



### SUBMITTING A SERVICE REQUEST

1. CLICK ON TOOL ICON.

The screenshot shows the top navigation bar with a home icon, a dollar sign icon, a clock icon, and a wrench icon (the tool icon) circled in red. Below the navigation bar, the page title is "Service Request" and the address is "175 MAIN ST PRINCE FREDERICK MD 20678". The account number is "0101200540-00". Below this, there is a "SUBMIT NEW REQUEST" section with a link for "Water and Sewer Services" circled in red.

2. CLICK ON "WATER AND SEWER SERVICES".

3. SELECT REQUEST TYPE FROM DROPDOWN MENU.

The screenshot shows the "Service Request" form. The "REQUEST TYPE" dropdown menu is circled in red. Below it is a large "DESCRIPTION" text area. There is a checkbox for "Email Confirmation" which is checked. Below that is a "LOCATION" section with radio buttons for "No Address" (selected) and "Address". At the bottom right, there are "CANCEL" and "SUBMIT" buttons, with the "SUBMIT" button circled in red.

4. COMPLETE DESCRIPTION BOX.

5. CHECK BOX IF YOU WANT TO RECEIVE A COPY OF YOUR REQUEST VIA EMAIL.

6. SELECT "NO ADDRESS" OR "ADDRESS" OPTION AND FILL OUT INFORMATION.

7. CLICK "SUBMIT" WHEN DONE.

Some features may change before going completely live.