



May 22, 2020

Dear Valued Customer,

Primo Home Water Delivery customers are now being serviced by Crystal Springs® and we are delighted to welcome you. Effective May 22, 2020, water-on-demand service will no longer be offered; however, you can still enjoy all of the benefits of our beverage delivery service.

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.

Crystal Springs Benefits

- **Flexible delivery options:** Your account will be transitioned to a scheduled delivery route. You can manage the frequency of your service and the amount of water delivered on a per-order basis by signing up for an online account. If you order water on a consistent basis, our recurring delivery service is just for you. Call our customer care team at **877-819-8664** to set up recurring water delivery service.
- **Online account management:** Creating an online account will also allow you to pay your bill, view and print invoices.
- **My Water+ app:** Use our app to quickly and conveniently communicate with us. You can view and change your upcoming deliveries and search and shop for new products. The My Water+ app is available for iOS and Android devices. You can download the app at the App Store and Google Play.
- **Same pricing:** Your pricing won't change — you'll pay the same amount for your 5-gallon bottles, and you won't be charged bottle deposits.
- **Expanded beverage choices:** Crystal Springs not only offers the refreshing bottled water you love, we also offer many more better-for-you beverage options, including premium and sparkling water, coffee and tea.
- **Innovative equipment:** Crystal Springs offers a variety of top- and bottom-loading bottled water dispensers as well as the sleek AquaCafé® — a bottled water cooler and one-cup coffee brewer all-in-one. We also offer water filtration solutions.

Helpful Information

- **Account number:** A new customer account number has been assigned to you. You can find this number in the top right corner of your Crystal Springs invoice or your welcome email. 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 and late fees may apply.
- **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:** You will continue to enjoy the convenience of AutoPay bill-paying. Your payment information has been transferred to us. You'll receive an email when your invoice is ready for processing, but you won't need to take action - your payment will be automatically applied.

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-water-on-demand. You can also call our Customer Care Department at 877-819-8664 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.

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.

Total New Charges:

See totals for various products and transactions.

Or visit 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 7	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 #:

We Deliver

Bottled Water • Filtration • Coffee

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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!

Date	Transaction #	Details	Qty.	Each	Amount
02-16-20		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	47.25
		PO# SWIM & TENNIS			
		REC'D BY:			
02-26-20	38739959	CRYSTAL SPRINGS 5 GAL DRINK/KNON	1.0	6.75	6.75
	T090534687018	PO# SWIM & TENNIS			
		REC'D BY:			
Total New Charges					62.55
Bottles on Hand: 5 - Gal=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	=\$62.55	Pay This Amount	\$62.55
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Check here and see reverse for address and pricing by

Check here and see reverse for credit card

Mail Remittance With Payment To:

JOHN SMITH
123 MAIN STREET
ANYWHERE, US 12345-6789

Due Date
 03-10-20

Late Fee Notice
 Late Fees May Apply After:

Mail Remittance With Payment
 DS SERVICES OF AMERICA, INC.
 PO BOX 660579
 DALLAS, TX 75266-0579

Promotions: Register online to view our latest monthly promotions.

Due Date
Late Fee Notice
Mail Remittance With Payment

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