



Paperless Billing Competition – Residential Terms and Conditions

1. The “**Paperless Billing Competition - Residential**” (**Competition**) is a competition run by Electricity Generation and Retail Corporation trading as Synergy (ABN 58 673 830 106) of Level 23, 152-158 St Georges Terrace Perth WA 6000 (**Synergy**) on and subject to these terms and conditions. Information on how to enter and prizes form part of these terms and conditions. Submission of an entry is deemed acceptance of these terms and conditions. To the maximum extent permitted by law, Synergy’s decision is final and no correspondence will be entered into in relation to any dispute or other matter arising in relation to the Competition.
2. The Competition commences on 10 September 2024 and closes at 11:59pm (WST) on 30 September 2024 (**Competition Period**).

Eligibility

3. The Competition is only open to current Synergy residential account holders in the South West Interconnected System (**SWIS**) who are at least 18 years of age (**Eligible Entrant**) and who do not have an active paperless billing arrangement with Synergy when the Competition commences.
4. Employees of Synergy and their relatives and agents, and any related bodies, are not eligible to enter the Competition.

The Competition

5. Entry is automatic if, during the Competition Period, the Eligible Entrant signs up for Paperless Billing. An Eligible Entrant will receive one entry to the Competition.

Prize

7. Five (5) Eligible Entrants who received an entry to the Competition during the Competition Period will be selected at random in a draw conducted by a Synergy representative before 5:00pm WST on 2 October 2024 at the Synergy office at Level 23, 152-158 St Georges Terrace, Perth, WA, 6000. The prize is a \$100 (GST inc.) account credit that will be applied to each winner’s Synergy residential account (**Prize**). An Eligible Entrant can only win one Prize. The total prize pool value is \$500 (GST inc).
8. Synergy will contact each winner by 15 October 2024 via email.
9. The Prize must be taken “as offered” and cannot be varied, extended, transferred, exchanged or redeemed as an upfront credit.
10. If the Prize is unavailable for any reason, Synergy reserves the right to offer a substitute prize of equivalent value.
11. Any additional products or services not included in the Prize, but required by a winner, will need to be arranged and paid for by that winner.
12. If there is any expiry date by which the Prize must be used then Synergy will not be responsible if the Prize expires as a result of it not being used or redeemed prior to that expiry date.



General

14. All Eligible Entrants agree to participate and co-operate as required in editorial activities relating to the Competition, including but not limited to being interviewed and photographed. Each winner consents (and will procure all necessary consents) to Synergy using the Eligible Entrant's name, likeness, image and voice (including photograph, film and recording of the same) in any media for an unlimited period of time without remuneration for the purpose of promoting the Competition (including any outcome), Synergy and the products or services or both supplied by Synergy. Each winner agrees they will not, and will ensure that their companions do not, sell or otherwise provide their story and photographs to any media or other organisation without Synergy's prior consent.
15. Synergy accepts no responsibility for any late, lost, incomplete, misdirected, incorrectly submitted, delayed or ineligible entries, applications, claims or correspondence whether due to error, omission, alteration, tampering, theft, deletion, destruction, transmission, interruption, communications failure or otherwise. Synergy has no control over the postal system, internet, telecommunications networks or lines and accepts no responsibility for any problems associated with them, whether due to traffic congestion, technical malfunction or otherwise.
16. Any queries or complaints regarding the Prize and its terms of use, including any validity period within which it must be used or where it can be used, must be directed to Synergy.
17. If for any reason any aspect of the Competition is not capable of running as planned, including by reason of infection by computer virus, telecommunications networks failure, bugs tampering, unauthorised intervention, fraud, technical failures, or any cause beyond the control of Synergy which corrupts or affects the administration, security, fairness, integrity or proper conduct of the Competition, Synergy in its sole discretion may cancel, terminate, modify or suspend the Competition, or invalidate any affected entries, subject to the approval of Gaming and Wagering Commission (WA) or other relevant authorities, if and only to the extent required.
18. None of Synergy and its associated agencies and companies are liable to any winner or any other person in any way for any loss, expense, damage or injury which is suffered or sustained in connection with all or any of the promotion, the Competition or acceptance, transportation, delivery or use of the Prize, except for any liability which cannot be excluded by law, or for any loss, expense, damage or injury which is caused by or contributed to by the wilful misconduct or the negligent acts or omissions of Synergy or its associates (in which case that liability is limited to the minimum liability allowable by law).
19. Nothing in these terms and conditions excludes, restricts or modifies the rights of any person or entity as a "consumer" under the Australian Consumer Law (or any other statutory rights) to the extent the law does not allow them to be excluded, restricted or modified.
20. All entries will be the property of Synergy. The information entrants provide will be used by Synergy for the purpose of and relating to conducting the Competition and otherwise in accordance with Synergy's Privacy Policy and Collection of Information Statement (available at synergy.net.au). Without limitation, Synergy may disclose entrants' personal information to relevant suppliers, contractors and agents for or in relation to any of those purposes and to State and Territory regulatory bodies and winners' names may be published, as required, under the relevant legislation and as set out in these terms and conditions. Synergy's marketing activities are subject to the Australian Privacy Principles in the *Privacy Act 1988* (Cth).

21. Synergy may cancel, withdraw or change the duration of the Competition at any time with the prior written approval of the Gaming and Wagering Commission (WA), if and only to the extent required.
22. These terms and conditions are governed by and to be interpreted in accordance with the laws of Western Australia.