



January 26, 2024

Dear Tyler Mountain Louisville Customers,

Welcome to Primo Water. Effective January 29, 2024, we will be your new filtration service 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:** Over the coming months, we will be stopping by to make sure your filtration system is working properly. If you need service before our planned visit, please reach out to Customer Care at 800-311-7365.
- **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 Primo Water invoice to help you understand the format of our bills. Note that a fee for mailing paper invoices and a late charge may apply.
- **Paperless billing:** Go green and save money! If you sign up to receive electronic invoices, it will help you avoid the \$6 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. If you currently receive electronic invoices from Tyler Mountain Water, you will continue to receive e-invoices from Primo Water.
- **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 or online, using the MyWater+ app or by calling us at 800-311-7365.

Invoices and rent billed during your first statement period will be charged to your credit card. To cover the cost of credit card acceptance, we will pass on a 3% credit card surcharge. This surcharge is not more than the cost of accepting these cards. If you currently use a credit card for AutoPay, we will waive this fee for 90 days to allow time for a new payment method to be provided. There is no surcharge for debit cards.

- **Account number:** You will receive a new customer account number. This number can be found in your welcome email or your Primo Water invoice. Please reference this number when setting up your online account or communicating with our Customer Care team.
- **MyWater+ app:** Download the MyWater+ app to conveniently pay your bill or search for new products.

### Convenience, Dependability & Great Customer Care

In addition to water filtration service, we also deliver an array of bottled waters, coffees, teas and beverage equipment. We have many great beverage brands and options for you. You can learn more by visiting [water.com/tyler-mtn-louisville](https://water.com/tyler-mtn-louisville) or contacting Customer Care at 800-311-7365 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,  
Customer Care Team

# How to Read Your Invoice

**Customer Account Number:** Use this number when referencing your account.


**Summary:** See your previous balance and payments posted since your last invoice.

**Total New Charges:** See totals for various products and transactions.

**800-4-WATERS**

Upcoming Delivery Dates

Or visit [primowater.com/myaccount](http://primowater.com/myaccount)



**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: 09-14-2024  
Invoice #: 0209.1023877.1017664  
Purchase Order #:

Date	Details	Qty	Each	Amount
R231047166485	FILTRATION SYSTEM RENTAL	1	17.99	17.99
	FILTRATION SYSTEM SINGLE CARTRIDGE EVERPURE	1	INCL.	0.00
	Sales Tax			17.99
	<b>Total</b>			<b>41.97</b>
R231047166486	FILTRATION SYSTEM RENTAL	1	41.97	41.97
	FILTRATION COOLER C&C X1 WHITE	1	15.00	15.00
	FILTRATION SYSTEM SINGLE CARTRIDGE EVERPURE	1	11.45	11.45
	Sales Tax			0.00
	<b>Total</b>			<b>41.97</b>
	<b>Total New Charges:</b>			<b>59.96</b>

Previous Balance **\$59.96**

**Payment** **\$59.96**

Total New Charges **\$59.96**

**Pay This Amount** **\$59.96**


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

**PRIMO WATER**

200 Eagles Landing Blvd  
Lakeeland, FL 33810

Check here and see reverse for address and phone corrections.

Check here and see reverse if paying by credit card.



Customer Account #: 10234567891234  
Due By: Upon Receipt  
Late Fees May Apply After: 10-18-24  
Total Amount Due: \$59.96

**Mail Remittance With Payment To: 1**

PRIMO WATER NORTH AMERICA  
PO BOX 660579  
DALLAS, TX 75266-0579

**Promotions:** Register online to view our latest monthly promotions.

**Easy to Pay:** Pay your invoice by mail, online at [primowater.com/myaccount](http://primowater.com/myaccount) or call us at 800-311-7365.



**Due Date**  
**Late Fee Notice**  
**New Remittance Address**

**Paperless Billing:** Sign up for paperless billing and receive your invoices electronically.