



July 27, 2020

Dear Valued Customer,

Mountain Glacier® customers are now being serviced by Sparkletts®, and we are delighted to welcome you. Whether it's service for your home, office or both, we are excited to be your new beverage provider.

What Happens Next?

Effective July 27, 2020, all of the beverage deliveries, billing, bottled water, filtration and coffee services you've been receiving from Mountain Glacier will now be provided by Sparkletts. Listed below is information to help you through this transition.

- **Invoices.** Our invoices are aligned with our delivery cycle. You will receive **one** invoice every 28 days.
- **Payment methods.** We accept a variety of payment methods. You can pay your bill by mail, online or by calling us at the number below. Please reference your account number located at the top right of this letter and on each invoice.
- **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 customers time to sign up and avoid this charge.
- **Refundable deposits.** A refundable bottle deposit fee for 3- or 5-gallon bottles may apply. This charge will be credited to your account as each empty bottle is returned.
- **Account number.** You will receive a new customer account number. This number can be found in the top right corner of this letter, your welcome email or your Sparkletts invoice. Please reference this number when setting up your online account or communicating with our Customer Care team.

Your Invoice & AutoPay

On the back of this letter, we've included an example of a Sparkletts invoice along with a detailed explanation to help you understand the format of our bills. Note that a variable energy surcharge and late fees may apply.

To simplify your bill-paying routine, sign up for AutoPay and use ACH, a debit or credit card to set up recurring payments. To sign up, visit sparkletts.com and click on the "My Account" link. Once you establish your online account, you can choose a method of payment and set it for automatic and recurring payments.

If you sign up for AutoPay, you'll receive an email when your invoice is ready for processing, but you won't need to take any action – your payment will be automatically applied.

Creating an online account will also let you check your next scheduled delivery, view and print current and historical invoices, and request additional products.

Convenience, Dependability & Great Customer Care

To learn more about the terms and conditions that apply to our services and find answers to frequently asked questions, please visit sparkletts.com/mountain-glacier. You can also call our Customer Care Department at **800-305-0826** 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,

Dave Muscato

Dave Muscato, President
DS Services of America, Inc.

