

# Smart Meter Prize Draw

## Full Terms and Conditions

1. This Promotion is open to residents of the United Kingdom aged 18 or over who are Utility Warehouse customers, excluding employees of the Promoter, its agents and anyone professionally associated with this Promotion.
2. To enter this Promotion, you must be a Utility Warehouse customer using Utility Warehouse Energy services and must be eligible for a Smart Meter installation by Utility Warehouse. If your Utility Warehouse account is in arrears on the date at which your bill credit is due to be paid, you will not be eligible to enter this Promotion or win the Prize.
3. No purchase necessary; however, you must be a Utility Warehouse customer and you need to book an appointment for a Smart Meter Installation through Utility Warehouse within the Promotion Period.
4. **Promotion Period:** Enter between 08.00 BST on the 19<sup>th</sup> May 2020 and 23.59 BST on the 17<sup>th</sup> July 2020 inclusive.
5. **To Enter:** New and existing eligible Utility Warehouse customers need to book or reschedule an appointment, or keep a deemed appointment for a Smart Meter Installation through Utility Warehouse within the Promotion Period and by the date specified in the email/letter they received from Utility Warehouse, in order to be entered into the Prize Draw.
6. Maximum of 1 entry is permitted per person during the Promotion Period.
7. **The Prizes:**
  - a) **Main Prize:** 1 Main Prize Winner will win one years' worth of energy (capped at £1,500 in total) credited to their monthly bill for a period of 12 months after the installation date.
  - b) **Runner Up Prizes:** 29 Runner Up Winners will each win one month's worth of energy (capped at £115 each.) credited to their next monthly bill after the installation date.
8. **Further Prize & Entry Details and Conditions:**
  - a. To receive their Prize, winners must have had their smart meter installed and fully running within 180 days (6 months) of the date on which they contacted Utility Warehouse to make their booking.
  - b. If, once an appointment has been conducted, a Smart Meter cannot be fitted at an entrant's property as a result of, but not limited to, location, connectivity or installation issues, then that entrant will not be eligible to enter the Promotion.
  - c. Both the Main Prize Winner and all 29 Runner Up Winners will receive their Prize via credit off their next Energy bill following the completed installation of the smart meter by Utility Warehouse.
  - d. If a winners' Energy bill has exceeded either £1,500 over the whole year for the Main Prize Winner or £115 for the month for the Runner Up Winners, the winner will need to pay the remaining balance. If a winners' energy bill has not exceeded these figures, the remaining balance will not roll over into the next month's bills.
9. **Winner Selection:** 1 Main Prize Winner and 29 Runner Up Prize Winners will be randomly selected from all valid entries received during the Promotion Period. The prize draw will be conducted by PromoVeritas, an independent promotional verification service, within 3 working days of the end of the Promotion Period.

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10. **Winner Notification:** Each winner will be contacted via the email address and/or phone number associated with their Utility Warehouse account within 7 working days of Winner Selection and will be required to respond to confirm eligibility and acceptance of the Prize, within 14 days of initial contact. In the event that a winner does not respond to the initial contact within 14 days, the Promoter reserves the right to disqualify that winner. If a winner is disqualified, the Promoter reserves the right to award the prize to a reserve selected in the same manner. Reserve winners may have less time to respond.
  11. In the unlikely event that a winner doesn't receive their Prize within 28 days of their bill being received, winners will have a further 28 days to inform the Promoter by visiting <https://uw.co.uk/contact>. In the event that a winner does not inform the Promoter within this time frame, the Promoter will reserve the right to not reissue the prize or limit its value at their sole discretion.
  12. Provided no objection is received, if you are a winner, your surname and county of residence will be made available by the Promoter by sending a self-addressed envelope to "Smart Meter Prize Draw, Marketing, Utility Warehouse, Ltd, 508 Edgware Road, The Hyde, London, NW9 5AB" one month after the close of the Promotion, for a period of 8 weeks. You can object to your surname or county of residence being published or request for the amount of information being published to be reduced during Winner Notification. Without prejudice, the Promoter will provide this information to the Advertising Standards Authority on reasonable request.
  13. The Prizes are not transferable or exchangeable and cannot be redeemed for monetary value or for any other form of compensation. If for any reason any element of a Prize is not available, the Promoter reserves the right, at its sole discretion to substitute another prize for it, of equal or greater value.
  14. In the event that the Promotion is not capable of running as planned for reasons including but not limited to tampering, unauthorised intervention, fraud, dishonesty, technical failures, or any other causes beyond the control of the Promoter which corrupt or affect the administration, security, fairness, integrity or proper conduct of this Promotion, the Promoter reserves the right to disqualify any individual who tampers with the entry process or does not comply with these Terms & Conditions and to cancel, modify or suspend the Promotion or invalidate any affected entries.
  15. No responsibility can be taken for entries which are lost, delayed, corrupted, damaged, misdirected or incomplete or which cannot be delivered for any technical, delivery or other reason. Proof of sending will not be accepted as proof of receipt. The Promoter does not guarantee continuous or secure access to the Utility Warehouse webpage.
  16. The Promoter will not be liable for any failure to comply with its obligations or any delay in performing its obligations within these terms and conditions If an act, omission, event or circumstance occurs caused by (but not limited to) global or regional health crises, weather conditions, fire, flood, strike, hurricane, industrial dispute, war, terrorist activity, hostilities, political unrest, riots, civil commotion, epidemic, pandemic, famine, plague or other natural calamities and acts of God or any other circumstances beyond the reasonable control of the Promoter.
  17. The Promoter together with any associated agencies and companies will not be liable for any loss (including, without limitation, indirect, special or consequential loss or loss of profits), expense or damage which is suffered or sustained (whether or not arising from any person's negligence) in connection with this Promotion or accepting or using a Prize, except for any liability which cannot be excluded by law. Nothing will exclude the Promoter's liability for death or personal injury as a result of its negligence.
  18. An entry must be made directly by the individual entering the Promotion. Bulk entries from trade, consumer groups or third parties will not be accepted. Incomplete or illegible entries
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and entries submitted by macros or other automated means together with entries which do not satisfy the requirements of these Terms & Conditions in full will be disqualified and will be not be counted. If it becomes apparent that an entrant is using a computer(s) to circumvent this condition by, for example, the use of 'script', 'brute force', masking their identity by manipulating IP addresses, using identities other than their own or any other automated means in order to increase that entrant's entries into the Promotion in a way that is not consistent with the rules of the Promotion, that entrant's entries will be disqualified and any prize awarded will be void.

19. The Promoter will not be liable for any failure to comply with its obligations or any delay in performing its obligations within these terms and conditions If an act, omission, event or circumstance occurs caused by (but not limited to) global or regional health crises, weather conditions, fire, flood, strike, hurricane, industrial dispute, war, terrorist activity, hostilities, political unrest, riots, civil commotion, epidemic, pandemic, famine, plague or other natural calamities and acts of God, or any other circumstances beyond the reasonable control of the Promoter.
20. The Promoter may refuse to award a Prize in the event of any entrant's fraud, dishonesty, breach or non-entitlement under these Terms & Conditions or seek recovery of its value if the Prizes have been awarded.
21. Any and all personal data supplied for the running of this Promotion will be used solely for the purpose of this Promotion by the Promoter and/or by any agent appointed by it to assist with running the Promotion on behalf of the Promoter and will not be disclosed to a third party for any other purpose unless your positive consent has been obtained. Your personal data will be handled in accordance with the Promoter's privacy policy, available at: <https://uw.co.uk/legal/privacy>.
22. If any provisions of these Terms & Conditions are judged to be invalid, illegal or unenforceable, this will not affect or impact the continuation in full force and effect the remainder of the provisions.
23. By entering this Promotion, you will be deemed to have agreed to be bound by these Terms & Conditions.
24. In the event of a discrepancy between these Terms & Conditions and the details in any promotional material, the details in the Terms & Conditions will prevail.
25. These Terms & Conditions are governed by English law and their interpretation and application will be subject to the exclusive jurisdiction of the courts of England and Wales.

**Promoter:** Utility Warehouse Ltd, 508 Edgware Road, The Hyde, London, NW9 5AB.

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