

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 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 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.

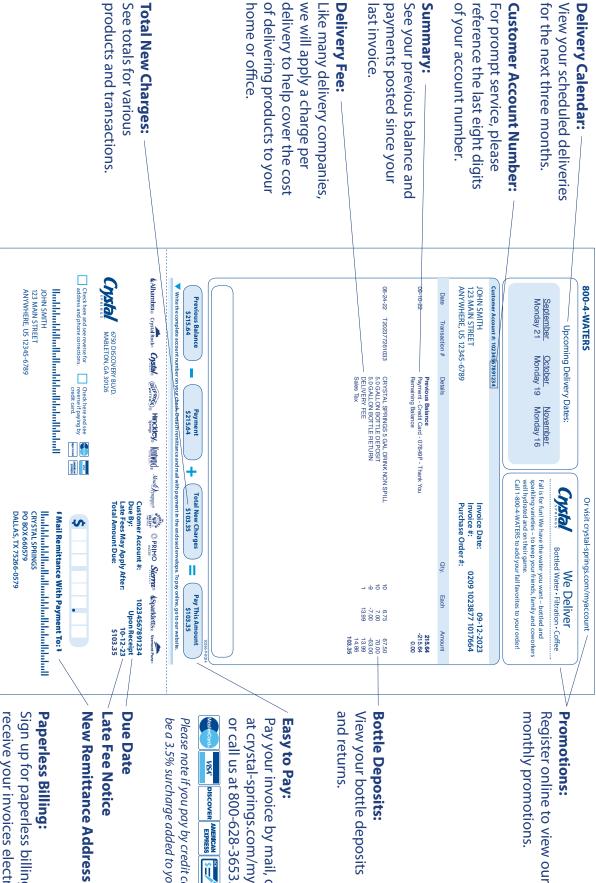
Sincerely,

Tom Harrington

Tom Harrington

CEO of Primo Water Corporation

## **How to Read** Your Invoice



Register online to view our latest

or call us at 800-628-3653. at crystal-springs.com/myaccount Pay your invoice by mail, online

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

**New Remittance Address** 

Sign up for paperless billing and receive your invoices electronically.