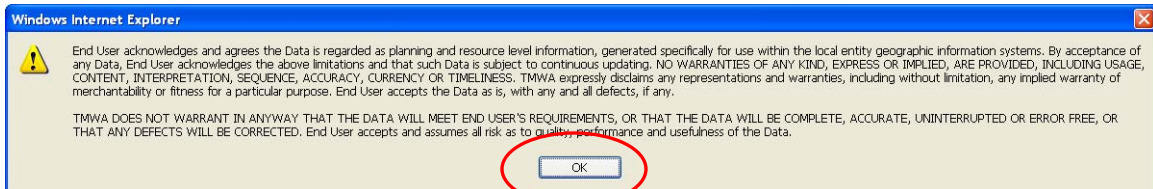


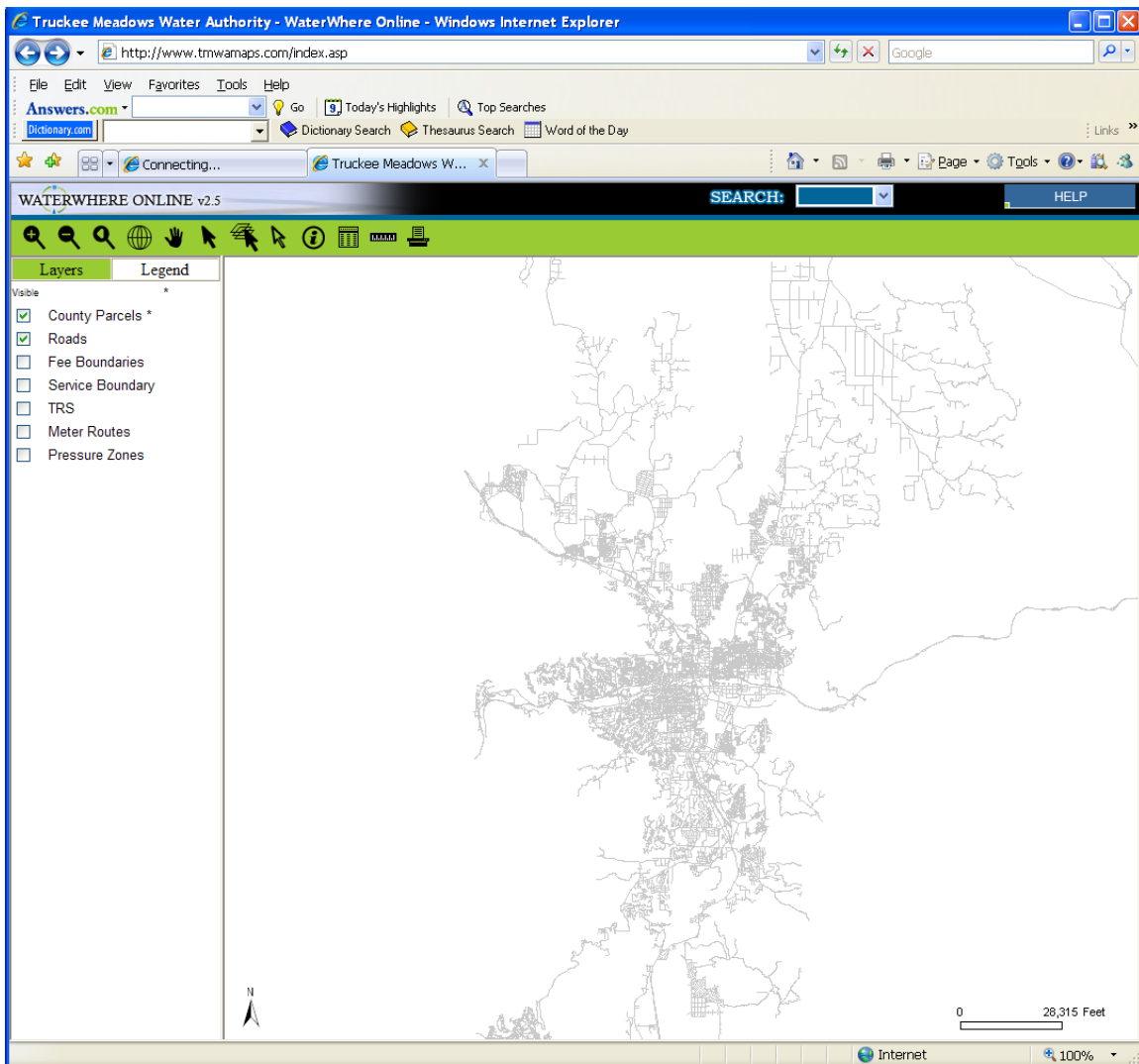
DETERMINATION OF SERVICE AREA

A calling customer gives a location, please determine if that location / address is in TMWA's service area as follows:

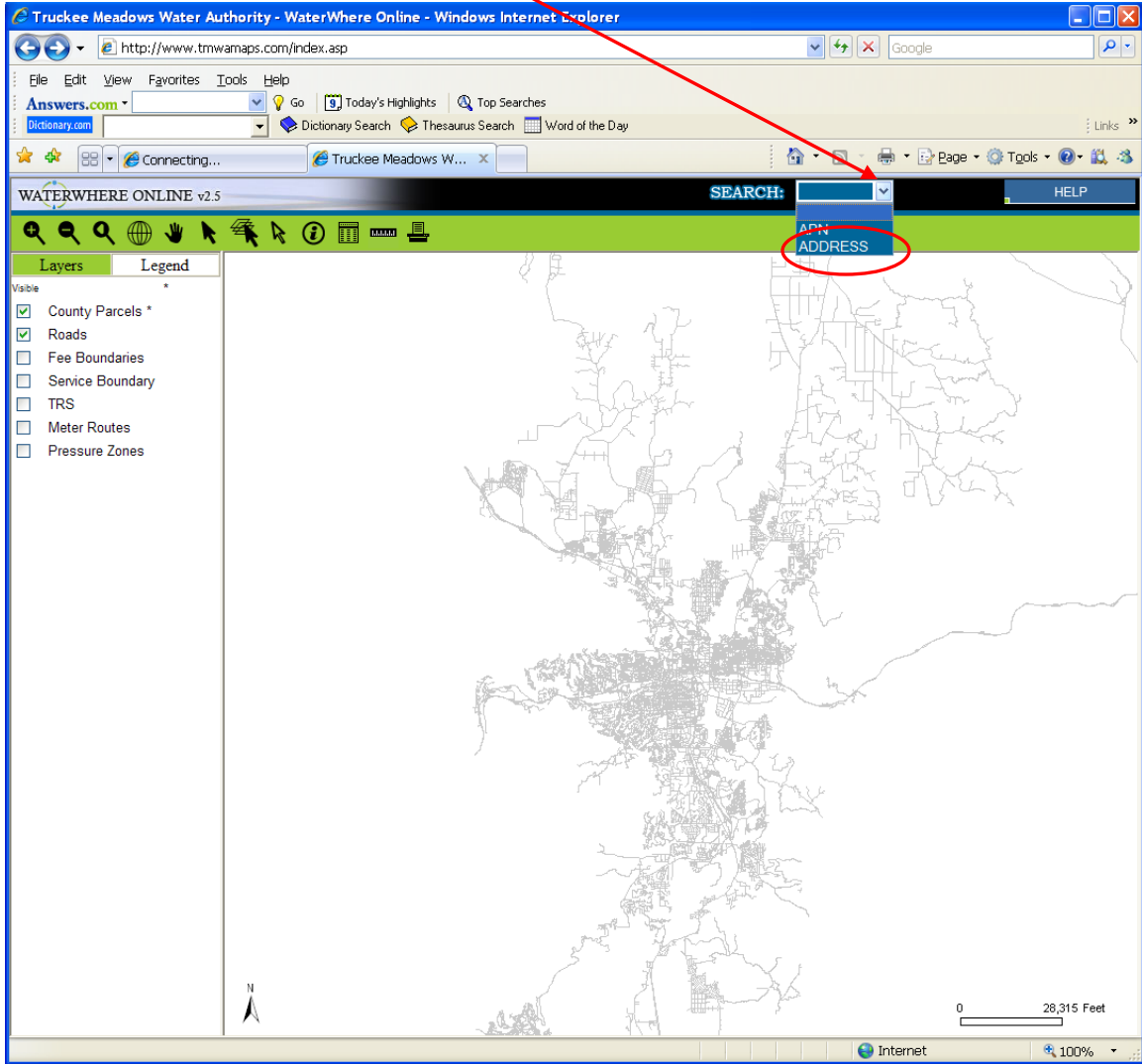
1. Click on the following link: <http://www.tmwamaps.com/index.asp>
2. The box below will appear. Click the "OK" button.



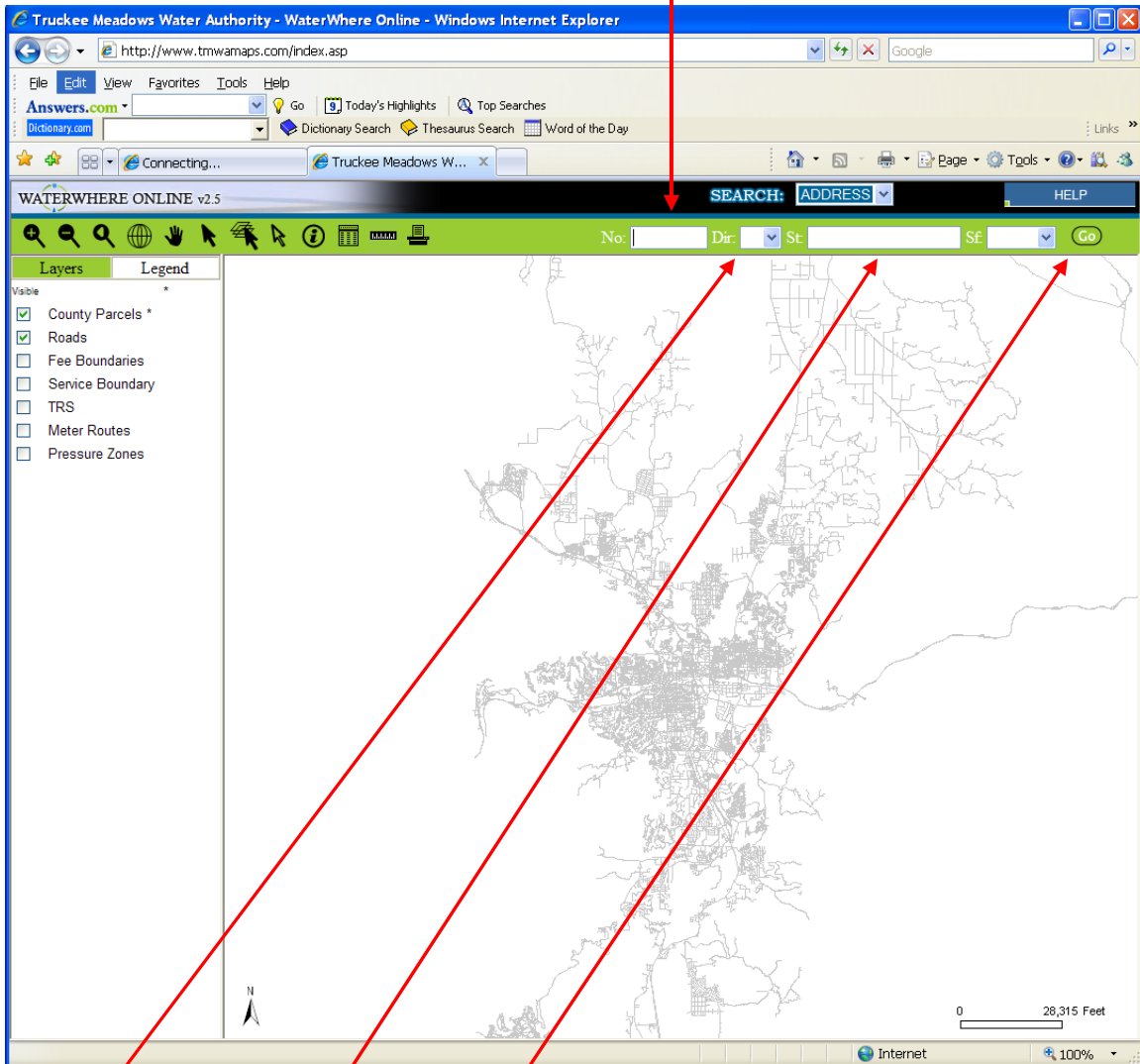
3. An hourglass will appear followed by a map.



4. Click on the search down-arrow then select “Address”.



5. Enter the address number in the “No.” box.



6. If there is a direction, for example, “North”, enter the initial in the “Dir” box.

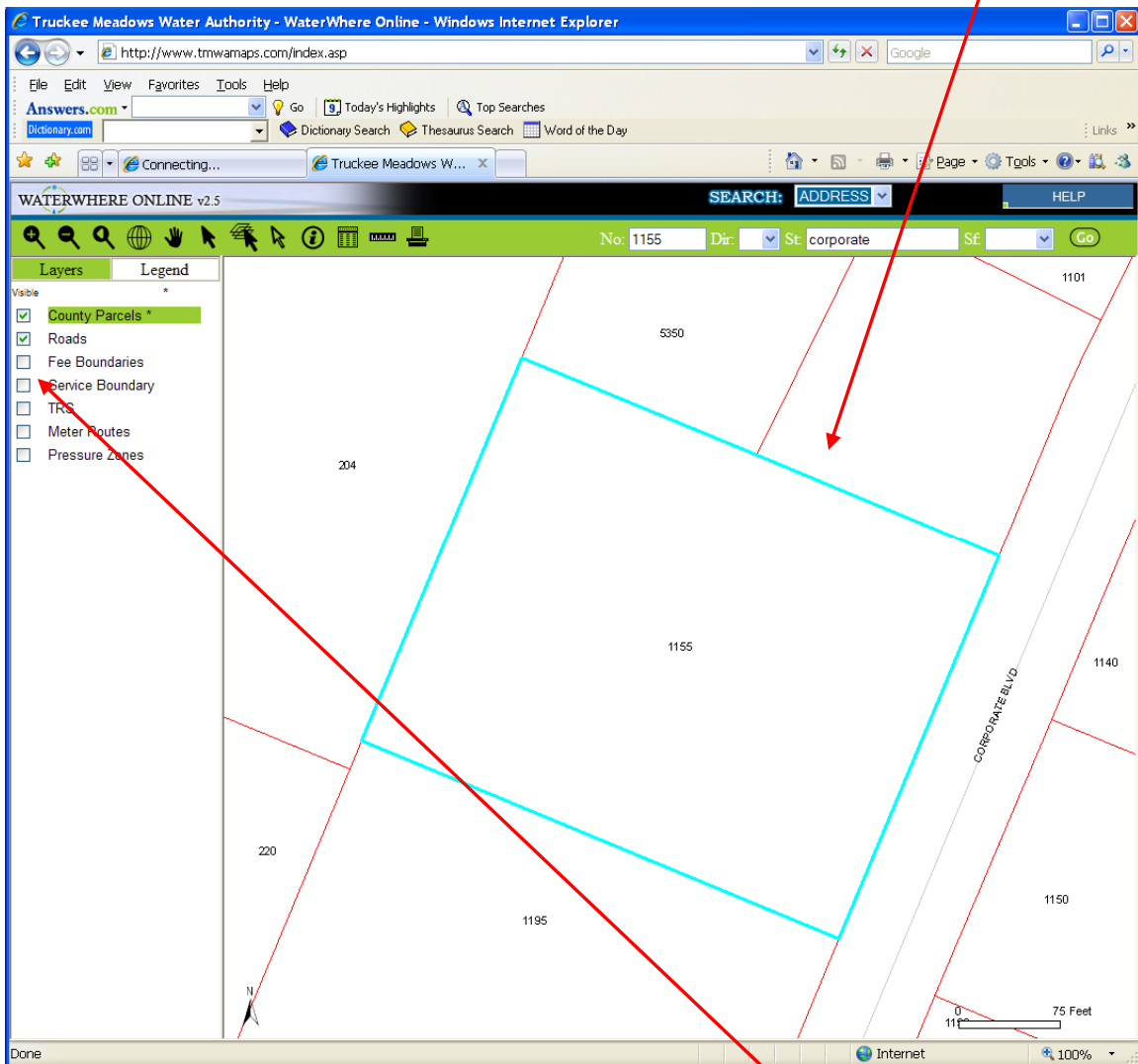
7. Enter the street name in the “St.” box.

8. Press the “Go” button.

9. A dialogue box will appear with the address. Click on the address shown in yellow.

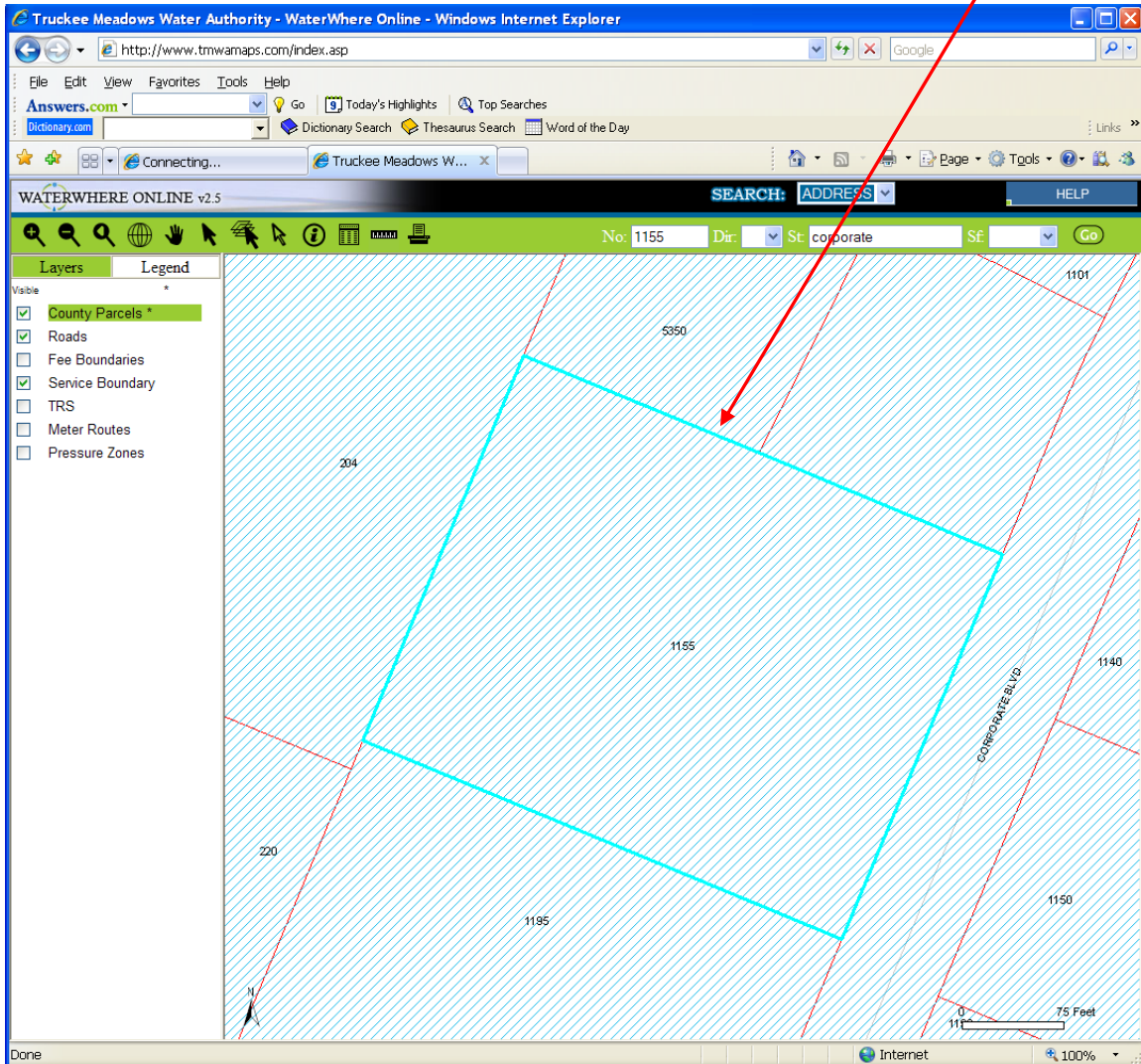


10. A map will appear with the address location highlighted in turquoise.



11. Click on the box immediately to the left of “Service Boundary”.

12. An hour glass will appear. When the hour glass disappears either the address highlighted in turquoise will be crosshatched or will be clear.



13. A crosshatched area indicates that the customer IS in TMWA's service territory. In this example, 1155 Corporate IS in the customer's service territory.

14. If the area is not crosshatched, the customer IS NOT in TMWA's service territory. If this is the case, the customer will have to determine who their water provider is and call them.