



February 6, 2026

Dear Tulpehocken Customer,

Welcome to Primo Brands™ bottled water delivery service. Effective February 9, 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 now receive 3- and 5-gallon Deer Park and/or Poland Spring bottled water, and your pricing will 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, and your delivery truck may look a little different.
- **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 Tulpehocken, 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 866-981-9858.
- **Online account access:** For your convenience, online access to your account is provided via the email address you registered with Tulpehocken. You will receive instructions via email to set up your account. If you did not register an email with Tulpehocken, please contact our Customer Experience Center to setup a new online user account.
- **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](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/Tulpehocken](https://water.com/welcome/Tulpehocken) or by contacting our Customer Experience Center at 866-981-9858 between 8 am and 9 pm ET, Monday through Friday.

Sincerely,  
Customer Experience Team