



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.

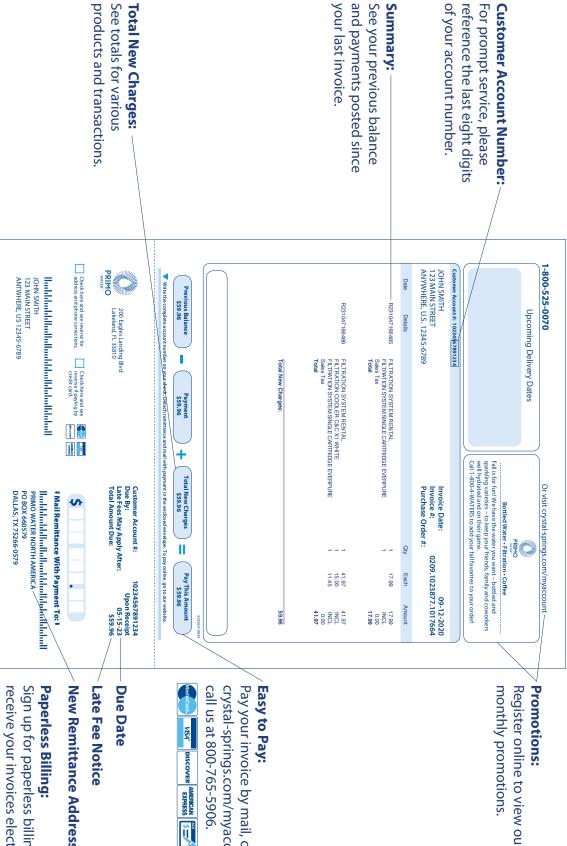
Sincerely,

Tom Harrington

CEO of Primo Water Corporation

Tom Harrington

How to Read Your Invoice



your last invoice.

Summary:

Promotions:

monthly promotions. Register online to view our latest

Easy to Pay:

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

Due Date

Late Fee Notice

New Remittance Address

Paperless Billing:

Sign up for paperless billing and receive your invoices electronically.