



TO: Town Council
FROM: Hope Toliver, Director of Finance/Treasurer
COPY: India Adams-Jacobs, Town Manager/Clerk
SUBJECT: November 2025 Treasurer's Report
DATE: November 21, 2025

SUMMARY:

During November, 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 meeting has been scheduled to follow up on the progress of the audit by mid-December

Southern Software

- Staff continue to assist customers with the PSN payment portal and any questions regarding their bills.
- Staff are continuing to work with Southern Software on finalizing the last phase of implementation (Phase III), which is now finalizing personal property.

Real Estate / Personal Property

- The Town has begun receiving revenue from Real Estate for this tax year in accordance with the FY26 adopted rates.
- Data for Personal Property tax accounts have been converted into our system by Southern Software
 - Personal Property bills for the Town will be mailed out in accordance with FY26 rates, as well as the newly approved due date of 1/9/2025

Utility Billing

- Additional on-site Sensus training for our electronic meter reading system is scheduled to occur in December for all staff.
- Utility Bills for the September/October usage period were mailed out to customers as scheduled on 11/7/2025



Other Finance Department Operations

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

- Approximately 80 front desk customers signed in and/or were 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 and requests for assistance
- Monthly AP processing – 3 check runs completed (weekly process)
- 4 Town Hall rental events occurred during November