



March 1st, 2023

Dear Berkshire Springs Customer,

I am pleased to announce that we have made several changes to make your experience with our Spring Water Service better:

1. **We have installed a new computer billing system** which will eliminate some of the invoicing issues we have experienced over the last several years. They have appeared randomly, were hard to decipher, and have required too much time and energy on your part to get straightened out. This new system is simpler, faster, easier to understand. We think you will be pleased with it.
2. **We have eliminated the entire bottle deposit concept, effective April 1st, 2023.** We have paid your account for all empties you returned through March 31st, 2023, and we have charged your account for all bottle deposits left (with your Spring Water) through March 31st, 2023. From then on, we will track the number of full and empties that are exchanged every delivery, but you will only need to pay the difference when you terminate service. Then we would credit you for all returned empties against your running total, and we would charge \$7/bottle if you returned fewer than we “loaned” you. If you return more empties than we gave you, you will get a net credit on your last customer account and invoice.

This will simplify your invoicing immensely. It also allows you to stock up on extra bottles in spring so you don't run out as the weather heats up. We will still expect you to leave your empties out for us to recycle safely, and we will normally replace empties with full bottles on an even trade unless you specify otherwise (or if you are on a set quantity delivery plan).

3. There is a new service on our website for your convenience. With your customer email address on file and your personal password, you will be able to:
 - a. Change your next delivery instructions (skip delivery or change quantities)
 - b. Add additional products.
 - c. Review your invoice and make credit card payments.
 - d. See when your next delivery day is; print out your annual delivery schedule;
 - e. Ask a question of Customer Service by email
4. **We have maintained the pricing on cooler rentals and coffee service items, but Spring Water 5-gallon and 3-gallon water prices have gone up approximately 4%** to \$9.35 and \$8.30 respectively. Last year's +8% inflation rate has made it hard for us to hold our pricing.

Berkshire Springs

P. O. Box 279, 772 Norfolk Road, Southfield, MA 01259
Office: (413) 229-2086 CustomerService@berkshiresprings.com



We have no delivery fee, and only a \$3.00 per delivery fuel surcharge at this time.

5. **Please update the customer information sheet below** and mail it to us, or **go online to:** <https://berkshiresprings.routestar.online/portal/index.php> and update your information. This is required to keep your credit card information accurate, and to update your Service Agreement reflecting the bottle deposit changes.

Customer Information Update

1. Name (company or name if residential): _____

2. Delivery address: _____
3. Customer # if you know it: _____
4. Telephone #: () _____ - _____
5. Email address (required): _____
6. Alternate way to contact: phone or email: _____
7. If on package plan, how many bottles per month?: _____
8. If renting a cooler, please provide your type, make, and cooler serial number :

9. What number should we call to update your autopay information on file?

6. **Please also sign the attached Customer Service Agreement (or go to our website to sign it)**

Thank you in advance for taking care of these requirements for us. I am confident that you will receive a totally new service experience from our team, starting with consistent and accurate deliveries, accurate billing, and a responsive and courteous customer service staff. Covid did leave its mark on local businesses, but we are now stronger than ever, and ready for an exciting 2023 and hopefully a nice warm summer!

All my personal best!

Rhiannon McDermott
Home & Office Delivery Manager

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