



October 12, 2020

Dear Valued Customer,

Effective October 12, 2020, Mountain Valley of Los Angeles customers will be serviced by Sparkletts®. We are delighted to be your 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 continue to deliver Mountain Valley products as well as an array of new bottled water, coffee and water filtration products and equipment.
- **Delivery schedule and person:** Your delivery day and delivery frequency may change, and a new delivery person may be assigned to your route. To view your new delivery schedule, go to sparkletts.com 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 Sparkletts invoice to help you understand the format of our bills. Note that a fee for mailing paper invoices, a variable energy surcharge and a late fee may apply.
- **Paperless billing:** Go green and save money! If you sign up to receive electronic invoices, it will help you avoid the 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 with Mountain Valley of Los Angeles, you will continue to receive electronic invoices from Sparkletts.
- **MyWater+ app:** Download the MyWater+ app to conveniently pay your bill, manage your deliveries and add products to your order.
- **Payment methods:** If you are currently signed up and enjoying the convenience of AutoPay with Mountain Valley of Los Angeles, your billing information has been automatically transferred to us. If you are not already signed up for AutoPay, consider simplifying your billing routine with recurring payments using ACH, a debit or credit card. You can also pay your bill by mail, online, using the MyWater+ app or by calling us at 800-728-5707.

Convenience, Dependability & Great Customer Care

To learn more about the transition and to find answers to frequently asked questions, please visit sparkletts.com/mountain-valley-water-la. You can also contact Customer Care at **800-728-5707** between 9 am and 4:30 pm PST, Monday through Friday.

Our entire team is committed to your satisfaction. We appreciate your business and look forward to getting to know you.

Sincerely,

Dave Muscato

Dave Muscato, President
Primo Water North America

How to Read Your Invoice

Delivery Calendar:

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.

Variable Energy Surcharge:

This amount is based on the monthly U.S. average on-road diesel price as published by the U.S. Department of Energy. If applicable, this charge will appear as a separate line item on each invoice.

Total New Charges:

See totals for various products and transactions.

800-4-WATERS

Upcoming Delivery Dates:

September Monday 21	October Monday 19	November Monday 16
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Or visit sparkletts.com/myaccount

We Deliver
Bottled Water • Filtration • Coffee

Fall is for fun! We have the water you want - bottled and sparkling varieties - to keep your friends, family and coworkers well hydrated and on their game. Call 1-800-4-WATERS to add your fall favorites to your order!

Customer Account #: 10234567891234




JOHN SMITH
123 MAIN STREET
ANYWHERE, US 12345-6789

Invoice Date: 09-12-2020
Invoice #: 0209 1023877 107664
Purchase Order #:

Date	Transaction #	Details	Qty.	Each	Amount
09-10-20		Payment - Credit Card - 07849# - Thank You			215.64
		Remaining Balance			-215.64
					0.00
08-24-20	120237286 1033	MOUNTAIN VALLEY EG SPRING WATER GLASS BOTTLE	10	24.95	249.50
		5.0 GALLON GLASS BOTTLE DEPOSIT	10	15.00	150.00
		ENERGY SURCHARGE	-9	15.00	-135.00
		SALES TAX	1	5.78	5.78
					14.86
					285.14

Previous Balance: \$215.64
Payment: \$215.64
Total New Charges: \$285.14
Pay This Amount: \$285.14

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.





Check here and see reverse for address and pricing conventions.
 Check here and see credit card.
 Check here and see remittance pricing by
 



Mail Remittance With Payment To: 1
 Paperless Billing

Sparkletts 6750 DISCOVERY BLD.
 MARLETON, GA 30126

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

Customer Account #: 10234567891234
Due By: 10-12-20
Late Fees May Apply After: Upon Receipt
Total Amount Due: \$100.00

Promotions:
Register online to view our latest monthly promotions.

Bottle Deposits:
View your bottle deposits and returns.

Easy to Pay:
Pay your invoice by mail, online at sparkletts.com/myaccount or call us at 800-728-5707.

Due Date
Late Fee Notice
Mail Remittance With Payment

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