



Account Number: XXXXXXXX
Bill To Number: XXXXXXXX

November 18, 2019

Dear Valued Customer,

The Water Guy® customers are now being serviced by Crystal Springs®, 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's Changing?

Effective November 18, 2019, all of the beverage deliveries, billing, bottled water, filtration and coffee services you've been receiving from The Water Guy will now be provided by Crystal Springs. As part of this change, there are a few things that might be different:

- **Invoices.** Our invoices are aligned with our delivery cycle, so they are generated 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 Crystal Springs 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 Crystal Springs 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 crystal-springs.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 crystal-springs.com/the-water-guy. You can also call our Customer Care Department at **888-420-8040** 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, 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

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!

Customer Account #: 10234567891234

JOHN SMITH
 123 MAIN STREET
 ANYWHERE, US 12345-6789

Invoice Date: 02-15-2020
 Invoice #: 0209 1023877 1017664
 Purchase Order #:

Date	Transaction #	Details	Qty.	Each	Amount
02-18-15		Previous Balance			100.00
02-18-15		Payment - Check - 733 - Thank You			-100.00
		Remaining Balance			0.00
02-12-15	0906523461267	HOT AND COLD COOLER/RENTAL	1.0	13.05	13.05
		CRYSTAL SPRINGS 5 GAL DRINK NON SPILL	7.0	6.75	47.25
		5.0 GAL BOTTLE DEPOSIT	7.0	0.00	0.00
		5.0 GAL BOTTLE RETURN	-7.0	0.00	0.00
		POJ 5WIM & TENNIS			
		Rec'd By:			
02-26-15	382729359	ENERGY SURCHARGE	1.0	6.04	6.04
		CRYSTAL SPRINGS 5 GAL DRINK NON SPILL	10.0	6.75	37.87
		5.0 GAL BOTTLE RETURN	-10.0	0.00	0.00
		5.0 GAL BOTTLE DEPOSIT	10.0	0.00	0.00
		POJ 5WIM & TENNIS			
		Rec'd By:			
		Total New Charges			100.00
		Bottles on Hand: 5 - Gals = 7			

Previous Balance \$100.00

Payment \$100.00

Total New Charges \$100.00

Pay This Amount \$100.00

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.

Customer Account #: 10234567891234

Due By: Upon Receipt 03-10-18

Late Fees May Apply After: \$100.00

Total Amount Due: \$100.00

Mail Remittance With Payment To: 1

JOHN SMITH
 123 MAIN STREET
 ANYWHERE, US 12345-6789

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 crystal-springs.com/myaccount or call us at 800.4.WATERS



Due Date
Late Fee Notice
Mail Remittance With Payment

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