



June 8, 2020

Dear Valued Customer,

On March 2, 2020, Primo Direct LLC was acquired by Cott Corporation. As a part of this merger, Crystal Springs® will be your new beverage service provider. We will continue to deliver the same delicious Primo branded bottled water products as well as an array of new product and equipment offerings. Our goal during this transition is to ensure you understand all of the changes and added benefits available to you.

### What Happens Next?

- **Service provider:** Effective June 8, 2020, all of the beverage deliveries, billing, bottled water, water filtration and coffee services you've been receiving from Primo Direct will now be provided by Crystal Springs.
- **Bottled water choices:** *Your bottled water brand will not change. We will continue to deliver Primo branded bottled water and an array of additional beverage options.*
- **Account number:** A new customer account number has been assigned to you. This number can be found in the top right corner of your welcome letter or your Crystal Springs invoice. Please reference this number when setting up your online account or communicating with our Customer Care team.
- **Invoices:** Our invoices are aligned with our delivery cycle. You will receive **one** invoice every 28 days. On the back of this letter, we've included an example of a Crystal Springs invoice to help you understand the format of our bills. Note that a paper invoice fee, variable energy surcharge and late fees may apply.

### What Are Some of the Added Benefits?

- **Payment methods:** We accept a variety of payment methods. You can pay your bill by mail, online or by calling us at **800-785-8524**.
- **Online account management:** The easiest way to manage your new Crystal Springs account is online. Creating an online account will allow you to check your next scheduled delivery, pay your bill, view and print invoices and request additional products.
- **Paperless billing:** Go green and save money! If you sign up for eInvoices, you will avoid the fee charged for processing, handling and mailing paper invoices. We will waive this fee for the first 90 days to give you time to sign up.
- **AutoPay:** Simplify your bill-paying routine with AutoPay. To sign up, visit [crystal-springs.com](http://crystal-springs.com) and click on the "My Account" link to choose your method of payment. 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. *If you previously signed up for AutoPay through Primo Direct, your billing information has been transferred to us.*

### 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 [crystal-springs.com/primo-direct](http://crystal-springs.com/primo-direct). You can also call our Customer Care Department at 800-785-8524 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,

A handwritten signature in blue ink that reads "Dave Muscato".

Dave Muscato, President  
DS Services of America, Inc.

# 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.

## Variable Energy Surcharge:

This amount is based on the monthly U.S. average on-road diesel price as published by the U.S. Department of Energy. If applicable, this charge will appear as a separate line item on each invoice.

## Total New Charges:

See totals for various products and transactions.

Or visit [crystal-springs.com/myaccount](http://crystal-springs.com/myaccount)

**800-4-WATERS**

Upcoming Delivery Dates:

| June      | July      | August    |
|-----------|-----------|-----------|
| Monday 8  | Monday 6  | Monday 3  |
| Monday 22 | Monday 20 | Monday 17 |
|           |           | Monday 31 |

Customer Account #: 10234567891234

JOHN SMITH  
123 MAIN STREET  
ANYWHERE, US 12345-6789

Invoice Date: 02-15-2020  
Invoice #: 0209 1023877 107664  
Purchase Order #:

| Date     | Transaction # | Details                               | Qty. | Each  | Amount        |
|----------|---------------|---------------------------------------|------|-------|---------------|
| 02-18-20 |               | Previous Balance                      |      |       | 100.00        |
|          |               | Payment - Check - 733 - Thank You     |      |       | -100.00       |
|          |               | Remaining Balance                     |      |       | 0.00          |
| 02-12-20 | 090623461267  | HOT AND COLD COOLER RENTAL            | 1.0  | 13.05 | 13.05         |
|          | T090534687018 | CRYSTAL SPRINGS 5 GAL DRINK NON SPILL | 7.0  | 6.75  | 42.75         |
|          |               | PO# SWIM & TENNIS                     |      |       |               |
|          |               | Rec'd By:                             |      |       |               |
| 02-26-20 | 38729359      | ENERGY SURCHARGE                      | 1.0  | 6.04  | 6.04          |
|          | T090534687018 | CRYSTAL SPRINGS 5 GAL DRINK NON SPILL | 10.0 | 6.75  | 37.87         |
|          |               | PO# SWIM & TENNIS                     |      |       |               |
|          |               | REC'D BY:                             |      |       |               |
|          |               | <b>Total New Charges</b>              |      |       | <b>100.00</b> |
|          |               | Bottles on Hand: 5 - Gall=7           |      |       |               |

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

Previous Balance \$100.00   
  Payment \$100.00   
  Total New Charges \$100.00   
  Pay This Amount \$100.00

Check here and see reverse for address and pricing by credit card.   
  Check here and see reverse for address and pricing by credit card.

Mail Remittance With Payment To: 1  
 JOHN SMITH  
123 MAIN STREET  
PO BOX 660579  
DALLAS, TX 75266-0579

Customer Account #: 10234567891234  
 Due By: 03-10-20  
 Late Fees May Apply After: Upon Receipt  
 Total Amount Due: \$100.00

Crystal 6750 DISCOVERY BLD.  
 MARLETON, GA 30126

Atlanta Atlanta Crystal Hingey Ingrid Indigo Energy Reliant Sierra Kynetics Standard Winnet

**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!

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

**Easy to Pay:** Pay your invoice by mail, online at [crystal-springs.com/myaccount](http://crystal-springs.com/myaccount) or call us at 800-785-8524



**Due Date**  
**Late Fee Notice**  
**Mail Remittance With Payment**

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