



Dear Diamond Springs customer,

Welcome to Primo Water®. Effective June 12, 2023, we will be your new filtration service 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:** Over the coming months, we will be stopping by to make sure your filtration system is working properly. If you need service before our planned visit, please reach out to Customer Care at 800-765-5906.
- **Invoices:** You will receive one invoice every 28 days. We've included an example of a Primo Water invoice to help you understand the format of our bills. Note that a fee for mailing paper invoices 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.
- **Payment methods:** To simplify your billing routine, sign up for AutoPay using ACH, a debit or credit card to set up recurring payments. You can also pay your bill by mail, online, using the MyWater+ app or by calling us at 800-765-5906.
- **Account number:** You will receive a new customer account number. This number can be found in the top right corner of this letter, your welcome email or your Primo Water invoice. Please reference this number when setting up your online account or communicating with our Customer Care team.

Convenience, Dependability & Great Customer Care

In addition to water filtration service, we also deliver an array of bottled waters, coffees, teas, and beverage equipment. We have many great beverage brands and options for you. You can learn more by visiting water.com/diamond-springs or contacting Customer Care at **800-765-5906** between 8 am and 9 pm ET, Monday through Friday, and 9 am to 6 pm ET on Saturday.

Our entire team is committed to your satisfaction. We appreciate your business and look forward to getting to know you.

Sincerely,

Tom Harrington

Tom Harrington
CEO of Primo Water Corporation

How to Read Your Invoice

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.

1-800-525-0070
Or visit crystal-springs.com/myaccount

Upcoming Delivery Dates

Bottled Water - Filtration - Coffee

Fall is 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
JOHNSMITH
 123 MAIN STREET
 ANYWHERE, US, 12345-6789

Invoice Date: 09-12-2020
Invoice #: 0209.1023877.1017664
Purchase Order #:

Date	Details	Qty	Each	Amount
R231047168485	FILTRATION SYSTEM RENTAL FILTRATION SYSTEM SINGLE CARTRIDGE EVERPURE Sales Tax	1	17.99	17.99 0.00 17.99
R231047168488	FILTRATION SYSTEM RENTAL FILTRATION COOLER CARTRIDGE WHITE FILTRATION SYSTEM SINGLE CARTRIDGE EVERPURE Sales Tax	1 1 1	41.87 15.00 11.45	41.87 15.00 11.45 0.00 41.97
Total New Charges:				59.96

Previous Balance \$59.96

Payment \$59.96

Total New Charges \$59.96

Pay This Amount \$59.96

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

PRIMO WATER
 200 Eagles Landing Blvd
 Lakeland, FL 33810

Check here and see reverse for address and phone corrections.
 Check here and see reverse if paying by credit card.

Customer Account #: 10234567891234
Due By: Upon Receipt
 Late Fees May Apply After: 09-15-23
Total Amount Due: \$59.96

Mail Remittance With Payment To: 1

PRIMO WATER NORTH AMERICA
 PO BOX 660579
 DALLAS, TX 75266-0579

Promotions: Register online to view our latest monthly promotions.

Easy to Pay: Pay your invoice by mail, online at crystal-springs.com/myaccount or call us at 800-765-5906.



- Due Date**
- Late Fee Notice**
- New Remittance Address**
- Paperless Billing:** Sign up for paperless billing and receive your invoices electronically.

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