

TO: Town Council

FROM: Hope Toliver, Finance Director / Town Treasurer

SUBJECT: August 2025 Treasurer's Report

DATE: August 7, 2025

SUMMARY:

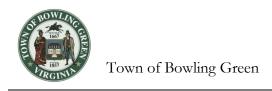
During the month of July, the finance department worked on the following items:

Status of Town Audits

- FY23 audit currently being reviewed and finalized by RFCA.
 - o RFCA requested roughly 60 items in relation to FY23; the majority of these items have been completed to the best of the town's ability.
 - O The Town has been waiting for an update regarding a completed draft for this since May 30th we have now received a deadline of two weeks (Aug 8th) from RFCA of when we will have these numbers.
 - Any additional items they have since requested for the audit have been completed and provided to them.
- FY24 Audit will begin after FY23 is completed.
 - o RFCA has scheduled the date of Sept 15th for when they will be onsite to begin this audit.

Software Conversion Status

- All active utility accounts from Keystone were successfully transferred to Southern Software (FMS) with minimal errors to the best of the Town's ability.
 - O This required extensive data entry from all the finance staff members, as well as significant overtime hours to complete within our necessary timeframe.
- Staff received a week of on-site training from our Reps at Southern to go over every module in our new system.
 - Staff also have been in constant communication with Southern Reps to continue realtime training and any other further assistance needed during the first few weeks of operating in the new system.
- All work has been completed between The Town, Southern Software FMS, and all other necessary third parties to set up all integrations on the back end for project completion.
 - This includes Enco, our bill-mailing service, as well as PSN, our new online payment tracking system.
- Staff is currently working on assisting customers with the new PSN payment portal and any questions regarding the rate increases on their bills.



Finance Department Front Desk and Customer Service Operations (AP, Utility Billing, Payments, Events, Trash Requests, Business License Processing,

Deposits, Mail, Zoning and all other Miscellaneous Requests

- Approximately 60 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 3 check runs completed
- 1 Town Hall rental events.
- New utility account assistance with questions and payment portal account setup.
- Staff have been successfully assisting any customer requests/questions regarding their RE or PP Tax.
- Finance Intern has been integral in records cleanup, retention, and proper organization of important documents, Harvest Festival, and other various finance needs.