



To Our Valued Customers,

We are pleased to share that Absopure Water has entered into an agreement for Primo Brands to acquire substantially all assets of Absopure's Home and Office Delivery business. Primo Brands will continue providing the bottled water delivery service you enjoy today. Primo Brands has a long history in the bottled water industry and will be your bottled water service provider moving forward.

After proudly serving this community for over 118 years, this decision was not made lightly. However, with the evolving landscape of our industry, we believe this transition is the right step—for our company, our employees, and most importantly, for you, our loyal customers.

Primo Brands shares our commitment to quality, service, and customer satisfaction. As the company behind trusted names like Ice Mountain® and The Mountain Valley® Spring Water, they bring the same dedication to quality you've come to expect from Absopure. They are dedicated to maintaining the trusted relationships we have built with you and are fully prepared to ensure a seamless transition. Many of the team members delivering your water — and the local leadership behind them — will remain the same familiar faces you know today.

Over the coming months, the Primo Brands team will share helpful information to support a smooth transition. You can visit www.water.com/welcome/Absopure for the latest details and answers to frequently asked questions. If you have any questions or need assistance, please contact the team at **800-422-7678**.

We are confident that you will continue to receive the same high level of service you have come to expect. Thank you for your trust, loyalty, and support over the years. It has been an honor to serve you, and we are grateful for the opportunity to continue that service through our trusted partners at Primo Brands.

Sincerely,

Absopure Water Company