



January 4, 2009

Dear **Valued** A. O. Smith Representatives:

Ordering A. O. Smith wearables, premiums, point-of-purchase materials and other merchandise has never been easier! Check out our new merchandise store by accessing www.hotwater.com and clicking on the logo merchandise tab in the top navigation bar. We can also accommodate your custom or special order requests. Simply contact us and we can assist you with all your promotional item needs.

If you have selected merchandise to purchase and are ready to check out, you will have three options for payment. You may pay by:

- Credit card
- Electronic check
- Charging your discretionary fund account* (Reps only)

***If you elect to charge to your discretionary budget, the order will automatically be forwarded to the A. O. Smith co-op administrator for approval prior to the order being shipped. To pay using your discretionary money, you will enter your five-digit rep number in the charge code box. The "Bill To" information should be changed to reflect the following:**

A. O. Smith
Attn: Rhonda Akins
500 Tennessee Waltz Parkway
Ashland City, TN 37015

As in the past with our previous merchandise fulfillment houses, the wholesaler will have to pay 100% of the invoice either by credit card or by electronic check, then submit their invoice to the rep for 50% reimbursement (less taxes and freight charges – this is mandated by Sarbanes-Oxley legislation) via their co-op funds.

We hope you enjoy this new on-line program and know it will simplify your merchandise transactions with us! Should you have additional questions, please contact me at rakins@hotwater.com or 1.866.362.9898 extension 1478.

Sincerely,

Rhonda Akins

Rhonda Akins
Co-op Administrator