



Official Rules for the 2024-5 Survey Contest

Enter for a chance to win one (1) of five (5) prizes of a \$100 Amazon gift card

Complete EPCOR's customer service survey by January 7, 2025 and you'll be entered into a draw to win one (1) \$100 Amazon gift card to.

- Review of all contest submissions is a manual process that will happen once the contest period has closed.
- The winner(s) will be selected by a random draw and must correctly answer a skill-testing question.
- The winner(s) must complete the customer survey by January 7, 2025 to be eligible.
- Entries are limited to one (1) per participant.
- Odds of winning are contingent upon the number of eligible entries received each week.
- EPCOR will award five (5) prizes of a \$100 Amazon gift card.
- No purchase is necessary to enter.
- Eligible participants must be 18 years or older and be a resident of Canada, except Québec.
- The selected winner(s) may be announced on EPCOR's social media pages.

All information collected for this contest will be used for the purposes of the contest and for no other purpose.

1. General

(a) By participating in this promotional contest (the “**Contest**”), each participant unconditionally accepts and agrees to (i) the terms and conditions set out in these Official Rules, and (ii) the decisions of EPCOR Utilities Inc. (“**EPCOR**”), which decisions will be final and binding.

(b) EPCOR, in its sole discretion, reserves the right to disqualify any person it finds to be in violation of the Contest’s Official Rules the “**Official Rules**”).

2. Contest Period

The Contest period starts at 08:00 EST on December 17, 2024 and closes at 11:00:00 EST on January 17, 2025 (the “**Contest Period**”).

3. Entry

(a) A valid entry consists of participants completing the customer survey by January 7, 2025 and according to these Official Rules to be eligible.

(b) Review of all submissions is a manual process that will be conducted in EPCOR’s sole discretion, once the Contest Period has closed.

(c) EPCOR will determine, in its sole discretion but acting reasonably, whether a submission meets the requirements for entry and will be considered a valid entry. If an infringement of any other person’s rights by a participant has occurred or is suspected by EPCOR acting reasonably, the participant may, at EPCOR’s option, no longer be eligible for entry. If plagiarism, ghostwriting, or an infringement of any other person’s rights by a participant has occurred or is suspected by EPCOR, acting reasonably, the participant may, at EPCOR’s option, no longer be eligible for entry.

(d) An entry will be disqualified if it: (i) provides information that is incomplete or inaccurate, or (ii) fails to comply with or is determined to be or involves, in EPCOR’s sole discretion, an attempt to circumvent the terms and conditions of these Official Rules.

(e) Entries will be limited to one (1) per participant. There is no limit to the number of participants. If one (1) person submits multiple submissions, then such submissions will be considered one (1) entry.

(g) EPCOR does not accept Contest entries by phone, fax, courier, or email, or any direct/private messages via social media. If a participant, in EPCOR’s sole discretion, is found to be participating in an attempt to hijack or influence the Contest (for example, participating in collaboration with other parties) such participant will be ineligible, and such participant’s entries will be judged void.

4. Eligibility

To be eligible to participate in this Contest, a participant must be:

(a) A resident of Canada, but excluding residents of Québec;

- (b) At least eighteen (18) years of age;
- (c) An individual (not a corporation, municipality, partnership, society, or other non-natural entity); and
- (e) In compliance with these Official Rules.

5. Prizes

- (a) EPCOR will award five (5) prizes of a \$100 Amazon gift card (the **"Prize"**).
- (b) Odds of winning depend on the number of eligible entries.
- (c) The Prize will be administered only by EPCOR in accordance with these Official Rules, and if these Official Rules are deficient, ambiguous, vague, or contradictory, EPCOR will determine such matter in its own discretion. If, in the sole opinion of EPCOR, the prize may not be granted for an unexpected reason or some reason outside the control of EPCOR, EPCOR will have the right, but not the obligation, to substitute the Prize with something else which may differ in value to the Prize.
- (d) The Prize must be accepted as offered in these Official Rules, or will otherwise be forfeited by the winner. If forfeited, EPCOR will not be required to compensate the winner in any other way, and will in no way be liable to the winner. If the Prize is forfeited by a selected participant, EPCOR will re-select a winner in the same manner the first entry was selected, and so on in the event of forfeit until a participant accepts the Prize. Unless otherwise stated in these Official Rules, the winner will not be entitled to cash or any other compensation in lieu of the Prize.

6. Prize Winner

- (a) EPCOR will endeavour to select the winner(s) as soon as possible at the end of the Contest Period, however, the volume of entries, and potential difficulty in contacting a winner, may delay the selection. Selection will be by random selection using a random number generator computer program that will pull from all eligible entries.
- (b) Once selected, EPCOR will contact the participant identified and associated with the selected entry by their email address or phone number. Only three (3) attempts will be made, over a three (3) day period, with the first attempt made immediately after the selection is made. If direct contact is not made with the selected participant for any reason within seventy-two (72) hours of the first attempt, if the selected participant is contacted but EPCOR is subsequently unable to re-contact the selected participant to complete Prize administration, or if the selected participant is unwilling or unable to comply with these Official Rules, all in EPCOR's opinion and discretion, they will thereby forfeit the Prize with no further recourse against EPCOR, and another participant's entry will be selected in the same manner the first entry was selected, and so on until a winner is contacted.
- (c) Once contacted, the selected participant will be required to provide any additional information needed pertaining to the Contest and the Prize. Details include but are not limited to, contact information and eligibility validation (including birthdate). EPCOR may require the selected

participant to engage in a telephone conversation through which the selected participant will be asked for such information. Each participant represents and agrees that they will provide accurate and truthful information to EPCOR, and agrees that EPCOR may use means it deems necessary to confirm information provided.

(d) Upon EPCOR's verification that the selected participant is in compliance with all of the Official Rules, the selected participant will be declared a winner. If, for any reason, the selected participant is in breach of these Official Rules or is ineligible, the selected participant will not be entitled to the Prize.

(e) The winner may be announced on EPCOR's social media page(s).

(f) The winner may refuse the Prize, in which case EPCOR will not be required to award the Prize to that winner.

(g) The selected participant must correctly answer, unaided, a mathematical skill-testing question or the individual will no longer be eligible for the Prize, and the Prize will be forfeited.

(h) The selected participant will be required to complete, sign and return a "Declaration Consent and Release Form" to confirm eligibility and in which they assume all risks associated with acceptance and use of the Prize. These forms must be returned, properly executed, within five (5) days of notification of the winner, otherwise the participant will not be entitled to the Prize.

(i) The Prize will be delivered to the winner's email as soon as practicable, in EPCOR's discretion, after contacting the winner.

7. Liability Limitation

Each participant agrees that EPCOR shall not be liable to any participant or guest or their heirs for property damage, injury or death, or any other loss that may arise: (i) as a result of, whether wholly or partially, any act or omission of EPCOR, (ii) as a result of the acceptance, use, misuse, or malfunction of any Prize, or (iii) by reason of any other event over which EPCOR has no control. In all other circumstances, EPCOR's total maximum liability to any participant shall be equal to the approximate value of the Prize set out in these Official Rules divided by the total number of eligible entries received. EPCOR will not be responsible for the failure, malfunction, or unsuitability for any purpose of any Prize, and winners must contact Prize manufacturers directly regarding any such claims or product warranty matters.

8. Indemnity

Each participant hereby agrees to indemnify and hold harmless EPCOR and its directors, officers and employees from any and all claims, demands and liability for any injury, loss or damage of any kind to any person or persons, including death, property damage, and the infringement of any intellectual property rights, resulting in whole or in part, directly or indirectly, from such participant's acceptance, possession, use or misuse of the Prize or any part of the Prize, the creation or submission of a Contest entry, participation in the Contest, or participation in any Prize-related activity.

9. Disclaimer of Warranty

Except as otherwise set out in these Official Rules, EPCOR makes no warranty, guarantee or representation of any kind concerning the Prize and disclaims any implied warranty.

10. Contest Irregularities

EPCOR is not responsible for late, lost, incomplete, irregular, or misdirected entries, or for any computer, online, telephone or technical malfunctions or human errors that may occur. If, for any reason, the Contest is not capable of running as planned, or more Prizes are awarded than planned, including due to a computer virus, bugs, tampering, unauthorized intervention or technical failures of any sort, EPCOR may cancel, terminate, modify or suspend the Contest. Each participant further agrees to release EPCOR from any liability resulting from, or related to, participation in the Contest or the awarding or use of any Prize. EPCOR reserves the right to terminate or withdraw this Contest at any time.

11. Publicity

Except where prohibited by law or regulation, by submitting an entry and accepting the Prize, the winner grants EPCOR (and its nominees) a perpetual, worldwide, royalty-free license to use their name, photograph, video, voice, likeness and the whole or any part of any statement or statements he/she has made or makes concerning the Contest or the Prize, for EPCOR (and its nominees) to use in connection with any publicity, promotion or advertising of any nature, whether or not related to the Prize or Contest and the participant hereby consents to such use without further notice, consent, approval or compensation. Each winner agrees to make themselves reasonably available for an opportunity to have photographs taken of them. Each winner also agrees that EPCOR may publish their name, city and province of residence as being the winner of the Contest.

For information about EPCOR's (and EPCOR's) privacy practices, read EPCOR's Privacy Policy: <http://epcorweb/about/PoliciesCanada/PrivacyPolicy.pdf#search=Privacy%20Policy>.

12. Taxes

The winner is responsible for reporting any taxable benefits in connection with the Contest to all applicable governmental authorities. Any taxes relating to the acceptance or use of the Prize are the sole responsibility of the winner.

13. Changes to the Contest

EPCOR reserves the right to change the terms of this Contest and these Official Rules, and suspend or cancel it, at any time, for any reason, without liability on the part of EPCOR, and without prior notice.

14. Entries

All entries become the property of EPCOR. The receipt of any entry will not be acknowledged and no entry will be returned. Each participant represents that they own or have rights to all intellectual property in any Contest entry material, and any and all such intellectual property rights associated with any entry, including copyright, patent, or trademark, including moral rights, are, upon submission of the entry by a participant, transferred and assigned to EPCOR.

15. Governing Law

A prospective participant may not participate in the Contest where it is prohibited. The interpretation of these Official Rules and all matters relating to the rights and obligations as between any participant and EPCOR in connection with the Contest shall be governed by, construed and interpreted in accordance with the laws of Ontario, without giving effect to any choice of law or conflict of laws rules or provisions. Each of EPCOR and all participants hereby agree to attorn to the jurisdiction of the courts of Ontario, sitting in the City of Collingwood (and all courts of appeal therefrom), in respect of the determination of any matter, issue or dispute arising in relation to these Official Rules, the Contest or the acceptance or use of the Prize and agree that any such determination shall be sought solely and exclusively before such courts.

16. Discrepancy with Other Material

If there is a discrepancy or inconsistency between the terms and conditions of these Official Rules and any other material relating to the Contest, these Official Rules shall prevail, govern and control. In the case of a discrepancy or inconsistency between these Official Rules and any Declaration Consent and Release Form which may be used for this Contest, both will apply to the extent possible, but these Official Rules shall prevail, govern and control.

17. Third Party Trademarks

The names of any individual, group, company, product or service mentioned herein or on the Contest website, and any corresponding likeness, logo or image thereof, have been used for identification purposes only and may be the copyrighted properties and trademark of their respective owners. The mention of any individual, group, company or sponsor, or the inclusion of a product or service as a Prize or on the Contest website, does not imply any association with or endorsement of such individual, group, company or sponsor or the manufacturer or distributor of such product or service or the product or service itself and, except as otherwise indicated, no association or endorsement is intended or should be inferred and EPCOR makes no representation or warranty about them and specifically disclaims any which may otherwise arise under law.

18. Declaration Consent and Release Form

The selected participant will be required to complete, sign and return a "Declaration Consent and Release Form" to confirm eligibility and in which they assume all risks associated with acceptance and use of the Prize. These forms must be returned, properly executed, within five (5) days of notification of the winner, otherwise the participant will not be entitled to the Prize. Upon receipt of the properly executed forms and EPCOR's verification that the selected participant is in compliance with all of these Official Rules, the selected participant will be declared the a winner. Otherwise the participant will not be entitled to the Prize.

These Contest Rules are effective as of 08:00:00 EST on December 17, 2024.