



Lumo Energy “Ultimate Power Draw” Promotion Terms and Conditions (as at 20 December 2021)

1. THE PROMOTION

- (1) Information on how to enter and prizes form part of these Terms and Conditions. Entry in the Lumo Energy “Ultimate Power Draw” promotion (**Promotion**) is deemed acceptance of these Terms and Conditions.
- (2) The Promotion commences at 12:01 AM (AEDT) on Monday, 20 December 2021 and closes at 11:59 PM (AEDT) on Thursday, 31 March 2022 (**Promotion Period**).
- (3) The Promotion is a game of chance.

2. PROMOTER’S DETAILS

The promoter is Lumo Energy Australia Pty Limited (ABN 69 100 528 327) of 570 Church Street, Cremorne, Victoria 3121 (**Promoter**).

3. ELIGIBILITY

- (1) Subject to **clauses 3(2) and 3(3)**, entry into the Promotion is only open to any Victorian residential customer of the Promoter who is aged eighteen (18) years or over and who is currently on, or has signed up to, a residential electricity and/or gas plan of the Promoter during the Promotion Period (**Eligible Entrant**). For the avoidance of doubt this includes any residential customer of the Promoter who signed up before or during the Promotion Period.
- (2) Any entries received by any person who is not an Eligible Entrant will be void.
- (3) Employees and their immediate families of the Promoter and their affiliates and subsidiaries are not eligible to enter.
- (4) The Promoter reserves the right to verify the validity of each entry. The Promoter reserves the right to disqualify any person for tampering with the entry process or who otherwise does not comply with these Terms and Conditions.

4. HOW TO ENTER THE PROMOTION

- (1) Each Eligible Entrant as at the relevant closing date (as set out in Schedule 1) during the Promotion Period will automatically be placed into that Prize Draw to be held in accordance with **clause 6**. An Eligible Entrant who is entered into a Prize Draw will be an “Entrant”.
- (2) Each Entrant will receive one (1) entry into a Prize Draw for every electricity and gas service to their Victorian residential supply address(es) and an additional entry for each year that the service has remained with the Promoter as at the relevant closing date during the Promotion Period. For the avoidance of doubt, Entrants will receive extra entries into a Prize Draw based on the length of time each service has been continuously active.

5. THE PRIZE

- (1) The Promoter is offering Entrants the chance to win one of four-hundred and seventeen (417) prizes:
 - (a) fifteen (15) prizes, consisting of an amount of up to AUD3000 (GST included) to be credited to an electricity supply contract with the Promoter over a period of up to twelve (12) months and any other prize(s) specified in Schedule 2 (**Monthly Prizes**);



- (b) three-hundred (300) prizes, each consisting of an amount of up to AUD500 (GST included) to be credited to an electricity supply contract with the Promoter and any other prize(s) specified in Schedule 2 (**Weekly Prizes**); and
- (c) one-hundred and two (102) prizes, each consisting of an amount of AUD200 (GST included) to be credited to an electricity supply contract with the Promoter and any other prize(s) specified in Schedule 2 (**Daily Prizes**),

for use on electricity usage and daily supply charges for a residential supply address located in Victoria, issued in accordance with the terms of **clause 7 (Prizes)**.

- (2) The total value of each Monthly Prize is up to a maximum of AUD3000 (GST included), each Weekly Prize is AUD500 (GST included), and each Daily Prize is AUD200 (GST included), in addition to the value of any other prize(s) specified in Schedule 2. The total prize pool is at least AUD215,400 (GST included).

6. PRIZE WINNERS

- (1) There will be:

- (a) one-hundred and two (102) daily prize draws (**Daily Prize Draws**);
- (b) fifteen (15) weekly prize draws (**Weekly Prize Draws**); and
- (c) three (3) monthly prize draws (**Monthly Prize Draws**),

conducted for the Promotion as set out in Schedule 1 (**Prize Draw**). Entries open for the relevant Prize Draw at 12:01 AM AEDT and close at 11:59 PM AEDT on the dates specified in Schedule 1. All draws will take place via electronic draw at 11.00 AM on the dates specified in Schedule 1 at the offices of Anisimoff Legal located at Suite 5, 210 Central Coast Highway, Erina, New South Wales 2250. Entries in each Prize Draw may be entered into subsequent Prize Draws, if the Entrant is still an Eligible Entrant.

- (2) The first:

- (a) valid entry drawn via electronic draw in each Daily Prize Draw will win the Daily Prize (**Daily Prize Winners**);
- (b) twenty (20) valid entries drawn via electronic draw in each Weekly Prize Draw will win the Weekly Prize (**Weekly Prize Winners**); and
- (c) five (5) valid entries drawn via electronic draw in each Monthly Prize Draw will win the Monthly Prize (**Monthly Prize Winners**),

(**Prize Winners**). The Promoter's decision is final and no correspondence will be entered into.

- (3) Within five (5) business days of the Prize Draw, the Promoter will notify the Prize Winners by:

- (a) email, at the email registered with the Promoter as part of their entry into this Promotion;
- (b) telephone, at the telephone number registered with the Promoter as part of their entry into this Promotion; and



- (c) publishing the Prize Winners' name on the Promoter's website at: www.lumoenergy.com.au/ultimatepowerdraw.
- (4) If a Prize Winner:
 - (a) responds on or before Monday, 2 May 2022 they will have been deemed to have accepted their Prize (**Winner's Acceptance**); or
 - (b) fails to respond on or before Monday, 2 May 2022, their Prize will be deemed unclaimed.
- (5) The Promoter may conduct such further draws as necessary for any unclaimed Prizes (subject to the approval of the relevant gaming authorities in each State). The redraw will be conducted at the offices of Anisimoff Legal at Suite 5, 210 Central Coast Highway, Erina, New South Wales at 12:00 PM AEST on Wednesday, 4 May 2022, subject to any written direction given under applicable law. Any Prize Winner(s) of an unclaimed Prize will be notified in the manner set out in **clause 6(3)**. Any further draws that may be required to allocate any Prizes that remain unclaimed following the redraw held on Wednesday, 4 May 2022 will be conducted in accordance with the instructions of the relevant state gaming authorities.

7. PRIZE DETAILS

- (1) If a Prize Winner is not an electricity customer of the Promoter at the time of their Winner's Acceptance, then in order to redeem the Prize, they must enter into an electricity supply contract with the Promoter within three (3) calendar months of their Winner's Acceptance. On each billing cycle (for up to twelve (12) calendar months following the Monthly Prize Winner becoming a customer of the Promoter), the Promoter will apply a credit to their electricity bill for each billing cycle until the value of the Prize has been exhausted, provided that the Promoter is responsible for the Prize Winner's electricity account and the Prize Winner has not transferred to a new energy retailer. If a Prize Winner's energy account has not transferred to the Promoter as at the Prize Draw, the Prize will not be credited to the Prize Winner's account until Lumo Energy becomes responsible for the Prize Winner's electricity supply. If the Promoter is not responsible for the Prize Winner's electricity account prior to the date that is three (3) calendar months after their Winner's Acceptance, that Prize Winner will forfeit their Prize and will not receive any alternative prize. If this occurs the Prize will be an unclaimed prize and will be dealt with pursuant to **clause 6(5)** (subject to the approval of the relevant state gaming authorities).
- (2) The Prize, or any unused portion of the Monthly Prize at the end of the twelve (12) calendar months under **clause 7(1)**, cannot be refunded or converted into cash and is not transferable to other persons or organisations.
- (3) It is a condition of accepting a Prize that the Prize Winner accepts the conditions applicable to the individual components of the Prize. The Prizes cannot be transferred, exchanged or redeemed for cash.
- (4) Subject to State legislation and (if required) the approval of any relevant gaming authorities, the Promoter reserves the right to substitute the Prize in whole (or any of its components), with a substitute prize of equal or greater value and the Prize Winners will be notified accordingly.

8. PRIVACY AND OTHER IMPORTANT MATTERS

- (1) By entering this Promotion, each Entrant is taken to consent to the Promoter using the Entrant's personal information to administer the Promotion and disclosing the Entrant's personal information to organisations that assist the Promoter with administering the Promotion, and to third parties as required or permitted by law. If the information requested is not provided by the Entrant, the Entrant may not participate in the Promotion. By entering into the Promotion, an Entrant who is not an existing residential customer of the Promoter, consents to the Promoter



telephoning them to discuss the Promoter's energy offers, then the Promoter will contact that Entrant within a reasonable timeframe following that consent being provided. For details about how the Promoter may use your information, and what your rights are under Australian privacy laws, please refer to the Promoter's Privacy Policy available at www.lumoenergy.com.au/privacy.

- (2) Entering this Promotion is deemed consent for the Promoter to use the Prize Winner's details, voice, image, likeness and photographs for promotional, marketing and publicity purposes on the Promoter's website or in other forms of social media or on other websites or in any other media used by the Promoter for an indefinite time without any further attribution, reference, payment or other compensation to the Prize.
- (3) Where this Promotion is communicated via Facebook and/or Instagram, an Entrant acknowledges that this Promotion is in no way sponsored, endorsed or administered by, or associated with, Facebook and/or Instagram. By entering into this Promotion an Entrant agrees to release Facebook and/or Instagram from any or all liability in relation to this Promotion. Any questions, comments or complaints regarding the Promotion should be directed to the Promoter and not Facebook and/or Instagram.

9. LIABILITY

- (1) Nothing in these Terms and Conditions limits, excludes or modifies or purports to limit, exclude or modify the statutory consumer guarantees as provided under the Australian Consumer Law (Schedule 2 to the *Competition and Consumer Act 2010* (Cth)), or similar state-based consumer protection laws (**Non-Excludable Guarantees**).
- (2) Except for any liability that cannot by law be excluded, including the Non-Excludable Guarantees, to the extent permitted by law, the Promoter and its related bodies corporate (including their respective officers, employees and agents) exclude all liability (including negligence), for any personal injury, or any loss or damage (including loss of opportunity), whether direct, indirect, special or consequential, arising in any way:
 - (a) out of the Promotion; or
 - (b) without limiting **clause 9(2)**, out of:
 - (i) any technical difficulties, any delayed email, any error, omission, interruption, deletion, defect, delay in operation or transmission, communications line failure;
 - (ii) any theft, destruction, unauthorised access or third party interference of entries under this Promotion;
 - (iii) any entry or Prize claim that is late, lost, altered, damaged or misdirected (whether or not after their receipt by the Promoter) due to any reason beyond the reasonable control of the Promoter or its related bodies corporate;
 - (iv) any tax liability incurred by a Prize Winner or Entrant; or
 - (v) use of a Prize.

10. VARIATIONS

- (1) Subject to the approval of any relevant gaming authorities (where applicable), the Promoter reserves the right at its sole discretion to modify, suspend or terminate all or part of the Promotion, or disqualify and prohibit further participation in this Promotion, in the event that



any portion of this Promotion is compromised by a virus, bugs, non-authorized human intervention, hackers or other causes beyond the reasonable control of the Promoter which, in the sole opinion of the Promoter, corrupts or impairs the administration, security, fairness, or proper conduct of the Promotion.

- (2) The Promoter reserves the right to update these Terms and Conditions from time to time in its sole discretion for administrative reasons or to ensure efficient operation of the Promotion. Changes will be posted on the Promoter's website at www.lumoenergy.com.au/terms-and-conditions and at www.lumoenergy.com.au/ultimatepowerdraw.

11. GENERAL

- (1) Failure by the Promoter to enforce any one of these Terms and Conditions in any instance(s) will not give rise to any claim or right of action by any Entrant or Prize Winner or other person.
- (2) The law applicable in Victoria applies to this Promotion.



SCHEDULE 1 - PRIZE DRAW DETAILS

Prize Draw	Entries open	Entries close	Draw date	Unclaimed Prize Draw Date
Daily Draw 1	20 December 2021	20 December 2021	10 January 2022	4 May 2022
Daily Draw 2	21 December 2021	21 December 2021	10 January 2022	4 May 2022
Daily Draw 3	22 December 2021	22 December 2021	10 January 2022	4 May 2022
Daily Draw 4	23 December 2021	23 December 2021	10 January 2022	4 May 2022
Daily Draw 5	24 December 2021	24 December 2021	10 January 2022	4 May 2022
Daily Draw 6	25 December 2021	25 December 2021	10 January 2022	4 May 2022
Daily Draw 7	26 December 2021	26 December 2021	10 January 2022	4 May 2022
Weekly Draw 1	20 December 2021	26 December 2021	10 January 2022	4 May 2022
Daily Draw 8	27 December 2021	27 December 2021	10 January 2022	4 May 2022
Daily Draw 9	28 December 2021	28 December 2021	10 January 2022	4 May 2022
Daily Draw 10	29 December 2021	29 December 2021	10 January 2022	4 May 2022
Daily Draw 11	30 December 2021	30 December 2021	10 January 2022	4 May 2022
Daily Draw 12	31 December 2021	31 December 2021	10 January 2022	4 May 2022
Daily Draw 13	1 January 2022	1 January 2022	10 January 2022	4 May 2022
Daily Draw 14	2 January 2022	2 January 2022	10 January 2022	4 May 2022
Weekly Draw 2	27 December 2021	2 January 2022	10 January 2022	4 May 2022
Daily Draw 15	3 January 2022	3 January 2022	10 January 2022	4 May 2022
Daily Draw 16	4 January 2022	4 January 2022	10 January 2022	4 May 2022
Daily Draw 17	5 January 2022	5 January 2022	10 January 2022	4 May 2022
Daily Draw 18	6 January 2022	6 January 2022	10 January 2022	4 May 2022
Daily Draw 19	7 January 2022	7 January 2022	10 January 2022	4 May 2022
Daily Draw 20	8 January 2022	8 January 2022	10 January 2022	4 May 2022
Daily Draw 21	9 January 2022	9 January 2022	10 January 2022	4 May 2022
Weekly Draw 3	3 January 2022	9 January 2022	10 January 2022	4 May 2022
Daily Draw 22	10 January 2022	10 January 2022	11 January 2022	4 May 2022
Daily Draw 23	11 January 2022	11 January 2022	12 January 2022	4 May 2022
Daily Draw 24	12 January 2022	12 January 2022	13 January 2022	4 May 2022
Daily Draw 25	13 January 2022	13 January 2022	14 January 2022	4 May 2022
Daily Draw 26	14 January 2022	14 January 2022	17 January 2022	4 May 2022
Daily Draw 27	15 January 2022	15 January 2022	17 January 2022	4 May 2022
Daily Draw 28	16 January 2022	16 January 2022	17 January 2022	4 May 2022
Weekly Draw 4	10 January 2022	16 January 2022	17 January 2022	4 May 2022
Daily Draw 29	17 January 2022	17 January 2022	18 January 2022	4 May 2022
Daily Draw 30	18 January 2022	18 January 2022	19 January 2022	4 May 2022
Daily Draw 31	19 January 2022	19 January 2022	20 January 2022	4 May 2022



Daily Draw 32	20 January 2022	20 January 2022	21 January 2022	4 May 2022
Daily Draw 33	21 January 2022	21 January 2022	24 January 2022	4 May 2022
Daily Draw 34	22 January 2022	22 January 2022	24 January 2022	4 May 2022
Daily Draw 35	23 January 2022	23 January 2022	24 January 2022	4 May 2022
Weekly Draw 5	17 January 2022	23 January 2022	24 January 2022	4 May 2022
Daily Draw 36	24 January 2022	24 January 2022	25 January 2022	4 May 2022
Daily Draw 37	25 January 2022	25 January 2022	27 January 2022	4 May 2022
Daily Draw 38	26 January 2022	26 January 2022	27 January 2022	4 May 2022
Daily Draw 39	27 January 2022	27 January 2022	28 January 2022	4 May 2022
Daily Draw 40	28 January 2022	28 January 2022	31 January 2022	4 May 2022
Daily Draw 41	29 January 2022	29 January 2022	31 January 2022	4 May 2022
Daily Draw 42	30 January 2022	30 January 2022	31 January 2022	4 May 2022
Weekly Draw 6	24 January 2022	30 January 2022	31 January 2022	4 May 2022
Daily Draw 43	31 January 2022	31 January 2022	1 February 2022	4 May 2022
Monthly Draw 1	20 December 2022	31 January 2022	1 February 2022	4 May 2022
Daily Draw 44	1 February 2022	1 February 2022	2 February 2022	4 May 2022
Daily Draw 45	2 February 2022	2 February 2022	3 February 2022	4 May 2022
Daily Draw 46	3 February 2022	3 February 2022	4 February 2022	4 May 2022
Daily Draw 47	4 February 2022	4 February 2022	7 February 2022	4 May 2022
Daily Draw 48	5 February 2022	5 February 2022	7 February 2022	4 May 2022
Daily Draw 49	6 February 2022	6 February 2022	7 February 2022	4 May 2022
Weekly Draw 7	31 January 2022	6 February 2022	7 February 2022	4 May 2022
Daily Draw 50	7 February 2022	7 February 2022	8 February 2022	4 May 2022
Daily Draw 51	8 February 2022	8 February 2022	9 February 2022	4 May 2022
Daily Draw 52	9 February 2022	9 February 2022	10 February 2022	4 May 2022
Daily Draw 53	10 February 2022	10 February 2022	11 February 2022	4 May 2022
Daily Draw 54	11 February 2022	11 February 2022	14 February 2022	4 May 2022
Daily Draw 55	12 February 2022	12 February 2022	14 February 2022	4 May 2022
Daily Draw 56	13 February 2022	13 February 2022	14 February 2022	4 May 2022
Weekly Draw 8	7 February 2022	13 February 2022	14 February 2022	4 May 2022
Daily Draw 57	14 February 2022	14 February 2022	15 February 2022	4 May 2022
Daily Draw 58	15 February 2022	15 February 2022	16 February 2022	4 May 2022
Daily Draw 59	16 February 2022	16 February 2022	17 February 2022	4 May 2022
Daily Draw 60	17 February 2022	17 February 2022	18 February 2022	4 May 2022
Daily Draw 61	18 February 2022	18 February 2022	21 February 2022	4 May 2022
Daily Draw 62	19 February 2022	19 February 2022	21 February 2022	4 May 2022
Daily Draw 63	20 February 2022	20 February 2022	21 February 2022	4 May 2022
Weekly Draw 9	14 February 2022	20 February 2022	21 February 2022	4 May 2022
Daily Draw 64	21 February 2022	21 February 2022	22 February 2022	4 May 2022
Daily Draw 65	22 February 2022	22 February 2022	23 February 2022	4 May 2022



Daily Draw 66	23 February 2022	23 February 2022	24 February 2022	4 May 2022
Daily Draw 67	24 February 2022	24 February 2022	25 February 2022	4 May 2022
Daily Draw 68	25 February 2022	25 February 2022	28 February 2022	4 May 2022
Daily Draw 69	26 February 2022	26 February 2022	28 February 2022	4 May 2022
Daily Draw 70	27 February 2022	27 February 2022	28 February 2022	4 May 2022
Weekly Draw 10	21 February 2022	27 February 2022	28 February 2022	4 May 2022
Daily Draw 71	28 February 2022	28 February 2022	1 March 2022	4 May 2022
Monthly Draw 2	1 February 2022	28 February 2022	1 March 2022	4 May 2022
Daily Draw 72	1 March 2022	1 March 2022	2 March 2022	4 May 2022
Daily Draw 73	2 March 2022	2 March 2022	3 March 2022	4 May 2022
Daily Draw 74	3 March 2022	3 March 2022	4 March 2022	4 May 2022
Daily Draw 75	4 March 2022	4 March 2022	7 March 2022	4 May 2022
Daily Draw 76	5 March 2022	5 March 2022	7 March 2022	4 May 2022
Daily Draw 77	6 March 2022	6 March 2022	7 March 2022	4 May 2022
Weekly Draw 11	28 February 2022	6 March 2022	7 March 2022	4 May 2022
Daily Draw 78	7 March 2022	7 March 2022	8 March 2022	4 May 2022
Daily Draw 79	8 March 2022	8 March 2022	9 March 2022	4 May 2022
Daily Draw 80	9 March 2022	9 March 2022	10 March 2022	4 May 2022
Daily Draw 81	10 March 2022	10 March 2022	11 March 2022	4 May 2022
Daily Draw 82	11 March 2022	11 March 2022	14 March 2022	4 May 2022
Daily Draw 83	12 March 2022	12 March 2022	14 March 2022	4 May 2022
Daily Draw 84	13 March 2022	13 March 2022	14 March 2022	4 May 2022
Weekly Draw 12	7 March 2022	13 March 2022	14 March 2022	4 May 2022
Daily Draw 85	14 March 2022	14 March 2022	15 March 2022	4 May 2022
Daily Draw 86	15 March 2022	15 March 2022	16 March 2022	4 May 2022
Daily Draw 87	16 March 2022	16 March 2022	17 March 2022	4 May 2022
Daily Draw 88	17 March 2022	17 March 2022	18 March 2022	4 May 2022
Daily Draw 89	18 March 2022	18 March 2022	21 March 2022	4 May 2022
Daily Draw 90	19 March 2022	19 March 2022	21 March 2022	4 May 2022
Daily Draw 91	20 March 2022	20 March 2022	21 March 2022	4 May 2022
Weekly Draw 13	14 March 2022	20 March 2022	21 March 2022	4 May 2022
Daily Draw 92	21 March 2022	21 March 2022	22 March 2022	4 May 2022
Daily Draw 93	22 March 2022	22 March 2022	23 March 2022	4 May 2022
Daily Draw 94	23 March 2022	23 March 2022	24 March 2022	4 May 2022
Daily Draw 95	24 March 2022	24 March 2022	25 March 2022	4 May 2022
Daily Draw 96	25 March 2022	25 March 2022	28 March 2022	4 May 2022
Daily Draw 97	26 March 2022	26 March 2022	28 March 2022	4 May 2022
Daily Draw 98	27 March 2022	27 March 2022	28 March 2022	4 May 2022
Weekly Draw 14	21 March 2022	27 March 2022	28 March 2022	4 May 2022
Daily Draw 99	28 March 2022	28 March 2022	29 March 2022	4 May 2022



Daily Draw 100	29 March 2022	29 March 2022	30 March 2022	4 May 2022
Daily Draw 101	30 March 2022	30 March 2022	31 March 2022	4 May 2022
Daily Draw 102	31 March 2022	31 March 2022	1 April 2022	4 May 2022
Weekly Draw 15	28 March 2022	31 March 2022	1 April 2022	4 May 2022
Monthly Draw 3	1 March 2022	31 March 2022	1 April 2022	4 May 2022



SCHEDULE 2 - ADDITIONAL PRIZE DETAILS

Prize Draw(s)	Additional Prize(s)	Prize value (GST Included)