

Frequently Asked Questions About the MECO, Water Works, and Newterra Transition to Grundfos

As MECO, Water Works, and Newterra transition to **Grundfos**, we understand customers, partners, suppliers, and other stakeholders may have questions. This FAQ provides information about what this transition means and what you can expect moving forward.

This document is for both internal and external use.

What is changing?

MECO, Water Works, and Newterra are transitioning to the **Grundfos** as part of the continued integration of Grundfos' water treatment businesses. This transition brings together MECO, Water Works, Newterra, and Grundfos under a unified organization, creating a stronger platform to serve customers across a wide range of industries and applications.

Beginning in August, customers will start seeing the Grundfos brand across communications, documentation, websites, and other business materials.

Why is this transition taking place?

This transition creates an integrated water treatment organization with expanded expertise, technologies, manufacturing capabilities, and service resources. By bringing these businesses together, we can better support customers across the entire water lifecycle while providing access to a broader portfolio of solutions and technical expertise.

Will my primary contact change?

No. Your existing sales, service, project management, and support contacts will remain the same.

What is different between the United States and Canada?

The implementation is different by country:

- **United States**
The transition is primarily a branding change using **d/b/a (Doing Business As)** names. Existing legal entities remain unchanged.
- **Canada**

Newterra Ltd. has officially changed its corporate name to **Grundfos Water Treatment Canada Ltd.** This is a legal entity name change, and customers, suppliers, and partners may be asked to update their records and future business documentation accordingly.

Any differences between the United States and Canada will be clearly identified in the sections below.

Will ongoing projects be affected?

No. Existing projects, orders, service agreements, and support activities will continue as normal.

Will product offerings or services change?

No. Existing product offerings and services remain unchanged as part of this transition.

Will product quality or performance change?

No. This transition does not affect product quality, manufacturing processes, engineering standards, or performance expectations.

Will quotations, invoices, purchase orders, or other documents look different?

Yes. Customers may begin seeing the Grundfos brand and applicable Grundfos Water Treatment Americas d/b/a names appear on quotations, proposals, invoices, purchase orders, websites, marketing materials, and other business communications. These updates are part of the broader transition and will be implemented over time.

Will banking information change?

No. Changes to banking arrangements are planned unless otherwise communicated.

Will email addresses or websites change?

Yes. The Newterra and MECO websites will be consolidated into the Grundfos website over the coming months. Newterra and MECO email addresses will also transition to Grundfos email addresses as part of this process.

To ensure a seamless experience, existing website URLs and email addresses will be automatically redirected during the transition. Customers will continue to be able to access the appropriate webpages and communicate with their contacts without interruption. Any changes that may impact customers will be communicated in advance.

Will manufacturing locations change?

No immediate changes are planned to manufacturing operations or customer support locations as part of this transition.

Will physical office locations or operations change?

No. Physical locations and day-to-day operations remain unchanged as part of this transition.

Will supplier relationships change?

No. Existing supplier relationships and business processes will continue as normal unless otherwise communicated.

What benefits does this provide for customers?

Customers gain access to expanded engineering expertise, manufacturing capabilities, service resources, and water treatment technologies through the combined strengths of MECO, Water Works, Newterra, and Grundfos. The transition creates a stronger organization capable of supporting customers with broader capabilities while maintaining the trusted relationships and support they rely on today.

When will customers begin seeing the new branding?

Customers will begin seeing the Grundfos brand across communications, documentation, digital platforms, and business materials beginning in August, with implementation occurring over time.

Does this transition affect international operations outside North America?

At this stage, the transition is beginning in the United States and Canada. Similar changes for legacy MECO operations in Ireland and Singapore are expected to occur in the future.

Who should I contact if I have questions?

Please contact your usual representative. Our team remains committed to supporting you throughout this transition and beyond.

United States

What d/b/a names will be used in the U.S.?

The following d/b/a names will be used:

- **newterra, Inc.** will do business as **Grundfos Water Treatment USA**
- **Mechanical Equipment Company (MECO), Inc.** will do business as **Grundfos Water Treatment USA-South**
- **Meco Pure Water, Inc.** will do business as **Grundfos Water Treatment USA-West**
- **Meco Pure Water, Inc.** will also continue to do business as **Water Works**

Are the legal entities changing in the U.S.?

No. The legal entities are not changing. The d/b/a registrations are being used for branding and market alignment purposes only.

Will tax identification numbers change in the U.S.?

No. Tax registration numbers remain unchanged unless otherwise communicated.

Do customers need to update vendor records in the U.S.?

No. Existing legal entities, tax IDs, contracts, and business processes remain unchanged.

Does this transition affect validation documentation, quality systems, or regulatory compliance support in the U.S.?

No. This transition does not impact validation of documentation, quality management systems, supplier qualification support, regulatory compliance support, or any product certifications. Customers operating in regulated environments can continue to rely on the same quality standards and support they receive today.

Will invoicing, billing, purchasing, or payment processes change in the U.S.?

No. Existing purchasing, invoicing, billing, and payment processes remain unchanged.

Will current contracts, agreements, warranties, or service agreements remain valid in the U.S.?

Existing contracts, agreements, warranties, and service commitments remain unchanged.

Canada

Do customers, suppliers, or partners in Canada need to update their records?

Yes. Because the company name has changed from **Newterra Ltd.** to **Grundfos Water Treatment Canada Ltd.**, customers, suppliers, and partners should update their records and future business documentation. As part of the rebranding transition, our Canadian entity will operate under the d/b/a (doing business as) name Newterra while the transition is underway.

What updates are required for customers and suppliers in Canada?

Because Newterra Ltd. has legally changed its name to Grundfos Water Treatment Canada Ltd., customers and suppliers should update their records, vendor files, procurement systems, ERP systems, approved supplier lists, and future business documentation to reflect the new company name. Existing business relationships, contracts, products, services, and contacts remain unchanged.

Will invoicing, billing, purchasing, or payment processes change in Canada?

Existing business processes remain unchanged unless otherwise communicated.

Will current contracts, agreements, warranties, or service agreements remain valid in the Canada?

All existing agreements entered under the name **Newterra Ltd.** remain in full force and effect and will be assumed by **Grundfos Water Treatment Canada Ltd.**