



June 12, 2026

Dear Mountain Valley® Water of South Florida Customer,

Welcome to Primo Brands™ bottled water delivery service. Effective Monday, June 15, 2026, 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 The Mountain Valley® bottled water products and your pricing will remain the same. We also offer a wide array of great water products and equipment.
- **Delivery Schedule and Person:** During this transition, your account will be placed on an automatic recurring schedule, which will change your delivery day and delivery person, and your delivery truck may look a little different. You can manage your schedule and update your delivery preferences in the “Deliveries” section of the My Water+ app or on water.com.
- **Invoices:** Your invoice will be generated monthly. Note that a delivery fee and late charge may apply.
- **Your New Account & Past Balances:** As part of the transition, you will receive a new account from Primo Brands and your outstanding balance from Mountain Valley Water of South Florida will carry over to that new account. Payments for past balances and new charges should be paid directly to Primo Brands.
- **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 Mountain Valley Water of South Florida, you will now receive e-invoices from Primo Brands.
- **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 800-499-1625. If you are on AutoPay with Mountain Valley Water of South Florida, your AutoPay details will transfer to your new Primo Brands account, and we will waive the 2.6% credit card surcharge for 90 days. *Please note: Debit cards are not subject to the credit card surcharge. Your first credit card charge will occur at the time of your first monthly bill. After that, you will be charged after each delivery. If you paid your Mountain Valley Water of South Florida balance using Zelle, we kindly ask that you use another payment method as we do not accept Zelle payments.*
- **Online Account Access:** For your convenience, online access to your account is provided via the email address you registered with Mountain Valley Water of South Florida. You will receive instructions via email to set up your account. If you did not register an email with Mountain Valley Water of South Florida, please contact our Customer Experience Center to set up a new online user account. With an online account you can get any questions answered conveniently through our chat feature.

- **ReadyRefresh My Water+ App:** Once your online account access is set up, download the ReadyRefresh My Water+ app to conveniently pay your bill, manage your deliveries and add products to your order.
- **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.

Convenience, Dependability & Great Customer Care

We appreciate your business and look forward to getting to know you. You can learn more about this transition by visiting water.com/welcome/MVSouthFlorida, log in to your account and choose the Chat option, or by contacting our Customer Experience Center at 800-499-1625 between 8 am and 9 pm ET, Monday through Friday.

Sincerely,
Customer Experience Team