



November 1, 2024

Dear Mountain Mist Customers,

Welcome to Crystal Springs® bottled water delivery service. Effective November 4, 2024, we will be your new beverage 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:** You will continue to receive Mountain Mist bottled water products. We also offer a wide array of other premium bottled water products and equipment.
- **Delivery schedule and person:** As we make this transition, your delivery day and delivery person will remain the same. To view your new delivery schedule, go to drink.crystal-springs.com/register and create your online account.
- **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, a delivery fee and a late charge may apply. We've included an example of our Crystal Springs 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 Crystal Springs.
- **My Water+ app:** Download the My Water+ app to conveniently pay your bill, manage your deliveries and add products to your order.
- **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 Crystal Springs.

Invoices and rent billed during your first statement period will be charged to your credit card. After that, invoices will be charged at the time of delivery. 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 Crystal Springs invoice. Please reference this number when setting up your online account or communicating with our Customer Experience Center.

Convenience, Dependability & Great Customer Care

Our entire team is committed to your satisfaction. We appreciate your business and look forward to getting to know you. You can learn more about this transition by visiting water.com/mountain-mist or by contacting our Customer Experience Center at 877-775-2740 between 8 am and 9 pm ET, Monday through Friday.

Sincerely,
Customer Experience Center

How to Read Your Invoice

Upcoming Delivery Dates:
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.

Delivery Fee:
We apply a charge per delivery to help cover the cost of delivering products to your home or office.

Total New Charges:
See totals for various products and transactions.

800-4-WATERS

Or visit crystal-springs.com/myaccount

Upcoming Delivery Dates:

September Thursday 21	October Thursday 26	November Wednesday 26
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Invoice Date: 09-12-2024
Invoice #: 0209 1023877 1017664
Purchase Order #:

Customer Account #: 10234567891234

JOHN SMITH
123 MAIN STREET
ANYWHERE, US 12345-6789

City: Anywhere
Each: \$115.38
Amount: 218.64

Date	Transaction #	Details	Qty	Each	Amount
07/20/23		Previous Balance			218.64
		Payment Received - 07949P - Thank You			-218.64
		Remaining Balance			0.00
08-24-23	1202377261033	5.0 SPRING WATER BOTTLE	10	6.00	60.00
		5.0 GALLON BOTTLE DEPOSIT	-9	6.00	-54.00
		DELIVERY FEE	1	13.99	13.99
		Sales Tax		5.49	5.49
		Total			115.38

Previous Balance
\$215.64

Payment
-\$215.64

Total New Charges
\$115.38

Pay This Amount
\$115.38

Mail Remittance With Payment To:

10234567891234
Upon Receipt
10-12-24
\$115.38

Due Date
10-12-24

Crystal 6750 DISCOVERY BLVD.
MABLETON, GA 30126

PRIMO 10234567891234
SPRINGS
PO BOX 660579
DALLAS, TX 75266-0579

Promotions:
Register online to view our latest monthly promotions.

Bottle Deposits:
A refundable bottle deposit fee for 2.5-, 3- and 5-gallon bottles will apply.

Easy to Pay:
Pay your invoice by mail, online at crystal-springs.com/myaccount or call us at 877-775-2740



Please note if you pay by credit card, there will be a 3% surcharge added to your invoice.

Due Date
Late Fee Notice
New Remittance Address

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