

From: Geoff Croley
Sent: Tuesday, January 6, 2026 1:53 PM
To: Justin Stadt <jstadt@georgetown-mi.gov>
Subject: Turn On/Turn Off Fee Appeal Due to System Error

Good afternoon sir,

I am reaching out today to appeal a water turn off/turn on fee on my account at 2826 Hagerview Ct, Georgetown Twp, MI 49428.

Upon moving into my home my billing information was not set up correctly by my assigned moving concierge so I was not directly receiving billing notices. This led to a water shut off after the grace period ended this past summer. When my water was shut off the first time I called to pay online and cover all past due balances. On that phone call someone on staff kindly directed me to set up Auto-Payments - I went through the process while they were on the phone to ensure it was done correctly. All interaction with the website was done via the mobile version of the gtwp.com and associated automatic payment system. The integration into the system must not have been fully complete or did not sync prior to the end of the call because I never received a confirmation email and payments continued to accrue without being drawn from my account - I had not been aware of this failure until today when my water was turned off for a second time. Again, I made all past due payments immediately and successfully recorded my information for automatic payments (reflected in a confirmation email and phone call from staff to confirm it was on file), but was disappointed to find two \$48 charges could not be removed or credited to my account despite the system error being the cause of automatic payments not being continuously drawn as intended.

I fully understand and respect the time and effort of employees to turn the water and on off at my property, and am now aware that I should be opening every piece of physical mail from Georgetown Township to be absolutely sure all payments are being processed successfully, but as a young resident I put my trust that the electronic systems capture my actions as intended and without error, especially when I am walked through them by a Georgetown Township employee.

As mentioned above, I am now successfully added to the automatic payment system, but I ask that you kindly consider crediting my account for the charges associated with the turn off/turn on process on this occurrence which were due to electronic system error at the time of first sign up attempt.

Thank you and please let me know if there are any further questions you may have.

Bluest skies,
Geoff Croley