



September 29, 2025

Dear Aqua Systems Customer,

Welcome to Primo Brands™ bottled water delivery service. Effective September 29, 2025, 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.

#### What You Can Expect

- **Continued great service:** You will continue to receive Mountain Valley® bottled water products. Your pricing will remain the same, and product sizes should remain the same. We also offer a wide array of great bottled water products and equipment.
- **Delivery schedule and person:** As we make this transition, your delivery day and delivery person will change. To view your delivery schedule, go to [water.com/welcome/AquaSystems](https://water.com/welcome/AquaSystems) and create your online account.
- **Invoices:** Your invoice will be generated monthly. Note that a delivery fee and late charge may apply.
- **Paperless billing:** Save paper 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 Aqua Systems, you will now receive e-invoices from Primo Brands.
- **ReadyRefresh My Water+ app:** Download the ReadyRefresh My Water+ 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 ReadyRefresh My Water+ app or by calling us at 888-423-2228.

*To cover the cost of credit card acceptance, we will pass on a 2.6% 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.*

- **Online account access:** For your convenience, online access to your account is provided via the email address you registered with Aqua Systems. You will receive instructions via email to set up your account. If you did not register an email with Aqua Systems, please contact our Customer Experience Center to setup a new online user account.
- **Account Balance:** If you have a balance with Aqua Systems, it will remain with and continue to be due to Aqua Systems.

**Terms and Conditions:** New Terms & Conditions of service apply to your orders and deliveries from Primo Brands. You can view them at [readyrefresh.com/en/terms](https://readyrefresh.com/en/terms).

#### 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/welcome/AquaSystems](https://water.com/welcome/AquaSystems) or by contacting our Customer Experience Center at 888-423-2228 between 8am and 6pm local time, Monday through Friday.

Sincerely,  
Customer Experience Team