



March 24, 2023

To My Loyal Customers,

This letter is to inform you that Eastern Springs Water Company has been acquired by Primo Water North America. Primo owns Crystal Springs which will be your new bottled water service provider. Crystal Springs is our current bottled water supplier, including for our Eastern Springs products, therefore you will not experience a change in your water source, and in most instances your products will remain the same as well.

Serving you over the past 39 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 is beneficial for us 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. 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. However, any outstanding balances for invoices dated before Friday, March 24th need to be paid to Eastern Springs. Invoices for product deliveries, services, and equipment rent after Friday, March 24th should be paid to Crystal Springs.

Should you have any questions regarding outstanding balances for Eastern Springs, please don't hesitate to call us at 410-820-9743.

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 for many years to come.

Sincerely,

Nancy LaBelle

Nancy LaBelle
Eastern Springs Water Company