

Warrington



Township

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Account Review Committee

The Warrington Township Water and Sewer Department (WTWSD) has assembled an Account Review Committee (ARC). The purpose of the committee is for Customers to be provided the opportunity to request consideration for special circumstances that are not already addressed by existing WTWSD policies. The review committee meets on a case-by-case basis and is made up of the Township Manager, the Director of Water and Sewer, and the Board of Supervisors (BOS) Liaison for the WTWSD. Alternates shall be appointed to represent each ARC member in the event one or more members are unable to attend a specific meeting. The Customer shall provide:

1. A written request from the homeowner/property owner for consideration of their special circumstance.
2. Any written backup documentation they wish to submit for review in conjunction with their request for consideration of their special circumstance.

After all information has been submitted to the ARC, a review shall be conducted and a written decision shall be made within fourteen (14) business days. The ARC reserves the right to extend the review and written decision as deemed appropriate by the ARC. All written decisions determined by the ARC are final. The Customer may choose to withhold payment for any bill or charges under review until a written decision has been issued. The Customer shall accept any decisions issued by the ARC and comply with any directives indicated within the written decision.