



TO: The Honorable Mayor & Town Council
FROM: Hope Toliver, Director of Finance, Town Treasurer
SUBJECT: December 2025 Treasurer's Report
DATE: January 8, 2026

SUMMARY:

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

Status of Town Audits

- FY24 Audit
 - All preliminary audit work has been completed and provided to the auditors
 - A follow up meeting to discuss any additional information and questions has occurred

Southern Software

- Staff continues to assist customers with the PSN payment portal and any questions regarding their bills. (utility, real estate, or personal property)
- Staff is continuing to work with Southern Software on finalizing the last phase of implementation (Phase III) training, which is for real estate and personal property.
- 2026 Payroll dates have been updated in the system
- 2026 State Holiday hours have been updated in the system
- Qualified Overtime Reporting has been added as required by Federal law beginning in 2026

Real Estate / Personal Property

- The Town has begun receiving revenue from Real Estate for this tax year in accordance with the new rates set by council
 - Any payments not yet received are now considered delinquent and penalties/interest have been applied
- The Town has begun receiving revenue from Personal Property for this tax year in accordance with the new rates set by council
 - Any payments for Personal Property not received on or before the extended due date of 1/9/2026 will be considered delinquent, and penalties/interest will incur in accordance with the Town's Code.



Utility Billing

- Staff received proper onsite Sensus training for our electronic meter reading system and our RNI analytics for proper reporting.
- Utility Bills for the September/October usage were due on 12/15/2025
 - Any payments not received on or before the due date have incurred late penalties.
- Staff continues 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 300 front desk customers signed in and/or 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 – 5 check runs completed (weekly process)
- 3 Town Hall rental events occurred during the month of December