



January 26, 2024

To Our Loyal Customers,

This letter is to inform you that Tyler Mountain Water Louisville 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 40 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. Outstanding balances as of Friday, January 26, 2024 should be paid to Crystal Springs.

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,

A handwritten signature in blue ink that reads "Terry Steele".

Terry Steele
President, Tyler Mountain Water Co., Inc.