



March 20, 2026

Dear Bishop's Water Customer,

Welcome to Primo Brands™ bottled water delivery service. Effective Monday, March 23, 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:** 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.
- **Your New Account & Past Balances:** As part of the transition, you will receive a new account from Primo Brands and your outstanding balance from Bishop's Water 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 Bishop's Water, 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 877-450-6818. If you are on AutoPay with Bishop's Water, please note that your AutoPay information will not carry over and you will need to register your new Primo Brands account.
- **Online Account Access:** For your convenience, online access to your account is provided via the email address you registered with Bishop's Water. You will receive instructions via email to set up your account. If you did not register an email with Bishop's Water, 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.

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/BishopsWater or by contacting our Customer Experience Center at 877-450-6818 between 8 am and 9 pm ET, Monday through Friday.

Sincerely,
Customer Experience Team