



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

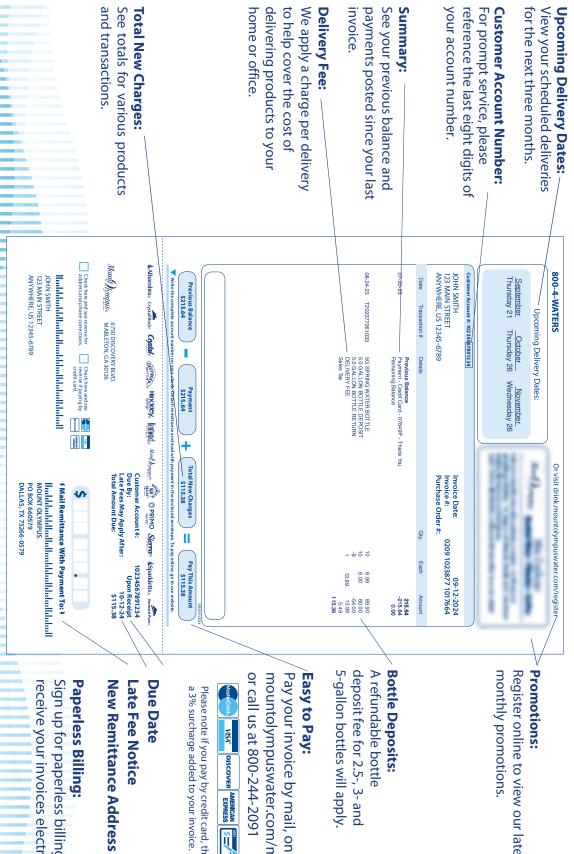
- **Continued great service:** We will deliver Mount Olympus products as well as an array of premium bottled water products and equipment.
- **Delivery schedule and person:** As we make this transition, it may be necessary to make changes to your delivery day, and a new delivery person may be assigned to your account. To view your new delivery schedule, go to drink.mountolympuswater.com/register 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 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



Register online to view our latest

Pay your invoice by mail, online at mountolympuswater.com/myaccount

Please note if you pay by credit card, there will be

Sign up for paperless billing and receive your invoices electronically.