.



***Finance Department Front Desk and Customer Service Operations
(AP, Utility Billing, Payments, Events, Trash Requests, Business License Processin,etc)***

Deposits, Mail, Zoning and all other Miscellaneous Requests

- Approximately 80 front desk customers signed in and/or 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 – 4 check runs completed (weekly process)
- 3 Town Hall rental events.
- Staff have also begun receiving payments for Harvest Festival vendors and sponsorships
- In collaboration with the Town Manager, our staff have processed 4 new business licenses.
- New utility account assistance with questions and payment portal account setup.
- Follow-up requests from prior council meeting:
 - The Public Works department is now showing properly in the budget report
 - The prior miscellaneous expense was investigated and reclassified to the correct GL code – this was for utility tax that the town receives from Dominion Energy.
 - Fuel is always split between the correct departments for the Town Vehicles (Public Works & Police Dept)