



March 6, 2020

Dear Valued Customer,

Effective March 9, 2020, Mountain Valley of Western New York customers will now be serviced by Crystal Rock®. We are delighted to 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. A Crystal Rock representative will call you to confirm your next delivery date.

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 offerings.

- **Delivery schedule and person:** We will be changing the frequency of your delivery, and a new delivery person will be assigned to your account. Our delivery routes run every two weeks instead of every three weeks. A Crystal Rock representative will call you to confirm your next delivery date.
- **Invoices:** Our invoices are aligned with our delivery cycle, so you will receive one invoice every 28 days. A paper ticket will no longer be left with your delivery. We've included an example of a Crystal Rock invoice to help you understand the format of our bills.
- **Refundable deposits:** We charge a refundable deposit for each 3- and 5-gallon bottle delivered to you. This per-bottle charge is credited to your account as each empty bottle is returned.
- **Payment methods:** We accept a variety of payment methods. You can pay your bill by mail, online or by calling us at 800-227-8870.
- **Paperless billing:** Go green and sign up to receive your invoices electronically.
- **AutoPay:** Simplify your bill-paying routine with AutoPay. To sign up, visit crystalrock.com/mountain-valley-water-wny and click on the "My Account" link to choose your method of payment. You'll receive an email when your invoice is ready for processing, but you won't need to take any action – your payment will be automatically applied. Additionally, you will not be charged until 21 days after a Crystal Rock bill is generated.

Convenience, Dependability & Great Customer Care

To learn more about the transition and to find answers to frequently asked questions, please visit crystalrock.com/mountain-valley-water-wny. You can also contact Customer Care at **800-227-8870** between 8 am and 9 pm ET, Monday through Friday, and 9 am to 6 pm ET on Saturday.

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
DS Services of America, Inc.

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:

June	July	August
Monday 8	Monday 6	Monday 3
Monday 22	Monday 20	Monday 17
		Monday 31

Or visit crystalrock.com/myaccount

We Deliver

Bottled Water • Filtration • Coffee

Fall in 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: 02-15-2020
Invoice #: 0209 1023877 107664
Purchase Order #:

Date	Transaction #	Details	Qty.	Each	Amount
02-15-15		Previous Balance			100.00
02-15-15		Payment - Check - 733 - Thank You			-100.00
		Remaining Balance			0.00
02-12-15	090623461267	HOT AND COLD COOLER RENTAL	1.0	13.05	13.05
02-12-15	T090534687018	CRYSTAL ROCK 5 GAL DRINK NON SPILL	7.0	6.75	47.25
		5.0 GAL BOTTLE DEPOSIT	7.0	0.00	0.00
		5.0 GAL BOTTLE RETURN	-7.0	0.00	0.00
		POJ 5WIM & TENNIS			
		Rec'd By:			
02-26-15	382729359	ENERGY SURCHARGE	1.0	6.04	6.04
02-26-15	T090534687018	CRYSTAL ROCK 5 GAL DRINK NON SPILL	10.0	6.75	37.87
		5.0 GAL BOTTLE RETURN	-10.0	0.00	0.00
		5.0 GAL BOTTLE DEPOSIT	10.0	0.00	0.00
		POJ 5WIM & TENNIS			
		Rec'd By:			
		Total New Charges			100.00
		Bottles on Hand: 5 - Gals = 7			

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.

Previous Balance	\$100.00	Payment	\$100.00	Total New Charges	\$100.00	Pay This Amount	\$100.00
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Customer Account #: 10234567891234

Due By: 03-15-20

Late Fees May Apply After: 03-15-20

Total Amount Due: \$100.00

Crystal Rock

6750 DISCOVERY BLD.
MAPLETON, GA 30126

JOHN SMITH
123 MAIN STREET
ANYWHERE, US 12345-6789

Mail Remittance With Payment To: 1
DS SERVICES OF AMERICA, INC.
PO BOX 660579
DALLAS, TX 75266-0579

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 crystalrock.com/myaccount or call us at 800-227-8870



Due Date
Late Fee Notice
Mail Remittance With Payment

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