

# 2009 July Billing Payment Competition

## TERMS & CONDITIONS

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1. Competition commences at 8am on 1 July 2009 and closes at midnight on 31 July 2009.
2. To be eligible, customers<sup>1</sup> must:
  - ◇ At the time of entry, be 18 years of age or over.
  - ◇ Have paid a Water Corporation residential property<sup>2</sup> account.
  - ◇ Have paid their 2009/2010 Annual Service Charges and/or chosen a payment option ONE, TWO or THREE<sup>3</sup> as shown on their Annual Service Charges account before the competition closes.
  - ◇ Occupy the residential property and have responsibility for the payment of the residential property account.
3. Customers can choose not to participate in the competition or prize draw by advising the Water Corporation prior to the draw (Call Centre 13 13 85).
4. Prize winners:
  - ◇ Will be selected from the Water Corporation's Customer Service Information System using random selection software.
  - ◇ Will be notified by mail. No proxies will be accepted and proof of identity, to the satisfaction of the Water Corporation, will be required if requested.
  - ◇ Shall agree to participate in publicity or advertising as requested, and their participation shall be at no cost or expense to the Water Corporation.
  - ◇ Shall agree to have their name published by the Water Corporation in both internal and external publications as required.
5. Prize/s:
  - ◇ Values are in Australian dollars.
  - ◇ Are not negotiable or redeemable for cash.
6. First prize is a Waterwise Garden Makeover by the Garden Gurus valued at \$10,000 (inclusive of GST) and 20 prizes of the Garden Gurus travel series Explore DVD box sets valued at \$32.95 each:
  - ◇ The winner will be drawn by 28 August 2009<sup>4</sup>;
  - ◇ Prize must be redeemed by 31 May 2010
7. The prize must be taken as supplied and cannot be varied, extended, exchanged, or redeemed for cash.

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<sup>1</sup> Customer - is the person/s recorded on the Water Corporation's Customer Service Information System for bill delivery at the time of the draw.

<sup>2</sup> Residential- is the property type as recorded on the Water Corporation's Customer Service Information System at the time of the draw.

<sup>3</sup> Option 2 by default is excluded from the draw. Option 2 by default is given to customers who do not choose an option by 31 July.

<sup>4</sup> As per lottery permit – within 1 month of competition closing date.

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8. The prize may be transferred/gifted provided the recipients also meet the competition criteria (see No. 2 in terms and conditions).
  9. The Water Corporation's decision is final and no correspondence will be entered into.
  10. Employees <sup>5</sup> (including contract and agency staff) of the Water Corporation and their immediate families <sup>6</sup> are not eligible to enter or to win any prize offered in this promotion.
  11. The Water Corporation shall not be liable for any loss or damage whatsoever (including but not limited to direct and consequential loss), or for any personal injury suffered or sustained, as a result of using any of the prizes.
  12. The Water Corporation cannot alter these Terms & Conditions once the competition has started. <sup>7</sup>
  13. Entry into this competition shall be deemed acceptance of the above Terms and Conditions.
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<sup>5</sup> *Employees, contract and agency staff includes all those recorded on the Water Corporation SAP HR database.*

<sup>6</sup> *Immediate family shall be deemed to include mother, father, son, daughter, brother, sister, husband, wife or defacto husband or wife, living at the same residential address as the employee, contract or agency staff.*

<sup>7</sup> *As per lottery permit.*

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