



October 31, 2025

Important Updates to Your Deliveries, Statements, and Invoices

Dear Valued Customer:

In June of this year, we transitioned to a new software platform with the intention of *enhancing* your experience with our services and enabling us to continue to serve you in the most premier manner possible. Instead, we experienced just the opposite – with customer and employee experience negatively impacted.

We SINCERELY APOLOGIZE for the inconvenience that it caused and THANK YOU for the patience and grace you showed us during that time. As a result, we have made the decision to return to our previous platform and back to serving you with the highest standard of service that you have come to expect from our organization.

Going forward, here is what you can expect:

- ✓ **Statement Billing for November:** You will receive your statement in early November; your due date will return to November 18, 2025. Transactions occurring on October 31, 2025 will reflect in your future billing statement. If your monthly rental subscription occurs within the middle of the month, you will see a pro-rated billing on your statement for the period between your billing date and month end, so that we can return to having all subscriptions starting on the 1st of the month, beginning in December 2025.
- ✓ **Updated Statement Format:** The layout of your statement will look different, but the content will be the same. You MAY see a balance forward from invoices incurred prior to November 1, 2025, as well as any November monthly subscriptions and deliveries/services incurred from October 20 – October 31. Any deliveries or services performed in November will be reflected on your December statement.
- ✓ **Delivery Process:** *Your previously provided delivery date will return.* Recurring delivery dates/times will again be provided in advance, and you will again receive a 2-business-day advance notice of our upcoming arrival.
- ✓ **Updated Billing Intervals:** Statements for deliveries, service repairs, and other subscription services will be sent on the first part of each month. You will again receive the one month-end statement that you are accustomed to.

If you have any questions or concerns, or if your account details (phone, email, garage code, drop off preference, etc.) have changed in the past few months, please contact your local Sterling Water Culligan dealership. We appreciate your patience, patronage, and continued support as we make these valuable improvements.

Thank you for being a valued customer and the BEST part of Culligan | Sterling Water, Inc.

Respectfully submitted,

Your local Water Experts at Sterling Water Culligan!

Better Water Matters.