



Dear Valued Customer,

Effective January 4, 2022, Water Event customers will be serviced by Sparkletts®. We are delighted to 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:** We will continue to deliver the Mountain Valley products you currently enjoy as well as an array of new bottled water, coffee and water filtration products and equipment.
- **Delivery schedule and person:** Your delivery day and delivery frequency will remain the same; however, a new delivery person may be assigned to your route. To view your delivery schedule, go to sparkletts.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 Sparkletts invoice to help you understand the format of our bills. Note that a fee for mailing paper invoices and a late fee may apply.
- **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. If you currently receive electronic invoices with Water Event, you will continue to receive electronic invoices from Sparkletts.
- **MyWater+ app:** Download the MyWater+ app to conveniently pay your bill, manage your deliveries and add products to your order.
- **Payment methods:** If you are currently signed up and enjoying the convenience of AutoPay with Water Event, your billing information has been automatically transferred to us. If you are not already signed up for AutoPay, consider simplifying your billing routine with recurring payments using ACH, a debit or credit card. You can also pay your bill by mail, online, using the MyWater+ app or by calling us at 866-725-2609.

Convenience, Dependability & Great Customer Care

To learn more about the transition and to find answers to frequently asked questions, please visit water.com/water-event. You can also contact Customer Care at **866-725-2609** between 8 am and 9 pm ET, Monday through Friday, and 9 am to 6 pm ET on Saturday.

Our entire team is committed to your satisfaction. We appreciate your business and look forward to getting to know you.

Sincerely,

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 flat rate 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 Or visit sparklets.com/myaccount

Upcoming Delivery Dates:

September Monday 21	October Monday 19	November Monday 16
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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: 09-12-2020
Invoice #: 0209 10238771017664
Purchase Order #:

Date	Transaction #	Details	Qty	Each	Amount
09-12-20		Payment - Credit Card - 07849P - Thank You			215.64
		Remaining Balance			0.00
09-24-20	T2023277281033	MOUNTAIN VALLEY 5G SPRING WATER GLASS BOTTLE	10	24.95	249.50
		5.0 GALLON GLASS BOTTLE DEPOSIT	10	15.00	150.00
		5.0 GALLON GLASS BOTTLE RETURN	-9	15.00	-135.00
		DELIVERY FEE	1	6.95	6.95
		Sales Tax		14.86	14.86
					286.31

Previous Balance: \$215.64 **Payment:** \$215.64 **Total New Charges:** \$286.31 **Pay This Amount:** \$286.31

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

Sparklets 6750 DISCOVERY BLVD.
MABLETON, GA 30126

Check here and see reverses for address and phone corrections. Check here and see reverse if paying by credit card.

PRIMO Sparklets 10234567891234
Customer Account #:
Due By: Upon Receipt
Late Fees May Apply After: 10-12-20
Total Amount Due: \$100.00

Mail Remittance With Payment To:

JOHN SMITH
123 MAIN STREET
ANYWHERE, US 12345-6789

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

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 sparklets.com/myaccount or call us at 866-725-2609.



Due Date
Late Fee Notice
Mail Remittance With Payment

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