



Dear Mountain Valley Mid-Atlantic customers,

Welcome to Crystal Springs® bottled water delivery service. Effective January 3, 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:** We will continue to deliver Mountain Valley products as well as an array of new premium bottled water products and equipment.
- **Delivery schedule and person:** Your delivery day and delivery frequency may change, and a new delivery person may 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:** If you are currently signed up and enjoying the convenience of AutoPay with Mountain Valley Mid-Atlantic, your billing information has been automatically transferred to us. If you are not already signed up for AutoPay, consider simplifying your billing routine with recurring payments using ACH, a debit or credit card. You can also pay your bill by mail, online, using the MyWater+ app or by calling us at 800-414-4316.

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 or ACH/EFT payments.

- **Account number:** You will receive a new customer account number. This number can be found on 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 January 3, 2023, you can learn more about this transition by visiting water.com/mountainvalleymidatlantic or contacting Customer Care at **800-414-4316** 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

Upcoming Delivery Dates:

September Monday 21	October Monday 19	November Monday 16
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Or visit crystal-springs.com/myaccount

Crystal SERVICES

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

JOHN SMITH
123 MAIN STREET
ANYWHERE, UT 12345-6789

Invoice Date: 09-12-2022
Invoice #: 0209 1023877 1017664
Purchase Order #:

Date	Transaction #	Details	Qty.	Each	Amount
09-10-22		Payment - Credit Card - 07849P - Thank You			215.64
		Remaining Balance			-215.64
					0.00
08-24-22	1202977261033	MOUNTAIN VALLEY 5G SPRING WATER GLASS BOTTLE	10	24.95	249.50
		5.0 GALLON GLASS BOTTLE DEPOSIT	10	15.00	150.00
		DELIVERY FEE	-9		-135.00
		Sales Tax	1	12.99	12.99
					24.96
					292.35

Previous Balance

\$215.64

Payment

\$215.64

Total New Charges

\$292.35

Pay This Amount

\$292.35

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

Crystal SERVICES

6250 DISCOVERY BLVD
MABLETON, GA 30126

Check here and see reverse for address and phone corrections.

Check here and see reverse if paying by credit card.

JOHN SMITH
123 MAIN STREET
ANYWHERE, US 12345-6789

PRIMO **Sizzler** Sparklets **Venison Pure**

Customer Account #: 10234567891234

Due By: Upon Receipt

Late Fees May Apply After: 10-12-22

Total Amount Due: \$292.35

Mail Remittance With Payment To: 1

CRYSTAL 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 crystal-springs.com/myaccount or call us at 800-414-4316.

Please note if you pay by credit card, there will be a 3.5% surcharge added to your invoice.

Due Date
Late Fee Notice
New Remittance Address

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