



June 21st, 2018

Dear Valued Customers,

Effective July 3rd, all orders for our Petwa customers will ship directly from our Regina facility and we will be closing the Calgary facility.

A few important developments have led to this decision:

1. Freight options have improved significantly, allowing us to ship to our Alberta customers from Regina within 1 - 2 business days;
2. The move to our new facility in Regina gives us the additional warehouse space we needed to centralize production; and,
3. We have implemented a quick ship program which will result in most Petwa orders being shipped the same day they are received.

Our long-time customer service representative John Armstrong will continue to provide customer support. Since joining WaterGroup in 1997, John has built strong relationships with our customers and has developed extensive expertise in supporting our products. John has accepted the position of Petwa Customer Service Manager for Western Canada and looks forward to continuing to support you as he has done for many years. He can be reached at 1-403-250-2850.

Thank you for your continued partnership.

Sincerely,

A handwritten signature in black ink that reads "Dale Lewgood". The signature is written in a cursive, flowing style.

Dale Lewgood
E.V.P. Sales & Business Development, Canada

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