



Dear Highland Mountain Water customer,

Welcome to Crystal Springs® bottled water and coffee delivery service. Effective July 18, 2022, 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:** We will continue to deliver Mountain Valley products as well as an array of new premium bottled water products and equipment.
- **Bottled water and coffee delivery schedule and person:** Your delivery day and delivery frequency will change, and a new delivery person will be assigned to your route. To view your new delivery schedule, go to crystal-springs.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 Crystal 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.
- **MyWater+ app:** Download the MyWater+ app to conveniently pay your bill, manage your deliveries and add products to your order.
- **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 866-335-3143.
- **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 Crystal Springs invoice. Please reference this number when setting up your online account or communicating with our Customer Care team.

Convenience, Dependability & Great Customer Care

Beginning July 18, 2022, you can learn more about this transition by visiting water.com/highland-mountain-water or contacting Customer Care at **866-335-3143** 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

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 Or visit crystal-springs.com/myaccount

Upcoming Delivery Dates:

September Monday 21	October Monday 19	November Monday 16
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We Deliver
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

Customer Name: JOHN SMITH
123 MAIN STREET
ANYWHERE, US 12345-6789

Invoice Date: 09-12-2020
Invoice #: 0209 1023877 1017564
Purchase Order #:

Date	Transaction #	Details	Qty	Each	Amount
09-10-20		Payment - Credit Card - 079849P - Thank You			215.64
		Remaining Balance			-215.64
					0.00
08-24-20	1202377281033	MOUNTAIN VALLEY 5G SPRING WATER GLASS BOTTLE	10	24.95	249.50
		5.0 GALLON GLASS BOTTLE DEPOSIT	10	15.00	150.00
		5.0 GALLON GLASS BOTTLE RETURN	-4	15.00	-195.00
		DELIVERY FEE	1	11.45	11.45
		Sales Tax			1.45
					290.81

Previous Balance
\$215.64

Payment
\$215.64

Total New Charges
\$290.81

Pay This Amount
\$290.81

Customer Account #: 10234567891234

Due By: Upon Receipt
10-12-20
Total Amount Due: \$290.81

Crystal Springs
6750 DISCOVERY BLVD.
MARLETON, GA 30126

PRIMO Sparklets
10234567891234
Upon Receipt
10-12-20
Total Amount Due: \$290.81

Check here and see reverse for address and phone corrections.

Check here and see reverse if paying by credit card.

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.

Bottle Deposits: View your bottle deposits and returns.

Easy to Pay: Pay your invoice by mail, online at crystal-springs.com/myaccount or call us at 866-335-3143.



Due Date
Late Fee Notice
New Remittance Address

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