



**TO:** Town Council  
**FROM:** Hope Toliver, Director of Finance/Treasurer  
**SUBJECT:** September 2025 Treasurer's Report  
**DATE:** October 2, 2025

**SUMMARY:**

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

***Status of Town Audits***

- FY23 Audit
  - Nearing completion by RFCA, draft received and in the process of being finalized
- FY24 Audit will begin after FY23 is completed.

***Southern Software***

- Staff are currently working on assisting customers with the new PSN payment portal and any ongoing 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.
  - The mapping for Real Estate and Personal Property is underway in the new system with Southern Software.
  - Dates have not yet been finalized for onsite training for all staff.
- The town has received approximately 80 letters back in response to our request for personal property vehicles housed within the Town.

***Utility Billing***

- Utility Bills for the July/August usage period were mailed out to customers as scheduled on 9/8/2025
- Utility Delinquent Notices were provided to Public Works Department to distribute
  - Cut-offs for delinquent accounts are set to occur if no payment is received for these accounts
  - In accordance with the Town's Code, 5% penalty will also be assessed on unpaid delinquent accounts



*Other Finance Department Operations*

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

- 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)
- No Town Hall rental events occurred during the month of September
- The Town has still been receiving payments for Harvest Festival vendors and sponsorships
  - Met with Lisa Stevens – Harvest Festival Coordinator
- Provided information to Clerk & Deputy Clerk related to FOIA request
- In collaboration with Public Works Director and Town Manager, a “Leaks” SOP and Policy were written
- Started the “Vendor Registration and W9” Project for our Accounts Payable processes
  - Approximately 200 letters were sent out so far (2/3)
- Finance Dept staff meeting was conducted to discuss roles and responsibilities of each team member and properly delegate tasks accordingly to improve performance and efficiency