

A high-speed photograph of water splashing, creating a central column of water falling into a pool of water, with ripples and droplets visible. The entire image has a blue color cast.

**IMPORTANT
INFORMATION
ABOUT OUR SERVICE**

Thank You for Choosing Century Springs.

We appreciate the opportunity to share our great tasting spring water. The water you've chosen is special. We sell only natural spring water, unlike other companies who sell processed municipal tap water. Our spring has flowed pure for over 100 years. *You can taste the difference, naturally!*

The services we provide are equally as important as our water. We want to stand out in this era of *1-800 Customer No- service*. We have real, live people answer our phones to help when you need it. We make every effort to provide you with friendly, reliable delivery service.

Please keep this book handy for future reference and let us know what we can do for you.

Sincerely,

Jon Ove
President

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Frequent Questions

- **Products** – What products can you provide?

Spring Water – Our water comes direct from our private spring in Genesee, Wisconsin. This is a premium, natural water product, not a purified tap water. You can taste the difference!

We also produce mineral free steam distilled water and fluoridated spring water.

Product sizes include: 5 Gallon, 3 Gallon, 1 Gallon, 20oz (cases of 24)

Coolers – We rent and sell a variety of high quality water coolers used for 3 & 5 gallon bottles.

Office Coffee Service – We feature our own private roast of coffee called Café 100. Our customers say “It is office coffee that tastes like real coffee”

Filtration Systems – As an alternative to bottled water, we can provide filtration systems for a cleaner, safer and better tasting tap water.

Private Label – We can design a customized label for your business or event. Available in 16.9 or 20oz bottles.

- **Invoices & Statements** – Do you leave an invoice with each delivery?

We provide an *invoice* with each delivery. If your account has a balance due we also send a summary statement monthly. Please refer to the example billing statement on the page 7.

Cooler rentals are billed on the monthly statement only. If you need a separate invoice for your cooler rental we can include that with your statement. Just call us and we can set that up.

- **Payments** – Should I pay from the invoice or the statement?

You may pay from the invoice or the monthly statement. However, if you pay from the invoice, your payment and the statement may cross in the mail, and as a result your most recent payment may not be reflected on your statement.

Don't worry, we'll make sure your payment is applied to your account.

Our Mailing Address is:

Century Springs
PO Box 275
Genesee Depot, WI 53127

- **Credit Cards** – Do you take credit card payments?

We accept VISA, Mastercard & Discover.

There are three ways you can pay with your credit card:

- 1) We can bill you automatically each month. Call us and we'll set it up for you.
- 2) You may write your card information on the statement stub and mail back to Century Springs
- 3) You may pay over the phone with your credit card.

- **Delivery Date** – When is my next delivery?

There are four places to find your next delivery date:

- 1) Your last invoice lists your next delivery date
- 2) Your monthly statement lists your next 4 delivery dates in the bottom left corner
- 3) The delivery schedule that is left by your driver.
- 4) On WWW.CENTURYSPRINGS.COM under Customer Service/Account Information

- **Bottle Deposits** - When am I charged for bottle deposits?

We charge a \$6.00 deposit for each returnable 3 & 5 gallon bottle we deliver. These deposits are fully refundable.

On future deliveries you may have no deposits charged, be charged an additional deposit or have your deposit refunded. This depends on how many bottles are delivered and how many empty bottles we pick-up.

Examples:

1) No Deposit

6 bottles delivered 6 empties returned = Net 0
(no deposits)

2) Deposit Charged

6 bottles delivered 3 empties returned = Net 3
(3 deposits @ 6.00 each = 18.00 deposit charge)

3) Deposit Refunded

6 bottles delivered 9 empties returned = Net -3
(3 deposits refunded @ -6.00 each = 18.00 deposit refund)

- **Usage** – How much water will I need?

In our experience each adult will typically use between 1 – 1.5 five-gallon bottles per month. Remember to get extra water in the warmer months so you don't run out between deliveries.

- **Storage** – What is the proper way to store bottled water?

Bottled water should be stored in a cool (i.e., room temperature), dry environment, away from chemicals such as household cleaning products, and away from solvents such as gasoline, paint thinners, and other toxic materials. It's also best to keep it out of direct sunlight. We have several different storage solutions to help minimize the space required for your bottled water. Call or ask your route salesperson.

Fuel Surcharge - What is the diesel fuel surcharge?

The diesel fuel surcharge is designed to adjust our pricing based on the volatile pricing and extreme increases in diesel fuel costs.

We prefer to keep the fuel surcharge separate to provide us with the flexibility to decrease prices, if possible. We will continue reviewing diesel prices on the first of every month and make adjustments to the surcharge.

The following table illustrates the fuel surcharge:

Diesel Fuel Price (\$/Gallon)		
At Least	But Less Than	Surcharge
\$3.00	\$3.24	\$0.65
\$3.25	\$3.49	\$0.75
\$3.50	\$3.74	\$0.85
\$3.75	\$3.99	\$0.95
\$4.00	\$4.24	\$1.05
\$4.25	\$4.49	\$1.15
\$4.50	\$4.74	\$1.25
\$4.75	\$4.99	\$1.35

Source of fuel prices: <http://www.truckmiles.com/fuelprices.asp>

Cooler Care Information

For the highest quality and best tasting water, follow this simple process every 1 to 3 months when you change your bottle:

- Prepare a disinfecting solution by adding one tablespoon of household bleach to a gallon of water.
- Make sure the water cooler is unplugged from the electrical outlet.
- Remove the empty bottle from the dispenser.
- Always wear disposable gloves and safety goggles when using bleach.
- Use a sponge to scrub the interior surface of the water cooler reservoir with the bleach solution and let stand for at least two minutes, but no more than five minutes.
- Drain the bleach solution through the faucet into a bucket or other receptacle.
- Rinse the reservoir four times with clean tap or bottled water.
- Remove the drip tray and wash in bleach solution or mild detergent. Rinse thoroughly.
- Wash hands or use gloves before handling a fresh bottle of water.
- Wipe the top and neck of the bottle with a paper towel dipped in bleach solution.

Understanding your Monthly Statement

CENTURY SPRINGS BOTTLING CO
 PO BOX 275
 GENESEE DEPOT WI 53127-0275
 (262) 968-2112

RETURN SERVICE REQUESTED

If paying by Credit Card, please complete this section

<input type="checkbox"/> VISA <input type="checkbox"/> MASTERCARD	CARD NUMBER	AMOUNT
<input type="checkbox"/> DISCOVER	SIGNATURE	EXP. DATE
CARDHOLDER NAME (Please Print)		<input type="checkbox"/> EVERY MONTH <input type="checkbox"/> THIS INVOICE ONLY
CUSTOMER NUMBER	CUSTOMER NAME	
00		
STATEMENT DATE	DUE DATE	PAY THIS AMOUNT
12/31/2007	Upon Receipt	\$42.31

CREDIT CARD INFO

MAKE CHECKS PAYABLE TO:
 CENTURY SPRINGS BOTTLING CO

AMOUNT ENCLOSED \$

Please write your customer number on your checks



CENTURY SPRINGS BOTTLING CO
 PO BOX 275
 GENESEE DEPOT WI 53127-0275

INVOICE LINE ITEM DETAILS

BOTTLE DEPOSIT DETAILS

PREVIOUS BALANCE

▼ DETACH AND RETURN THIS PORTION WITH YOUR PAYMENT ▼

DATE	INVOICE NO	DESCRIPTION	QTY/UNIT \$	TAX	INV TOTAL	PAYMENT	BALANCE	
BALANCE FORWARD							80.71	
12/11/2007	2001446	5 GAL SPRING WATER	4 @ 6.55				106.91	
12/11/2007	2001446	FUEL SURCHARGE	1 @ 0.75				107.66	
12/11/2007	2001446	Bottles Del:4 Ret:4 Net:0					107.66	
12/11/2007	2001446	Tax		0.52			108.18	
12/11/2007	2001446	Invoice Total	27.47		27.47		108.18	
12/26/2007		Check Payment 5725 Thank You!				73.29	34.89	
12/31/2007	2003367	COLD COOLER RENTAL	1 @ 7.00				41.89	
12/31/2007	2003367	Tax		0.42			42.31	
12/31/2007	2003367	Invoice Total	7.42		7.42		42.31	
CURRENT		PAST DUE ACCOUNTS			PREVIOUS BALANCE	CHARGES(+)	PAYMENTS(-)	AMOUNT DUE
		31 - 60	61 - 90	OVER 90				
34.89		7.42	0.00	0.00	80.71	34.89	73.29	\$42.31

PAYMENT DETAIL

COOLER RENTAL CHARGES

NEXT 4 DELIVERIES

ACCOUNT SUMMARY

Upcoming deliveries:
 Fri-Jan 11
 Fri-Feb 08
 Fri-Mar 07
 Fri-Apr 04

STMT DATE	CUST NO	CUSTOMER NAME
12/31/2007	00	