



**TO:** The Honorable Mayor & Town Council  
**FROM:** Hope Toliver, Director of Finance/Town Treasurer  
**SUBJECT:** Treasurer's Report- March  
**DATE:** April 2, 2026

**SUMMARY:**

During the month of March, the Finance/Treasurer's office worked on the following items:

***Status of Town Audits***

- FY25 Audit
  - Delegation of preliminary work was established
  - Currently compiling requested reports and items for auditors

***Southern Software***

- Staff continue to assist customers with the PSN payment portal and any questions regarding their utility bills

***Real Estate / Personal Property***

- Contract for TACS Collection Services was finalized by the Town Manager
  - Kickoff meeting with Town Manager and our TACS reps to go over the process of collections and begin the necessary steps
- Delinquent RE and PP notices mailed

***Utility Billing***

- Utility Bills for the January/February usage (3/6/2026 Bill Date) were mailed out and will be due on 4/15/2026
  - Any payments not received on or before this due date will incur late penalties
- Delinquent Utility Cut-Offs in accordance with the Town's policies occurred on 3/4/2026 if delinquent payment was not received as indicated in our 10-Day Notices.
- 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 160 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 – 2 check runs completed
- Staff processed 3 new BPOL and 13 BPOL renewals
- 3 Town Hall rental events occurred this month
- The town followed up with 2 leak inquiries this month, with 2 resulting in account adjustments