



Dear Century Springs customers,

Welcome to Hinckley Springs® bottled water delivery service. Effective October 30, 2023, we will be your new beverage provider. Our goal during this transition is to ensure you understand all of the changes and added benefits available to you.

What You Can Expect

- **Continued great service:** You will now receive Hinckley Springs® bottled water products. We also offer a wide array of new premium bottled water products and equipment.
- **Delivery schedule and person:** Your delivery day and frequency may change and a new delivery person may be assigned to your route. To view your delivery schedule, go to hinckleysprings.com and create your online account.
- **Invoices:** Our invoices are aligned with our delivery cycle, so you will receive one invoice every 28 days. We've included an example of a Hinckley Springs® invoice to help you understand the format of our bills. Note that a fee for mailing paper invoices, a delivery fee and a late charge may apply.
- **Paperless billing:** Go green and save money! If you sign up to receive electronic invoices, it will help you avoid the fee charged for processing, handling and mailing paper invoices. We waive this fee for the first 90 days to give you time to sign up and avoid this charge. If you were previously on paperless billing, that service will continue.
- **Payment methods:** If you are currently signed up for AutoPay with a credit card, your information will be transferred. ACH/EFT does not transfer. Invoices and rent billed during your first statement period will be charged to your credit card. After that, invoices will be charged at the time of delivery.

If you are not already signed up for AutoPay, simplify your billing routine with recurring payments using a debit or credit card. You can also pay your bill by mail, online, using the MyWater+ app or by calling us at 800-848-1842.

To cover the cost of credit card acceptance, we will pass on a 3.5% credit card surcharge. This surcharge is not more than the cost of accepting these cards. If you currently use a credit card for AutoPay, we will waive this fee for 90 days to allow time for a new payment method to be provided. There is no surcharge for debit cards.

- **Account number:** You will receive a new customer account number. This number can be found in your welcome email or your Hinckley Springs® invoice. Please reference this number when setting up your online account or communicating with our Customer Care team.

Convenience, Dependability & Great Customer Care

Our entire team is committed to your satisfaction. We appreciate your business and look forward to getting to know you. You can learn more about this transition by visiting water.com/century-springs or by contacting Customer Care at 800-848-1842 between 8 am and 9 pm ET, Monday through Friday.

Sincerely,

Tom Harrington

Tom Harrington
CEO of Primo Water Corporation

How to Read Your Invoice

Delivery Calendar: View your scheduled deliveries for the next three months.

Customer Account Number: For prompt service, please reference the last eight digits of your account number.

Summary: See your previous balance and payments posted since your last invoice.

Delivery Fee: Like many delivery companies, we will apply a charge per delivery to help cover the cost of delivering products to your home or office.

Total New Charges: See totals for various products and transactions.

800-4-WATERS

Upcoming Delivery Dates:

| | | |
|------------------------|----------------------|-----------------------|
| September Monday 18 | October Monday 16 | November Monday 13 |
|------------------------|----------------------|-----------------------|

Or visit hinckley.com/myaccount

Hinckley We Deliver

Bottled Water • Filtration • Coffee

.....
Falls for fun! We have the water you want - bottled and sparkling varieties - to keep your friends, family and coworkers well hydrated and on their game.
Call 1-800-4-WATERS to add your fall favorites to your order!

Customer Account #: 10234567891234

JOHN SMITH
123 MAIN STREET
ANYWHERE, US 12345-6789

Invoice Date: 09-14-2023
Invoice #: 0209 1023877 1017664
Purchase Order #:

| Date | Transaction # | Details | Qty. | Each | Amount |
|---------------------------------------------|---------------|----------------------------------------|------|-------|---------------|
| 08-21-23 | T202377281033 | HINCKLEY SPRINGS 5 GAL DRINK NON SPILL | 10 | 6.75 | 67.50 |
| | | 5.0 GALLON BOTTLE DEPOSIT | 10 | 7.00 | 70.00 |
| | | DELIVERY FEE | -9 | -7.00 | -63.00 |
| | | Sales Tax | 1 | 13.89 | 13.89 |
| | | | | | 14.89 |
| | | | | | 109.39 |
| Previous Balance | | | | | 215.64 |
| Payment - Credit Card - 07/849P - Thank You | | | | | -215.64 |
| Remaining Balance | | | | | 0.00 |

09-14-23 08-21-23 T202377281033 HINCKLEY SPRINGS 5 GAL DRINK NON SPILL 10 6.75 67.50

5.0 GALLON BOTTLE DEPOSIT 10 7.00 70.00

DELIVERY FEE -9 -7.00 -63.00

Sales Tax 1 13.89 13.89

14.89

109.39

Previous Balance **\$215.64**

Payment **\$215.64**

Total New Charges **\$109.35**

Pay This Amount **\$109.35**

Write the complete account number on your check, deposit remittance and mail with payment in the enclosed envelope. To pay online, go to our website.

Allianterra Crystal Rock **Crystals** **Hinckley** **Wellhead** **Water** **Sparklets** **Vermont Pure**

Hinckley Springs 6750 DISCOVERY BLD. MABLETON, GA 30126

JOHN SMITH
123 MAIN STREET
ANYWHERE, US 12345-6789

Customer Account #: 10234567891234

Due By: 10-18-23

Late Fees May Apply After: 10-18-23

Total Amount Due: \$109.35

Check here and see reverse for address and phone corrections.

Check here and see reverse if paying by credit card.

1 Mail Remittance With Payment To: 1

HINCKLEY SPRINGS
PO BOX 660579
DALLAS, TX 75266-0579

Promotions: Register online to view our latest monthly promotions.

Bottle Deposits: View your bottle deposits and returns.

Easy to Pay: Pay your invoice by mail, online at hinckleysprings.com/myaccount or call us at 800-848-1842.



Due Date
Late Fee Notice
New Remittance Address

Paperless Billing: Sign up for paperless billing and receive your invoices electronically.