

## CUSTOMER VOICE FEEDBACK PANEL & COMPETITION: ELECTRICITY NORTH WEST LIMITED

### TERMS AND CONDITIONS

Below sets out the competition terms and conditions for Electricity North West Limited's Customer Voice Feedback Panel and competition to win a £150 Amazon voucher. These shall be referred to as the "Terms".

Item 1: Competition name	"Customer Voice Feedback Panel" (the "competition")
Item 2: Website	<a href="http://www.enwl.co.uk">www.enwl.co.uk</a>
Item 3: Competition start date and finishing date	<p><b><u>Draw 5</u></b></p> <p>Start Date: 15<sup>th</sup> July 2020 at 00:00</p> <p>End Date: 20<sup>th</sup> October 2020 at 23:59</p> <p><b><u>Draw 6</u></b></p> <p>Start Date 21<sup>st</sup> October 2020 at 00:00</p> <p>End Date 14<sup>th</sup> January 2021</p>
Item 4: Entrant restrictions	<p>Any entries received before the Start Date or after the End Date (for whatever reason) will be invalid.</p> <p>The competition is open to UK residents aged 18 years or over at the date of their entry.</p> <p>Employees (and their family members) of Electricity North West Limited (or any company in the same group) or any company involved in the Competition, including the Prize Provider are NOT excluded from participating in the Customer Voice Feedback panel or entering the Competition and their entries will be considered.</p> <p>In entering the competition, you confirm that you are eligible to do so and eligible to claim the prize. The promoter may require you to provide proof that you are eligible to enter the competition.</p>
Item 5: Routes of entry and costs	<p>You can enter by:</p> <ol style="list-style-type: none"><li>1) Registering free of charge on the website when registering to participate in the Customer Voice Feedback Panel via the online entry form. Registration for all prize draws will end at the following times:<ol style="list-style-type: none"><li>a. Draw 5 20<sup>th</sup> October 2020 at 23:59</li><li>b. Draw 6 14<sup>th</sup> January 2021 at 23:59</li></ol></li></ol>

	<p>2) The winner will be contacted via email or phone after the competition closes. (This is not a call-in competition)</p> <p>3) The promoter will not accept:</p> <ol style="list-style-type: none"> <li>a. Responsibility for competition entries that are lost, mislaid, damaged or delayed in transit, regardless of cause, including, for example, as a result of any postal failure, equipment failure, technical malfunction, systems, satellite, network, server, computer hardware or software failure of any kind; or</li> <li>b. Proof of posting or proof of transmission as proof of receipt of entry to the competition.</li> <li>c. By registering to participate in the Customer Voice Feedback Panel and submitting a competition entry, you are agreeing to be bound by these terms and conditions.</li> </ol>
<p>Item 6: Judging details</p>	<p>All contestants will register via the ‘Customer Voice Feedback Panel’ website page <a href="http://www.enwl.co.uk/about-us/customer-voice-feedback-panel">www.enwl.co.uk/about-us/customer-voice-feedback-panel</a></p> <p>A draw for prizes for signing-up (£150 Amazon Voucher) will be made after the sign-up end date. There will be one prize for an internal entrant and one prize for an external entrant.</p> <p>Each draw for entrants who fulfill ITEM 4 and ITEM 5 will be chosen at random in accordance with ITEM 7. Each winner will be contacted via email and provided with a date by which to respond to claim their prize. If the winner does not respond to the email or phone call by 23.59 on the specific date the prize will become invalid and a new winner will be drawn.</p> <p>In all cases if any unclaimed prize was in respect of an internal entrant the new draw will also be for an internal entrant. If any unclaimed prize was for an external entrant, the new draw will also be for an external entrant.</p> <p>Electricity North West’s decision is final.</p>
<p>Item 7: Draw details</p>	<p>The winner(s) will be chosen by electronic random draw. Electricity North West’s decision is final.</p>
<p>Item 8: Winner announcement</p>	<p>The winners will be contacted via the email or telephone number provided on the entry as soon as possible but no later than 14 days after the electronic random draw in accordance with ITEM 7.</p> <p>The winner(s) name will be available on request within one month of the closing date by sending a stamped addressed envelope to the address details listed in item 13.</p>
<p>Item 9: Prize details</p>	<p>The following prizes are available to be won as part of this Competition:</p>

	<p>1) One external winner and one internal winner will each receive a £150 Amazon Voucher for each draw competition</p> <p>The prize is not transferable, and no other cash or prize alternative is available.</p>
Item 10: Prize provider	Electricity North West (the “Prize Provider”)
Item 11: Data protection	<p>Electricity North West limited shall use and take care of any personal information you supply to it as described in its privacy policy, a copy of which can be seen here: <a href="http://www.enwl.co.uk/misc/privacy-policy/">www.enwl.co.uk/misc/privacy-policy/</a> and in accordance with data protection legislation. By entering the prize draw, you agree to the collection, retention, usage and distribution of your personal information, which shall be strictly in accordance with current UK Data protection legislation, in order to process and contact you about your Prize Draw entry.</p> <p>In registering to participate in Electricity North West Limited’s Customer Voice Feedback Panel you confirm your consent to be contacted using the contact details provided in order to provide feedback to Electricity North West Limited on various aspects of Electricity North West Limited’s business.</p> <p>Personal data may remain stored by Electricity North West after the Competition has ended but will not be used for marketing purposes other than in respect of Electricity North West Limited’s Customer Voice Feedback Panel, unless the participant has consented to receive marketing communications.</p> <p>You can unsubscribe from Electricity North West Limited’s Customer Voice Feedback Panel or any other Electricity North West Limited marketing at any time by clicking the “Unsubscribe” link in any of our emails or by emailing <a href="mailto:electricitycustomerrelations@enwl.co.uk">electricitycustomerrelations@enwl.co.uk</a></p>
Item 12: Other conditions	<p>Only entries received in accordance with these Terms will be accepted.</p> <p>Only one entry per person. Entries on behalf of another person will not be accepted.</p> <p>The promoter has a right to disqualify participants if it reasonably believes participants have breached any of the Terms.</p> <p>If there is any misunderstanding, mistake or dispute concerning the operation of the Competition, including the correctness or acceptability of any answers given by winner(s), or the operation of any technical/communications system, Electricity North West’s decision shall be final and no correspondence or discussion will be entered into on this subject.</p>

	<p>Electricity North West is not responsible for any costs associated with entering the Competition, including making phone calls or accessing the Website.</p> <p>Electricity North West reserves the right to cancel, amend, terminate or temporarily suspend this Competition if it is required to do so due to circumstances outside its reasonable control, with no liability to any entrants or third parties.</p>
Item 13: Contact details	<p>If you have any concerns about how this competition has been run, you should email: <a href="mailto:charlotte.wheatcroft@enwl.co.uk">charlotte.wheatcroft@enwl.co.uk</a> or <a href="mailto:voiceofthecustomer@enwl.co.uk">voiceofthecustomer@enwl.co.uk</a> alternatively write to: Charlotte Wheatcroft, Electricity North West Ltd. 304 Bridgewater Place, Birchwood Park, Warrington, WA3 6XG. A complaint will not be considered if it is made more than 14 days after the date the winner is announced.</p>
Item 14: Limitation of liability	<p>Insofar as is permitted by law, the Promoter, its agents or distributors will not in any circumstances be responsible or liable to compensate the winner or accept any liability for any loss, damage, personal injury or death occurring as a result of taking up the prize except where it is caused by the negligence of the Promoter, its agents or distributors or that of their employees. Your statutory rights are not affected.</p>