



November 1, 2024

To Our Loyal Customers,

This letter is to inform you that Mountain Mist Spring Water has been acquired by Primo Water North America. Primo Water owns Crystal Springs® which will be your new bottled water service provider.

Customer satisfaction, service and quality have always been our priority. We feel that same commitment is of equal importance to Primo Water. They are avid in preserving the close relationship we have formed with our customers.

As part of the transition, you will be assigned a new account from Primo Water. Outstanding balances as of Friday, November 1 should be paid to Crystal Springs.

We are confident of a smooth transition with no interruption of excellent service.

Serving you for over 36 years has been a privilege and an honor. Thank you for your business and your loyalty over the years. We look forward to your continued patronage with Primo Water for many years to come.

Sincerely,

The Richardson Family

The Richardson family
Owner, Mountain Mist Spring Water