



November 1, 2024

Dear Mountain Mist Customers,

Welcome to Primo Water. Effective November 4, 2024, we will be your new filtration service provider. Our goal during this transition is to ensure you understand all of the changes and added benefits available to you.

What You Can Expect

- **Continued great service:** Over the coming months, we will be stopping by to make sure your filtration system is working properly. If you need service before our planned visit, please reach out to our Customer Experience Center at 877-775-2740.
- **Invoices:** Our invoices are aligned with our delivery cycle, so you will receive one invoice every 28 days. Note that a fee for mailing paper invoices and a late charge may apply. We've included an example of a Primo Water invoice to help you understand the format of our bills.
- **Paperless billing:** Go green and save money! If you sign up to receive electronic invoices, it will help you avoid the \$6 fee charged for processing, handling and mailing paper invoices. We waive this fee for the first 90 days to give you time to sign up and avoid this charge. If you currently receive electronic invoices from Mountain Mist, you will continue to receive e-invoices from Primo Water.
- **My Water+ app:** Download the My Water+ app to conveniently pay your bill or search for new products.
- **Payment Methods:** To simplify your billing routine, sign up for AutoPay using a debit or credit card to set up recurring payments. You can also pay your bill by mail or online, using the My Water+ app or by calling us at 877-775-2740. If you are currently on autopay with Mountain Mist, you will remain on autopay with Primo Water.

Invoices and rent billed during your first statement period will be charged to your credit card. To cover the cost of credit card acceptance, we will pass on a 3% credit card surcharge. This surcharge is not more than the cost of accepting these cards. If you currently use a credit card for AutoPay, we will waive this fee for 90 days to allow time for a new payment method to be provided. There is no surcharge for debit cards.
- **Account number:** You will receive a new customer account number. This number can be found in your welcome email or your Primo Water invoice. Please reference this number when setting up your online account or communicating with our Customer Experience Center.

Convenience, Dependability & Great Customer Care

In addition to water filtration service, we also deliver an array of bottled waters, coffees, teas and beverage equipment. We have many great beverage brands and options for you. You can learn more by visiting water.com/mountain-mist or contacting our Customer Experience Center at 877-775-2740 between 8 am and 9 pm ET, Monday through Friday. Our entire team is committed to your satisfaction. We appreciate your business and look forward to getting to know you.

Sincerely,
Customer Experience Center

