

## Synergy Perth Home Show Competition

### Terms and Conditions

1. The “**Synergy Perth Home Show Competition**” (the **Competition**) is a competition run by Electricity Generation and Retail Corporation (trading as Synergy) of Level 23, 152-158 St Georges Terrace Perth WA 6000 (ABN 58 673 830 106) (**Synergy**) and subject to these terms and conditions (**Terms**).
2. Information on how to enter and prizes form part of the Terms. Submission of an entry is deemed acceptance of the Terms. To the maximum extent permitted by law, Synergy's decisions in respect of the Competition are final and no correspondence will be entered into in relation to any dispute or other matter arising in relation to the Competition.
3. The Competition commences on Friday 20 June 2025 at 10:00am WST and closes at 5:00pm WST on Sunday 22 June 2025 (**Competition Period**).

### Eligibility

4. To be eligible to enter the Competition, you must be 18 years of age or over (if an individual) and must be, or lawfully reside at the same street address as, a person who is a named Synergy residential account holder prior to the commencement of the Competition (**Eligible Participant**).
5. Employees of Synergy, and their relatives and agents, and any related bodies, are not eligible to enter the Competition.

### The Competition

6. To enter the Competition, Eligible Participants must complete the energy efficiency quiz and submit their contact details, including their full name, street address, email address and contact number, to Synergy at the Synergy booth (E08) at the Perth Home Show held at the Perth Convention and Exhibition Centre during the Competition Period. Where an Eligible Participant is not the named Synergy residential account holder for the street address provided, they must also provide the full name of the Synergy residential account holder for that street address and confirm that they have obtained the account holder's consent to provide this information to Synergy and enter the Competition. If an Eligible Participant does not provide contact details, their entry will not be valid.
7. Each Eligible Participant may only enter the Competition once. Duplicate entries will be removed.
8. An entry is deemed to be received at the time it is received by Synergy and not at the time of transmission by the Eligible Participant.

### Prize

9. The **Prize** is **1 (one) \$100 Synergy account credit** to be applied to a Winner's Synergy bill after the Competition Period or, if the Winner is not the named Synergy residential account holder, the account credit will be applied to the Synergy account for the street address provided in the Winner's entry. An Eligible Participant can only win one Prize. There will be 3 (three) Winners in total and the total prize pool value is \$300 (excluding GST).
10. There will be 3 (three) Prizes awarded to 3 (three) selected Eligible Participants who enter the Competition (**Winner**). The Winners will be selected at random in a draw conducted by a Synergy representative before 5:00pm WST on Friday 27 June 2025 at the Synergy office at Level 23, 152-158 St Georges Terrace Perth WA 6000 (**Draw**). The Winners will be notified by phone and email following the Draw. A Winner will forfeit the Prize if the Winner does not respond within 48 hours to the notification from Synergy confirming they have won and agree to these Terms. If a Winner is not the Synergy residential account holder named in the Winner's entry, Synergy may contact the account holder to confirm their consent to the application of the Prize to their account.
11. The Prize must be taken “as offered” and cannot be varied, extended, transferred or exchanged.

12. If the Prize is unavailable for any reason, Synergy reserves the right to offer a substitute prize of equivalent value.
13. 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.
14. 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 not being used or redeemed prior to that expiry date.
15. The Prize may be subject to additional terms and conditions from the supplier of the Prize which will be notified to the Winners when the Prize is provided to each Winner.

#### *General*

16. All 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 to Synergy using the Eligible Participant'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 Synergy Perth Home Show 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, in relation to the Competition, or their acceptance of the Prize, to any media or other organisation without Synergy's prior consent (such consent not to be unreasonably withheld or delayed).
17. 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.
18. 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.
19. 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, or otherwise frustrates the conduct of the Competition, Synergy reserves the right to 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.
20. 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).
21. Nothing in these Terms 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.
22. All Competition 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](http://synergy.net.au)). Where an entrant is not the Synergy residential account holder named in the entry, Synergy may collect and use the account holder's details for the purposes of verifying that the entrant is an Eligible Participant and, in the event the Eligible Participant is the Winner, applying the Prize to the account holder's account. Without limitation, Synergy may disclose entrants' personal information to

relevant suppliers, contractors, and agents, State and Territory regulatory bodies for or in relation to any of the above purposes or purposes provided in Synergy's Privacy Policy and Collection of Information Statement. Winners' names may be published, as required, under the relevant legislation and as contemplated by these Terms. Synergy's marketing activities are subject to the Australian Privacy Principles in the Privacy Act 1988 (Cth).

23. 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.
24. These Terms are governed by and to be interpreted in accordance with the laws of Western Australia.