



Dear Valued Customer,

Effective February 21, 2022, Premium Refreshment customers will be serviced by Crystal Springs®. We are delighted to 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 the Mountain Valley products you currently enjoy as well as an array of new bottled water, coffee and water filtration products and equipment.
- **Delivery schedule and person:** Your delivery schedule and delivery person will remain the same. To view your delivery schedule, go to [crystal-springs.com](http://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 and a late fee 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 currently receive electronic invoices with Premium Refreshment, you will continue to receive electronic invoices from Crystal Springs.
- **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 Premium Refreshment, 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 888-588-2686.

### Convenience, Dependability & Great Customer Care

Beginning February 21, 2022, you can learn more about this transition by visiting [water.com/premium-refreshment](http://water.com/premium-refreshment) or contacting Customer Care at **888-588-2686** 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

# 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 flat rate 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	October	November
Monday 21	Monday 19	Monday 16

Or visit [crystal-springs.com/myaccount](http://crystal-springs.com/myaccount)

**We Deliver**  
Bottled Water • Filtration • Coffee

Full 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!

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Customer Account #: 10234567891234

JOHN SMITH  
123 MAIN STREET  
ANYWHERE, US 12345-6789

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

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Date	Transaction #	Details	Qty	Each	Amount
09-11-22		Previous Balance Payment - Credit Card - 07946P - Thank You Remaining Balance			215.64 -215.64 0.00
08-24-22	T29237281033	CRYSTAL SPRINGS 5 GAL SPRING NON-SPILL 5.0 GALLON BOTTLE DEPOSIT DELIVERY FEE Sales Tax	10 10 -9 1	8.49 6.00 6.00 8.95	84.90 60.00 -54.00 8.95 5.87 105.72

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Previous Balance: \$215.64

Payment: \$215.64

Total New Charges: \$105.72

Pay This Amount: \$105.72

3506572034

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

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Alabama: Crystal Rock  
Crystal  
Hickory  
Kalamita  
Mud Springs

6750 DISCOVERY BLVD  
MARLETON, GA 30126

PRIMO Sparkz Sparkzlets

Customer Account #: 10234567891234  
Due By: 10-12-22  
Late Fees May Apply After: Upon Receipt  
Total Amount Due: \$105.72

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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](http://crystal-springs.com/myaccount) or call us at 888-588-2686.



**Due Date**  
**Late Fee Notice**  
**Mail Remittance With Payment**

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