



June 21, 2024

Dear Treasure Valley Coffee, Inc. (dba Rainwater Refreshed and Hagerman Springs) Customer,

Welcome to Mount Olympus® bottled water delivery service. Effective June 24, 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. Treasure Valley Coffee will continue to be your coffee and filtration service provider. Mount Olympus will be your new bottled water provider.

### What You Can Expect

- **Continued great service:** We will deliver Mount Olympus products as well as an array of premium bottled water products and equipment.
- **Delivery schedule and person:** As we make this transition, it may be necessary to make changes to your delivery day, and a new delivery person may be assigned to your account. To view your new delivery schedule, go to [drink.mountolympuswater.com/register](https://drink.mountolympuswater.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 Mount Olympus 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 Treasure Valley Water, you will continue to receive e-invoices from Mount Olympus.
- **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 800-244-2091.
- **Account number:** You will receive a new customer account number. This number can be found in the top right corner of this letter, your welcome email or your Mount Olympus 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/tvc-water](https://water.com/tvc-water) or by contacting our Customer Experience Center at 800-244-2091 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 [drink.mountpolymyswater.com/register](http://drink.mountpolymyswater.com/register)

**Upcoming Delivery Dates:**

September	October	November
Thursday 21	Thursday 26	Wednesday 26

**Customer Account #:** 10234567891234

**Customer Name:** JOHN SMITH  
123 MAIN STREET  
ANYWHERE, US 12345-6789

**Invoice Date:** 09-12-2024  
**Invoice #:** 0209 1023877 107664  
**Purchase Order #:**

Date	Transaction #	Details	Qty	Each	Amount
07-20-23		Previous Balance			215.64
		Payment - Credit Card - 07849P - Thank You			-215.64
		Remaining Balance			0.00
08-24-23	1202377261033	5G SPRING WATER BOTTLE	10	8.99	89.90
		5.0 GALLON BOTTLE DEPOSIT	10	6.00	60.00
		DELIVERY FEE	1	13.99	13.99
		Sales Tax		5.49	5.49
					115.38

**Previous Balance** \$215.64

**Payment** \$215.64

**Total New Charges** \$115.38

**Pay This Amount** \$115.38

Write this complete account number on your debit, pre-paid, remittance and mail with payment in the enclosed envelope. To pay online go to our website.

**Altamira** **Crystalbrook** **Cydia** **Great Escape** **Hickory** **Mountain** **Mount Olympus** **Primo** **Spartan** **Sparklets** **Wentworth**

**Mount Olympus** 6750 DISCOVERY BLVD.  
WALLETON, GA 30126

Check here and see reverse for address and phone corrections.  
 Credit Card  Check  Money Order

JOHN SMITH  
123 MAIN STREET  
ANYWHERE, US 12345-6789

**Customer Account #:** 10234567891234

**Due By:** 10-12-24

**Late Fees May Apply After:** 10-12-24

**Total Amount Due:** \$115.38

**Mail Remittance With Payment To:**

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 [mountpolymyswater.com/myaccount](http://mountpolymyswater.com/myaccount) or call us at 800-244-2091



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.