



November 10, 2023

To Our Loyal Customers,

This letter is to inform you that Smoky Mountain Water has been acquired by Primo Water North America. Primo Water owns Crystal Springs which will be your new bottled water service provider.

Serving you over the past 30 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 Water 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 Water. They are avid in preserving the close relationship we have formed with our customers.

As part of the transition, you will be assigned a new account from Primo Water. However, any outstanding balances for invoices dated before Friday, November 10<sup>th</sup> need to be paid to Smoky Mountain Water. Invoices for product deliveries, services, and equipment rent after Friday, November 10<sup>th</sup> should be paid to Crystal Springs.

Should you have any questions regarding outstanding balances for Smoky Mountain Water, please don't hesitate to call us at 423-745-9909. Checks for Smoky Mountain Water should be mailed to P.O. Box 449, Athens, TN, 37371.

We are confident of a smooth transition with no interruption of excellent service.

Thank you for your business and your loyalty through the years. We look forward to your continued patronage with Primo Water for many years to come.

Sincerely,

*Richard Flanigan Melissa Flanigan*

Richard Flanigan and Melissa Flanigan  
Owners, Smoky Mountain Water