



Account Number: XXXXXXXX  
Bill-To Number: XXXXXXXX

December 9, 2019

Dear Valued Customer,

AquaTerra Corporation, proud owner of Canadian Springs®, is excited to announce our merger with Amazon Springs Water and Coffee Co. Ltd. Canadian Springs will be your new beverage service provider. We will continue to deliver Amazon Springs bottled water products as well as an array of new product and equipment offerings. Our goal during this transition is to ensure you understand all of the changes and added benefits available to you.

### What's Changing?

- **Service provider:** Effective December 9, 2019, all of the beverage deliveries, billing, bottled water, filtration and coffee services you've been receiving from Amazon Springs will now be provided by Canadian Springs.
- **Account number:** A new customer account number has been assigned to you. This number can be found in the top right corner of this letter or your Canadian Springs invoice. Please reference this number when setting up your online account or communicating with our Customer Care team.
- **Product code:** Your branded product offerings will remain the same, but the product codes will be different. Please reference these new product numbers when placing your order.
- **Invoices:** Our invoices are aligned with our delivery cycle, so they are generated every 28 days. On the back of this letter, we've included an example of a Canadian Springs invoice to help you understand the format of our bills. Note that a paper invoice fee, variable energy surcharge and late fees may apply.
- **Refundable deposits:** We charge a refundable deposit for each 11.3- and 18.9-litre bottle delivered to you. This per-bottle charge is credited to your account as the empty bottle is returned.

### What Are Some of the Added Benefits?

- **Payment methods:** We accept a variety of payment methods. You can pay your bill by mail, online or by calling us at **866-460-0433**.
- **Online Account Management:** The easiest way to manage your new Canadian Springs account is online. Creating an online account will allow you to check your next scheduled delivery, pay your bill, view and print invoices and request additional products.
- **Paperless billing:** Go green and save money! If you sign up for eInvoices, you will avoid the fee charged for processing, handling and mailing paper invoices. We will waive this fee for the first 90 days to give you time to sign up. *If you previously signed up for eInvoice through Amazon Springs, your information has been automatically transferred to us.*
- **AutoPay:** Simplify your bill-paying routine with AutoPay. To sign up, visit [canadiansprings.com](http://canadiansprings.com) and click on the "My Account" link to choose your method of payment. You'll receive an email when your invoice is ready for processing, but you won't need to take any action - your payment will be automatically applied. Additionally, you will NOT be charged until 21 days after a Canadian Springs bill is generated. *If you previously signed up for AutoPay through Amazon Springs, your payment information has been automatically transferred to us.*

### Convenience, Dependability & Great Customer Care

To learn more about the transition and to find answers to frequently asked questions, please visit [canadiansprings.com/amazon-springs](http://canadiansprings.com/amazon-springs). You can also contact Customer Care at **866-460-0433** between 6 am to 5:30 pm Mountain Time, Monday through Friday. Our privacy policy is posted on our website, and your personal information will be treated in accordance with it. By continuing to use our services or by providing us with your personal information, you consent to the collection, use and disclosure of your personal information in accordance with the Canadian Springs' Privacy Policy.

Our entire team is committed to your satisfaction. We appreciate your business and look forward to getting to know you.

Sincerely,

*Dave Muscato*

Dave Muscato, President  
AquaTerra Corporation

# How to Read Your Invoice

**Delivery Calendar:** View your scheduled deliveries for the next three months.

1-877-442-PURE (7873) [www.canadiansprings.com](http://www.canadiansprings.com)

Upcoming Delivery Dates		
June	July	August
Monday 8	Monday 6	Monday 3
Monday 22	Monday 20	Monday 17
		Monday 31

**We Deliver!**

Bottled Water • Filtration • Coffee

Special Bottled Water Savings  
Only \$6.49 per 500mL 24-pack  
Stock up and save!

**Customer Account Number:** For prompt service, please reference the last eight digits of your account number.

Customer Account #: 10234567891234

JOHN SMITH  
123 MAIN STREET  
TORONTO, ON A1B 1A2

Invoice Date: 02-15-19  
Invoice #: Q209 1023877 1017664  
Purchase Order #:

Date	Transaction #	Details	Qty.	Each	Amount
02-18-19		Previous Balance Payment - Check - 733 - Thank You Remaining Balance			
02-12-19	090623451267	HOT AND COLD BOTTOM LOAD COOLER RENTAL	1.0		
	T090534687018	CANADIAN SPRINGS 18.9L DRINK NON SPILL	7.0		
		18.9L BOTTLE DEPOSIT	7.0		
		18.9L BOTTLE DEPOSIT	-7.0		
02-26-19	387393939	ENERGY SURCHARGE	1.0		
02-26-19	T090574487018	CANADIAN SPRINGS 18.9L DRINK NON SPILL	10.0		
		18.9L BOTTLE DEPOSIT	-10.0		
		18.9L BOTTLE DEPOSIT	10.0		

Total New Charges: Bottles On Hand: 18.9L=7

**Summary:** See your previous balance and payments posted since your last invoice.

**Variable Energy Surcharge:** This surcharge is calculated from the weekly average price of diesel in Canada published by Natural Resources Canada. If applicable, this charge will appear as a separate line item on each invoice.

**Total New Charges:** See totals for various products and transactions.

**Important Monthly Message**

Did you know that in addition to the top left corner of this bill, you can also find your delivery schedule online? Online you can also easily skip or add a delivery as needed.

With a corporate account under your check, deposit remittance and mail, we'll get you up to speed on [canadiansprings.com/account](http://canadiansprings.com/account)

Customer Account #: 10234567891234  
Due Date: 03-10-19  
Late Fees May Apply After: Upon 03-10-19  
Total Amount Due: \$1,234.56

Check here and see remits for address and phone connections.  Check here and see review of paying by credit card.

AMERICAN EXPRESS DISCOVER VISA MasterCard

Mail Remittance With Payment To: 1

Customer Account #: 10234567891234  
Due Date: 03-10-19  
Late Fees May Apply After: Upon 03-10-19  
Total Amount Due: \$1,234.56

021110 013410 06321333131010A99 0002972 3 0002972 3 5

**Promotions:** Register online to view our latest monthly promotions.

**Bottle Deposits:** View your bottle deposits and returns.

**Easy to Pay:** Pay your invoice by mail, online at [canadiansprings.com/myaccount](http://canadiansprings.com/myaccount) or call us at 866-460-0433.

**Due Date**  
**Late Fee Notice**  
**Mail Remittance With Payment**

**Paperless Billing:** Sign up for paperless billing and receive your invoices electronically.