



March 20, 2026

To Our Loyal Customers,

After almost 67 years of proudly delivering the finest waters to this community, the time has come for us to say farewell.

Bishop's Water Company has been acquired by Primo Brands™. Primo Brands owns The Mountain Valley® Spring Water and will be your new bottled water service provider.

Serving you has been more than just a business, it has been a privilege and an honor. Many of you have been with us for decades, and some of you we've watched grow from one generation to the next, just as you have watched us grow. Your loyalty, trust, and friendship have meant more to us than words can express.

What began back in 1959 for my late father, Bob Bishop, was a simple commitment to deliver dependable bottled water service. Over time it grew into something far greater because of the people we served. You welcomed us into your homes, your businesses, and your daily routines, and we are deeply grateful for that.

Customer satisfaction, service, and quality have always been our priority. We believe that same commitment is of equal importance to Primo Brands, and they are dedicated to preserving the close relationship we have formed with our customers.

As part of the transition, you will receive a new account from Primo Brands. Outstanding balances are to be paid to Primo Brands, and you can reach them at 877-450-6818. We are confident of a smooth transition with no interruption of excellent service. We look forward to your continued patronage with Primo Brands for many years to come.

While this chapter ends, the memories and relationships built along the way will always remain with us. From the bottom of our hearts, thank you for allowing us to serve you for all these years. It has truly been a pleasure.

With sincere appreciation,

Kim Bishop & Staff
Bishop's Water Company, Inc.