



**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.
  - 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.
  - The Town has been waiting for an update regarding a completed draft for this since May 30<sup>th</sup> – we have now received a deadline of two weeks (Aug 8<sup>th</sup>) 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.
  - RFCA has scheduled the date of Sept 15<sup>th</sup> 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.
  - 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 real-time 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.