



February 18, 2022

To Our Loyal Customers,

This letter is to inform you that the assets of Premium Refreshment Service have been acquired by Primo Water North America (“Primo”). Primo owns Crystal Springs water, which will be your new home and office service provider. Primo also owns Mountain Valley Spring Water from Hot Springs, Arkansas, which many of our customers receive delivery of today and can continue to enjoy.

Serving you over the past 14 years has been our privilege and honor. However, with the changing needs and demands of the industry, as well as our expanding growth, we feel the acquisition by Primo is beneficial for both ourselves, as well as our customers.

Customer satisfaction, service and quality have always been our priority. We feel that same commitment is of equal importance to Primo. They are avid in preserving the close relationship we have formed with our customers.

We are confident in a smooth transition and the continuation of excellent service.

Thank you for your business and your loyalty through the years. All of us at Premium Refreshment Service look forward to your continued patronage with Primo for many years to come.

Sincerely,

*Steve Gray*

Steve Gray  
President