



January 26, 2024

Dear Tyler Mountain Water Louisville Customers,

Welcome to Crystal Springs® bottled water delivery service. Effective January 29, 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:** We will deliver Crystal Springs products as well as an array of new premium bottled water products.
- **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 [water.com/tyler-mtn-louisville](http://water.com/tyler-mtn-louisville) and create your online account.
- **Invoices:** Our invoices are aligned with our delivery cycle, so you will receive one invoice every 28 days. We've included an example of a Crystal Springs invoice to help you understand the format of our bills. Note that a fee for mailing paper invoices, a delivery fee and a late charge may apply.
- **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 Tyler Mountain Water, you will continue to receive e-invoices from Crystal Springs.
- **MyWater+ app:** Download the MyWater+ 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 MyWater+ app or by calling us at 800-311-7365.

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 Care team.

### 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/tyler-mtn-louisville](http://water.com/tyler-mtn-louisville) or by contacting Customer Care at 800-311-7365 between 8 am and 9 pm ET, Monday through Friday.

Sincerely,  
Customer Care Team

# How to Read Your Invoice

**Upcoming Delivery Dates:**  
View your scheduled deliveries for the next three months.

800-4-WATERS

Upcoming Delivery Dates:

September	October	November
Thursday 21	Thursday 26	Wednesday 26

**Customer Account Number:**  
Use this number when referencing your account.

Customer Account #: 10234567891234  
 JOHN SMITH  
 123 MAIN STREET  
 ANYWHERE, US 12345-6789

Invoice Date: 09-12-2024  
 Invoice #: 0209 1023877 1017864  
 Purchase Order #:

**Summary:**  
See your previous balance and payments posted since your last invoice.

Date	Transaction #	Details	Qty	Each	Amount
07-20-23		Previous Balance			215.64
		Payment - Credit Card - 07/24/23 - Thank You			-215.64
		Remaining Balance			0.00
08-24-23	T20237726 1033	5G SPRING WATER BOTTLE	10	24.95	249.50
		5.0 GALLON BOTTLE DEPOSIT	10	40.00	400.00
		5.0 GALLON BOTTLE RETURN	-9	-40.00	-360.00
		DELIVERY FEE	1	13.99	13.99
		Sales Tax			15.17
					318.66

**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.

Previous Balance	\$215.64	Payment	\$215.64	Total New Charges	\$318.66	Pay This Amount	\$318.66
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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.

Or visit [crystal-springs.com/myaccount](http://crystal-springs.com/myaccount)

Crystal Springs logo and partner logos: Altamira, Crystal, Huggley, Kentwood, Mount Progress, PRIMCO, Sertre, Sparkletts, Westcott Pure Water.

Customer Account #: 10234567891234  
 Due By: 10-12-24  
 Late Fees May Apply After: Upon Receipt  
 Total Amount Due: \$318.66

Check here and see reverse for address and phone corrections.  Check here and see reverse for paying by credit card.

Mail Remittance With Payment To: 1  
 JOHN SMITH  
 123 MAIN STREET  
 ANYWHERE, US 12345-6789

CRYSTAL 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](http://crystal-springs.com/myaccount) or call us at 800-311-7365.

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.