



June 30, 2023

Dear ICS Ready Refresh customer,

The convenient Ready Refresh water delivery program offered by ICS has been hugely popular since we first offered it in 2016. We have saved our customers an average of 30% compared to deliveries from other suppliers.

ICS has been negotiating on your behalf with Ready Refresh regarding our contract pricing. As noted earlier, we suspended Ready Refresh's planned March price increase until we were able to revise the contract through next summer. We now have a new contract in place, whose pricing will be in effect from August 1, 2023, thru August 31, 2024.

On August 1, 2023, for the first time in 8 years, there will be a price increase. Our contract pricing applies to 5-gallon jugs, bottled water, cooler rental and a delivery fee. Ready Refresh is no longer offering free delivery due to the increase in fuel cost. However, ICS negotiated a lower delivery fee than other customers will pay.

Please review the info attached. You'll appreciate that even with the increase, we are able to offer you a 40% discount from list price on the large jugs, 60% on the hot-and-cold cooler rental and a 30% discount on the delivery fee.

If you order items not covered by the ICS contract, you may see price increases between now and August 31, 2024.

All deliveries made between now and July 24, 2023 will be billed at the current price. You might want to take this opportunity to order a few extra jugs and cases of water.

Thank you for being a valued ICS customer.

Sincerely,

*Theresa Cullen-Seidel*

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