5586 16th Ave
Hudsonville, MI 49426
(616) 836-8283
Philbrand@sbcglobal.net

February 4, 2020

To the Utilities Committee,

We are writing to appeal a decision by the Georgetown Township manager denying our request for a refund of a $500 overpayment we made for our water hook-up fees on December 12, 2019.

In September 2018, we received a letter (attached) from the Township notifying us of the new rate structure for water and connection fees. The letter said that in order to lock in the 2018 rate, "an installment payment must be made by December 28, 2018."

On December 27, 2018, we made an installment payment of **$2,102** for our sewer connection fees and a **$4,514.40** installment payment for our water connection fees. On January 7, 2019, we paid off the balance of our sewer connection fees, **$18,000**; we paid the entire sewer balance in order to avoid paying interest on that amount.

We hooked up to sewer on December 11, 2019. (Please note that we had made a down payment to the plumbing company in July 2019; this was the soonest they could do the work.) When we attempted to hook up to water we discovered that the lateral had not been installed, so we contacted the township, and on December 12, 2019, we paid **$3,115** for the water connection fees. When we reviewed our paperwork, we discovered that we were charged the 2019 rate, not the 2018 rate of **$2,670**, the rate we had locked into on December 27, 2018.

We contacted the township, and after a number of phone calls we were told that because the payment was made online, financing never got set up. We were told that the Township was "not aware of [our] intentions, so the financing piece never kicked in."—so our payment was not treated as an installment payment.

The letter we received did not say we needed to make our payment in person. The letter did not specify that we needed to set up financing. The letter did not specify that we needed to "make our intentions

known." It simply said to make an installment payment by December 28, 2018, which we, in good faith, did. For this reason we believe the water hook-up fees we paid on December 12 included an overpayment of $500, the amount for which we are asking for a refund.

Feel free to contact us with any questions, and thank you for your consideration.

Sincerely,

Philip and Jane Hilbrand

Attachments: 2018 Township letter, payment receipts

Georgetown
Township

Wednesday, September 5, 2018

HILBRAND,PHILIP A
5586 16TH AVE
HUDSONVILLE, MI 49426-9432

HILBRAND,PHILIP A

The purpose of this letter is to inform you that at the Monday, August 27th Township Board meeting, the Georgetown Township Board approved a new rate structure for water and sewer connection fees. The new prices will be effective as of January 1, 2019.

To lock in the 2018 rate, an installment payment must be made by **December 28, 2018.**

On the back of this page, find the difference in price for the special assessment on your property at 5586 16TH AVE, HUDSONVILLE, MI 49426.

If you have any questions, please contact the Georgetown Township offices at (616) 457-2340.

Sincerely,
Georgetown Township
Treasurer Department

Christian Reformed Church

Jane Hilbrand <jhilbrand@crcna.org>

Your Receipt

support@pointandpay.com <support@pointandpay.com>
To: jhilbrand@crcna.org

Thu, Dec 27, 2018 at 8:01 PM

Greetings,

Georgetown Township thanks you for your payment.

Your payment ID is: 52582146

Items Paid For:

Description: Special Assessment
Amount Paid: $2,102.00
Parcel Number: 70-14-35-100-043

Customer Information:

First Name: PHILIP A
Last Name: HILBRAND
Address Line 1: 5586 16TH AVE
Address Line 2:
City: HUDSONVILLE
State: Michigan
Zip Code: 49426
Phone Number: 6164575930
Email Address: jhilbrand@crcna.org

Payment Information:

Subtotal: $2,102.00
Fee Total: $0.00
Total: $2,102.00
Datetime: 12/27/2018 15:01:41

Christian Reformed Church

Jane Hilbrand <jhilbrand@crcna.org>

Your Receipt

support@pointandpay.com <support@pointandpay.com>
To: jhilbrand@crcna.org

Thu, Dec 27, 2018 at 1:28 PM

Greetings,

Georgetown Township thanks you for your payment.

Your payment ID is: 52573643

Items Paid For:

Description: Special Assessment
Amount Paid: $4,514.40
Parcel Number: 70-14-35-100-043

Customer Information:

First Name: PHILIP A
Last Name: HILBRAND
Address Line 1: 5586 16TH AVE
Address Line 2:
City: HUDSONVILLE
State: Michigan
Zip Code: 49426
Phone Number: 6164575930
Email Address: jhilbrand@crcna.org

Payment Information:

Subtotal: $4,514.40
Fee Total: $0.00
Total: $4,514.40
Datetime: 12/27/2018 13:28:24

Christian Reformed Church

Jane Hilbrand <jhilbrand@crcna.org>

Your Receipt

support@pointandpay.com <support@pointandpay.com>
To: jhilbrand@crcna.org

Mon, Jan 7, 2019 at 4:00 PM

Greetings,

Georgetown Township thanks you for your payment.

Your payment ID is: 53054209

Items Paid For:

Description: Special Assessment
Amount Paid: $18,000.00
Parcel Number: 70-14-35-100-043

Customer Information:

First Name: PHILIP A
Last Name: HILBRAND
Address Line 1: 5586 16TH AVE
Address Line 2:
City: HUDSONVILLE
State: Michigan
Zip Code: 49426
Phone Number: 6164575930
Email Address: jhilbrand@crcna.org

Payment Information:

Subtotal: $18,000.00
Fee Total: $0.00
Total: $18,000.00
Datetime: 01/07/2019 16:00:28

Georgetown Charter Township WATER/SEWER Permit No: PH19-0266

Water/Sewer Department
Phone:(616) 457-2340
contact.georgetown@gmail.com

PO Box 769
Jenison, MI 49429

Hours: Monday-Friday 8 am - 5:00 pm

Location	Owner
5586 16TH AVE	HILBRAND,PHILIP A
Lot	5586 16TH AVE
70-14-35-100-043	HUDSONVILLE MI 49426-9432

Issued:	Contractor

Work Description: WATER HOOK UP

Permit Item		Fee Basis	Item Total
WATER METER	0.62	485.00	485.00
WATER HOOKUP	0.63	400.00	400.00
WATER SERVICE CONNECTION	1.00	2,150.00	2,150.00
WATER INSPECTION	1.00	80.00	80.00

:ORGETOWN TOWNSHIP
515 BALDWIN ST
) BOX 769
ENISON MI 49429-0769
hone : 616-457-2340
WW.GEORGETOWN-MI.GOV

Received From: HILBRAND,PHILIP A
Date: 12/12/2019 Time: 9:53:14 AM
Receipt: 90764367
Cashier: jknol
Workstation: T1 Drawer: 1

WATER HOOK UP

ITEM REFERENCE	AMOUNT
BDINV Building Dept. Invoice 00025437	$3,115.00
TOTAL	$3,115.00
CHECKS 5634	$3,115.00
Total Tendered:	$3,115.00
Change:	$0.00

Fee Total:	3,115.00
Amount Paid:	3,115.00
Balance Due:	0.00

does not grant permission for additional or related work which requires separate permits. I understand that this
s not completed within 365 days,

ispections are requested in conformance with the applicable code.

y the owner, and that I am authorized by the owner to make this application as his authorized agent. I agree to
1 and the local jurisdiction. All information on the permit application is accurate to the best of my knowledge.

tes acceptance of the above terms.

Date Issued

Check #

DEC 1 2 2019

Payment Validation

Georgetown Township Treasurer