

### The Competition

- For your chance to win you must be an Eligible Entrant, be invited to complete the Survey and complete the Survey between Monday, 28 June 2021 and Friday, 31 December 2021 (the Competition Period) and nominate to enter the competition to be entered into the draw (Eligible Entry).
- The customer satisfaction survey prize draw (the Competition) is being conducted by Central SEQ Distributor-Retailer Authority, trading as Urban Utilities (ABN 86 673 835 011) (Urban Utilities) of Level 2, 15 Green Square Close, Fortitude Valley, Queensland, 4006.
- The Competition commences at 5am Australian Eastern Daylight Time (AEDT) on Monday, 28 June 2021 and closes at 11:59pm (AEDT) on Friday, 31 December 2021 (the Competition Period).
- Eligible Entrants who make an Eligible Entry will automatically be entered into the Competition to win one (1) Prize per Project Draw.
- The Competition and these Terms and Conditions (the Terms) will be governed by the laws of Queensland.

### Entry

- Entry to the Competition is free. Entrants will be responsible for all costs associated with entering the Competition.
- Entry to the Competition is taken to be acceptance of these Terms.

Who may enter?

The following persons are eligible to enter the Competition (Eligible Entrants):

- Entry to the Competition is via completion of the Survey by:
  - Ordinary residents of the local area where the Project was undertaken; and
  - Australian residents;
  - who are aged 18 years and over.

The following persons are ineligible to enter the Competition:

- employees of Urban Utilities and other agencies, firms or companies associated with the Competition, including suppliers of the Prize;
- a spouse, de-facto spouse, parent, guardian, child or sibling of a person mentioned above;

How to enter To enter the Competition, during the Competition Period Eligible Entrants must:

- Be invited by Urban Utilities (or its agents) to complete the Survey;
- Complete the Survey; and
- Elect to enter this Competition, including acceptance of the terms and conditions of this Competition (Eligible Entry).

Only **one** (1) entry per customer per Project will be entered into the Competition during the Competition Period.

Urban Utilities reserves the right to disqualify an Eligible Entrant in the event of non-compliance with these Terms (as determined by Urban Utilities in its sole and absolute discretion).

By entering the Competition, the Eligible Entrant agrees to receive communications from Urban Utilities in relation to the Competition and goods and services provided by Urban Utilities.

### Prize Draw

- All Eligible Entrants with an Eligible Entry who comply with these Terms will be eligible to win one (1) \$50 gift card (the Prize).
- A computerised draw for the Prize will take place at 12.00pm (AEDT) on Wednesday 2 December 2020.
- There will be one (1) Prize for each Urban Utilities' Project Draw (the Prize Draw).
- Urban Utilities' decision on all matters in relation to the Competition is final and binding.
- The Prize winners will be notified by phone, in writing and/or by email, no later than one week after Prize Draw.
- The Prize winner's details may be published on [www.urbanutilities.com.au](http://www.urbanutilities.com.au) and in the next available issue of Pipeline.
- The Prize is not transferable and cannot be exchanged for cash.
- All other costs associated with the Prize are the responsibility of each individual Prize winner.
- Urban Utilities accepts no responsibility for any variation in the value of the Prize, or for any tax liabilities that may arise from winning the Prize.
- In the event that Urban Utilities is unable to provide the Prize, it reserves the right to provide an alternative prize of the same or greater value. No liability
- Urban Utilities will not be liable for any loss or damage whatsoever or howsoever caused as a result of entering this Competition or accepting the Prize.
- Urban Utilities will not be responsible for the failure of any of its systems which leads to an entry into the Competition being invalid or not being received by it.
- Urban Utilities reserves the right to modify, suspend, terminate or cancel this Competition at any time, for any reason whatsoever, in its absolute discretion.
- Any personal information received for the purposes of entering the Competition will be dealt with by Urban Utilities in accordance with Urban Utilities' Information Privacy Policy and the Information Privacy Act 2009 (Qld).
- Urban Utilities reserves it right to change or modify these Terms at any time, for any purpose.

### No liability

- Urban Utilities will not be liable for any loss or damage whatsoever or howsoever caused as a result of entering this Competition or accepting the Prize.
- Urban Utilities will not be responsible for the failure of any of its systems which leads to an entry into the Competition being invalid or not being received by it.
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