



November 10, 2023

Dear Smoky Mountain customer,

Welcome to Crystal Springs® bottled water delivery service. Effective November 13, 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:** You will now receive Crystal Springs® bottled water products. We also offer a wide array of new premium bottled water products and equipment.
- **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](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, a delivery fee and a late charge may apply. Any outstanding balances for invoices dated before Friday, November 10 will be due to Smoky Mountain. Invoices for product deliveries, services and equipment rental after Friday, November 10 should be paid to Crystal Springs®.
- **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 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 800-628-3653.
- **Account number:** You will receive a new customer account number. This number can be found in 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 November 13, 2023, you can learn more about this transition by visiting [water.com/smoky-mountain](http://water.com/smoky-mountain) or contacting Customer Care at **800-628-3653** between 8 am and 9 pm ET, Monday through Friday.

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

**Crystal** 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

JOHN SMITH  
123 MAIN STREET  
ANYWHERE, US 12345-6789

Invoice Date: 09-12-2023  
Invoice #: 0209 1023877 1017664  
Purchase Order #:

Date	Transaction #	Details	Qty.	Each	Amount
09-10-22		Previous Balance Payment - Credit Card Remaining Balance			218.84 -218.84 0.00
08-24-22	T202377281003	CRYSTAL SPRINGS 5 GAL DRINK NON SPILL 5.0 GALLON BOTTLE DEPOSIT 5.0 GALLON BOTTLE RETURN DELIVERY FEE Sales Tax	10 10 -9 1	6.75 7.00 -7.00 13.89	67.50 70.00 -63.00 13.89 1.46
<p>Previous Balance <b>\$215.84</b></p> <p>Payment <b>\$215.84</b></p> <p>Total New Charges <b>\$103.35</b></p> <p>Pay This Amount <b>\$103.35</b></p>					<p>35252013</p>

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

Altamira Crystal Rock Crystal  
Crystal 6750 DISCOVERY BLVD.  
MABLETON, GA 30126

Check here and see reverse for address and phone connections.

Check here and see reverse if paying by credit card.

10234567891234

Customer Account #:

Due By: 10-12-23

Late Fees May Apply After:

Total Amount Due: \$103.35

Mail Remittance With Payment To: 1

10234567891234

Upon Receipt: 10-12-23

PO BOX 660579 \$103.35

CRYSTAL SPRINGS

PO BOX 660579

DALLAS, TX 75266-0579

PRIMO Sparklets  
Sparklets  
Vanment Pure

**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 800-628-3653.



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.