

Dear Valued Customer,

Merry Christmas and Happy New Year 2019! Big Horn Water sends a big THANK YOU to all our customers this holiday season! Here's what is coming up this year...

Preventative Maintenance – On your blue calendar included in this mailing, we have added a notice for preventative services that are due in 2019. These services are highly recommended for equipment owners and required for rental equipment to prolong the life of the equipment. If you have received a notice and you are unsure why, please contact us at your convenience. We will be contacting customers regularly to schedule these jobs, but you are welcome to contact us as well.

Delivery Route Customers – Please continue to help us with delivery minimums. Our route drivers have done a great job communicating with you to meet your needs. A sticky dash calendar has been included in your mailing to help you remember. If you don't need a delivery, just let Mike, Jim, or Sam know or contact our office. We also use email to correspond with reminders for deliveries. We appreciate the communication! Also, please keep delivery areas safe and clear for drivers to avoid mishaps.

Pay Ahead Discounts – We are introducing an option to rental customers that gives a **ONE-MONTH FREE** discount if you pre-pay 1 full year of your rental equipment. This includes softeners, reverse osmosis, and coolers. *There is no refund if service is canceled or terminated within the rental term.* This option is available at any time during the year, simply contact our office to get started.

Credit Card Fees – As of January 1st, there is a 2.5% finance charge added to credit or debit card transactions of \$200 or more (*standard \$1 processing for all other transactions*). We do offer **FREE** processing on EFT debits from your checking account online through your E-statement, via phone, and automatic payment option.

Online Customer Portal – We are planning to initiate a trial of this service to see what kind of response it generates. It will allow you to login using your AcctID and a password to view and edit personal information, view payment history and make payments, as well as view your services. More info will be made available on our website and in statement messages as we get closer to onboarding.

We will update our website <https://bighornwaterwy.com> with information, products, and specials. If there are things you would like to see on the website, please submit an inquiry at the bottom of our 'Contact Us' page. You will also find a downloadable .pdf of this newsletter on our 'Info Portal' page.

From all of us at Big Horn Water, THANK YOU!

Brent & Liz Jolley – Owners
Chris Bundren – Worland Office
Mike Shipley – Worland Delivery

Craig Wagner – Bottling
Randy Smith – Riverton Office
Jim & Sam Smith – Riverton Delivery