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MEMORANDUM
January Report

January 30, 2026

To: Mayor and City Council
From: City Clerk
Subject: Clerk Report

Mayor and Council,

During January, we continued working through the remaining challenges with the new utility billing, accounting, and payroll systems. Progress is steady, but several components of the transition are still not fully resolved.

Utility Billing

Meter-reading issues have decreased significantly, with only a few accounts still needing correction. Some residents still need to transition to the new auto-pay system. The new disconnect process is working well and improving timely payments. We still do not have a usable file to upload billing data into the accounting software. The e-check convenience fee issue has been resolved, and the sales tax report is now configured. Fifty-eight rental licenses were prepared and mailed.

Payroll

The payroll system continues to have issues with clock-in/clock-out accuracy and reconciling leave balances. Year-end work was completed, including research on premium overtime with Paychex and preparing explanations for employees. W-2s and the final GWorks pay stub were printed and distributed.

Budget Preparation

Department heads have submitted FY27 budget requests. I will be compiling and reviewing these over the next couple of weeks. Some line-item detail—especially for utilities—may take longer due to software limitations and incomplete reconciliations.

Additional Administrative Work

- Liquor license renewal for the Community Center
- Assisted with a customer disconnect dispute
- Prepared and sent fifty-eight rental license letters
- Researched a zoning request for a resident
- Met with Paya and completed merchant-services training
- Prepared new payment agreements and began using the new service-order module
- Received confirmation that the State Auditor will begin the annual audit the first week of February

Overall Progress

While there are still many issues to work through, we continue to address them one step at a time and are making steady progress.

Respectfully Submitted,
Tanna Leonard