



**TO:** The Honorable Mayor & Town Council  
**FROM:** Hope Toliver, Director of Finance, Town Treasurer  
**SUBJECT:** January 2026 Treasurer's Report  
**DATE:** February 5, 2026

**SUMMARY:**

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

***Status of Town Audits***

- FY24 Audit
  - The Town completed/signed the management representation letter
  - Draft should be received by the time of this report

***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 working with Southern to create a custom utility collections report that can be used for delinquent collections in conjunction with delinquent tax collections
- A training session with Southern has been set for mid-February to review the new EFT processing module for completing Accounts Payable in a faster more efficient way

***Real Estate / Personal Property***

- The Town has been 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 been receiving revenue from Personal Property 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



### ***Utility Billing***

- Staff investigated and updated 31 vacant meters
- Staff also found 7 meters that were active with usage, but did not have utility accounts established with the Town
  - All except one not have accounts and will now be billed accordingly
- Utility Bills for the November/December usage were sent out on 1/7/2026 and will be due 2/16/2026
  - Any payments not received on or before the due will incur 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 200 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 – 4 check runs completed (weekly process)
- 5 Town Hall rental events occurred during the month of December
- The town followed up with 11 leak inquires this month, with 4 resulting in account adjustments