

January 26, 2024

Dear Tyler Mountain Louisville Customers,

Welcome to Primo Water. Effective January 29, 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

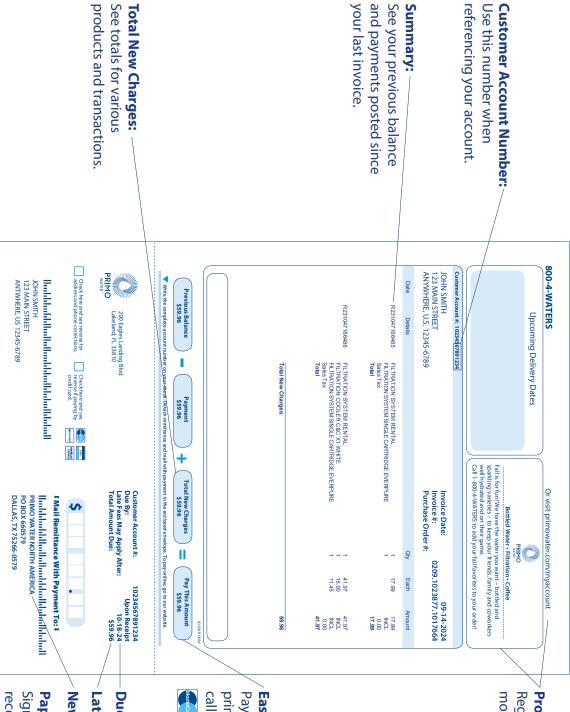
- **Continued great service:** Over the coming months, we will be stopping by to make sure your filtration system is working properly. If you need service before our planned visit, please reach out to Customer Care at 800-311-7365.
- **Invoices:** Our invoices are aligned with our delivery cycle, so you will receive one invoice every 28 days. We've included an example of a Primo Water invoice to help you understand the format of our bills. Note that a fee for mailing paper invoices 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 Primo Water.
- **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. 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 Care team.
- MyWater+ app: Download the MyWater+ app to conveniently pay your bill or search for new products.

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/tyler-mtn-louisville or contacting Customer Care at 800-311-7365 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 Care Team

How to Read Your Invoice



Summary:

your last invoice.

Promotions:

monthly promotions. Register online to view our latest

Easy to Pay:

call us at 800-311-7365. primowater.com/myaccount or Pay your invoice by mail, online at

VISA*

DISCOVER AMERICAN SET

Due Date

Late Fee Notice

New Remittance Address

Paperless Billing:

receive your invoices electronically. Sign up for paperless billing and