



## Important Changes to Deliveries, Statements, and Invoices

Beginning June 23, 2025, we will move to a new software platform that will enhance both our ability to serve customers, and their ability to interact with our services. As a result of this upgrade, customers will notice some differences in the format and dates of their delivery services, statements, and invoices.

Our customers can expect:

- ✓ **Early Billing for July:** For the month of July only, statements will be issued earlier than usual; due date will remain the same. Transactions occurring after June 19 will reflect in a future billing statement.
- ✓ **Updated Invoice Format:** The layout of our invoices will look different, but the content will be the same.
- ✓ **New Delivery Process:** *Previously provided delivery date will change.* Recurring delivery dates/times will now be provided 30-60 days in advance and customers will still receive a 2-business day advance notice of our upcoming arrival. Customers will be notified directly if this change will impact them for the weeks of June 23<sup>rd</sup> and June 30<sup>th</sup>.
- ✓ **Updated Billing Intervals:** Invoices for deliveries, service repairs, and other subscription services will be sent as they occur. Customers may now receive more than one invoice during a month, as opposed to the one month-end invoice they are accustomed to.

Should you have any questions or concerns, please feel free to 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.

**Better Water Matters.**