



HOW TO SUBMIT A NAME CORRECTION REQUEST

- Use these steps to request a correction to the existing account holder's name due to spelling errors.
- Tenant/owner transfer or deed record name changes require a "New Service" service request.

1. CLICK ON TOOL ICON.

The screenshot shows the top navigation bar with icons for Home, Account, and Service Request. The Service Request icon is 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".

2. CLICK ON "WATER AND SEWER SERVICES".

3. SELECT "BILL INQUIRY" FROM DROPDOWN MENU.

4. COMPLETE THE DESCRIPTION BOX WITH YOUR REQUEST AND THE CORRECT SPELLING OF THE FIRST AND LAST NAME.

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

6. SELECT "NO ADDRESS" OPTION.

7. CLICK "SUBMIT" WHEN DONE.

The screenshot shows the "Service Request" form. The "REQUEST TYPE" dropdown menu is highlighted in red and contains the text "-- Select One --". The "DESCRIPTION" text area is highlighted in red. The "Email Confirmation" checkbox is checked and highlighted in red. The "LOCATION" section has two radio buttons: "No Address" (selected) and "Address". The "Location Description" text area is also highlighted in red. At the bottom right, the "SUBMIT" button is highlighted in red.