

Thank you,
Kelly Lindell
Direct Line: 972-548-4693

From: CORP-johnsoncontrolsupdates <johnsoncontrolsupdates@jci.com>
Sent: Friday, October 10, 2025 12:17 AM
To: Accounts Payable <accountspayable@co.collin.tx.us>
Subject: We are Making a Change to Your HVAC U.S. Johnson Controls Account (First Notification)

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October 10, 2025

COLLIN COUNTY AUDITORS OFFICE
2300 BLOOMDALE RD SUITE 3160

MCKINNEY, TX 75071

We are Making a Change to Your HVAC U.S. Johnson Controls Account (First Notification)

Dear Accounts Payable,

Thank you for your continued business with Johnson Controls. We want to inform you about upcoming changes regarding your U.S. HVAC Johnson Controls account that will take effect in January 2026. This is advanced notice to make you aware of what will be changing and the required actions. No immediate actions are needed now.

What is changing?

EFFECTIVE EARLY JANUARY 2026, your HVAC U.S. account is transitioning from Johnson Controls, Inc. to Johnson Controls Building Solutions, LLC. Rest assured this change will have no impact on our ability to perform for our customers -- both Johnson Controls, Inc. and Johnson Controls Building Solutions, LLC, are part of the overall Johnson Controls family.

What is remaining the same?

There will be no interruption to your service. Your sales representative as well as your service and installation team remain the same.

- Your contact information for sales, service and billing inquiries remains the same.
- Johnson Controls Building Solutions, LLC, has all required registrations, licenses and insurance coverage.
- We will perform the same work and services, under the same terms as in our current contract(s) with you.
- If you do business with Johnson Controls Fire Protection, LP, and/or Johnson Controls Security Solutions, LLC, please continue to interact with those company entities as you do today. The noted change is only for the business you do with Johnson Controls, Inc.

What You Need to Do

No immediate actions are needed now. This is only a courtesy advance notice of upcoming changes. Due to this change, certain updates will be required in January 2026, including:

- Adding Johnson Controls Building Solutions, LLC, to your vendor list.
- Facilitating transfer of your contract/service agreement from Johnson Controls, Inc. to Johnson Controls Building Solutions, LLC, as of the transition date.
- Updating the remit to bank and address where you submit payments for your HVAC U.S. solutions.
- After the transition date, invoices will be issued through Johnson Controls Building Solutions, LLC.

We will reach out with detailed instructions and the appropriate documents closer to the change date to help you make the needed updates.

We look forward to continuing to serve you with the high level of service you've come to expect. If you have any questions or foresee any impediments, please contact your sales representative well in advance of January 2026. Thank you again for your business.

Johnson Controls Account Management Team

The power behind **your mission**