



CONTEST RULES & REGULATIONS

- 1. CONTEST PERIOD: The Hydro One Inc. Customer Engagement Online Workbook Contest** (the "Contest") commences on 12:00:01 a.m. Eastern Time on **September 1st, 2020** and ends at 11:59:59 p.m. Eastern Time on **October 9th, 2020** (the "**Contest Period**"). The Contest is being sponsored by **Hydro One Inc.** (the "**Sponsor**"). Innovative Research Group Inc. ("**INNOVATIVE**") has been retained by the Sponsor to administer the Contest. INNOVATIVE is and shall remain solely responsible for the delivery of the Prize(s) to the winner(s).
- 2. ELIGIBILITY:** This Contest is open to all selected Hydro One **customers** who are invited to participate in the **2020 Hydro One Inc. Customer Engagement Phase II Online Workbook** and who are legal residents of Canada ("**Entrants**"). Employees, agents, dealers and representatives of the Sponsor and its parent company, subsidiaries and affiliates, INNOVATIVE and its subsidiaries or affiliates and each of their respective advertising and promotion agencies are not eligible to win, nor are the parents, siblings and children of any such employee, agent, dealer or representative or any person with whom such employee, agent, dealer or representative is domiciled.
- 3. PRIZES:** There are 10 random draws (the "**Draw**") in the Contest Period consisting of **ten (10) cheques valued at \$100** (the "**Prize**") to be given away during the Contest Period. The cash value of the Prize is approximately \$100. The Prize is non-exchangeable, non-transferable, non-refundable, has no cash surrender value and must be accepted by the winner as awarded. Sponsor does not make any express or implied warranty about the Prize, and, as such, is not responsible for any dissatisfaction with the Prize or for any taxes, landing and departure fees, and other charges and surcharges that may be applicable. Sponsor reserves the right to substitute a prize of equal or greater value. Winners will be notified shortly after **October 31st, 2020** (the "**Draw Date**"). All Prizes to be awarded in Canadian dollars.
- 4. HOW TO PARTICIPATE:** The Contest is offered electronically via the Internet only to invited Hydro One Inc. customers. Those who opt in to participate are entered into the Contest ("**Entrants**"). These Entrants will receive one entry into the Draw for completing the survey during the Contest Period. There is a limit of one (1) entry per person. Entrants must correctly answer a time-limited mathematical skill-testing question, if selected as a potential winner, in order to claim the prize.
- 5. NO PURCHASE NECESSARY TO ENTER OR WIN (ALTERNATE MEANS OF CONTEST ENTRY):** Completion of the **2020 Hydro One Inc. Customer Engagement Phase II Online Workbook** is not required to enter the Contest. Eligible entrants may receive one entry for each of the Draws by legibly printing the Entrant's name, street address, city, province, postal code, telephone number, complete email address, and the path to the survey for which the Entrant was selected (URL address) on a plain piece of paper and mailing it to Innovative Research Group, ATTN: **2020 Hydro One Inc. Customer Engagement Phase II Online Workbook** 56 The Esplanade, Suite 310, Toronto, ON, M5E 1A7. Please note the URL address of the survey is necessary to identify the specific contest being entered. Mail-in entries that do not include the URL address will not be valid.

All entries become the exclusive property of INNOVATIVE and will not be acknowledged or returned.

6. CONTEST DRAW(S): Random draws will be held by INNOVATIVE in Toronto, Ontario beginning at approximately 2:00 p.m. Eastern Standard Time on the Draw Date. All entries received by noon on the day prior to the Draw Date will be included in the draw. The odds of winning depend on the number of eligible entries received.

7. PRIZE AWARDING: Potential winners will be notified by email within 15 days of the Draw Date; and will be asked to answer a time-limited skill-testing question without aid and to execute and return a standard Declaration of Compliance and Release Form within 10 calendar days before being named a winner. Failure to reach a selected Entrant or for Entrant to correctly answer the skill-testing question and/or return the signed Declaration and Release Form will result in another Entrant's name being selected in his or her place without further notice. Prizes will be awarded only on verification by INNOVATIVE that all contest requirements have been met by the winners. Each Prize must be accepted as awarded and no substitution, transfer, conversion or assignment of Prizes will be allowed. No communications will be entered into except with selected Entrants at the email address listed on the INNOVATIVE systems, or on the mail-in entries.

8. CONTEST GENERAL RULES: By entering the Contest, Entrants agree to abide by these Contest Rules and Regulations and the decisions of INNOVATIVE, which are final.

9. WINNERS LIST: To obtain a copy of the winner list or a copy of the Contest Rules and Regulations, send your request to: Innovative Research Group, **2020 Hydro One Inc. Customer Engagement Phase II Online Workbook** Contest Winners List, 56 The Esplanade, Suite 310, Toronto, ON, M5E 1A7. Requests must be received no later than the end of **October 31st, 2020** and must include a self-addressed stamped envelope.

10. DISQUALIFICATION: Neither the Sponsor or INNOVATIVE are responsible for lost, interrupted or unavailable network server or other connections, miscommunications, failed telephone or computer transmissions or technical failure, jumbled, scrambled or misdirected transmissions, or other error of any kind whether human, mechanical or electronic. Persons found tampering with or abusing any aspect of this Contest or the operation of survey website or any other INNOVATIVE hosted website, as determined by INNOVATIVE in its sole discretion, will be disqualified. If disqualified for any of the above abuses, INNOVATIVE reserves the right to terminate the Entrant's eligibility to participate. In the event any portion of this Contest is compromised by virus, bugs, non-authorized human intervention or other causes beyond the control of INNOVATIVE, which in the sole opinion of INNOVATIVE, corrupts or impairs the administration, security, fairness or proper entry into the contest, INNOVATIVE reserves the right, in its sole discretion, to suspend or terminate the Contest and to award Prize(s) to individuals selected at random from the pool of Entrants received up to the point of termination, subject to the authority of the *Regie des alcools, des courses et des jeux*. In no event will more Prizes be awarded than those listed in the Contest Rules and Regulations.

11. TAX INFORMATION: Liability for any applicable taxes imposed by any government, if any, on any Prize won is the sole responsibility of the winner of such Prize.

12. QUEBEC RESIDENTS: Any litigation respecting the conduct or organization of a publicity contest may be submitted to the *Regie des alcools, des courses et des jeux* for a ruling. Any litigation respecting the awarding of a Prize may be submitted to the Regie only for the purpose of helping the parties to reach a settlement.

13. REST OF CANADA: For residents of all provinces other than Quebec, any litigation must be commenced in the City of Vancouver, British Columbia.

14. APPLICABLE LAWS: This Contest is subject to all applicable federal, provincial and municipal laws.

15. INFORMATION PROTECTION NOTICE: INNOVATIVE and Sponsor are not responsible for and shall not be liable for late, lost, misdirected entries, or unsuccessful efforts to notify the potential winners. By entering this Contest, Entrants release and forever discharge the Sponsor, INNOVATIVE, and their respective affiliates, subsidiaries, advertising and promotional agencies from all claims, demands, damages, actions and causes of action arising or to arise by reason of the acceptance or use of the Prize; and give permission to the Sponsor and INNOVATIVE, at their option, to publish or otherwise use the Entrant's name, address, photograph, voice and comments, without notice or compensation, in any publicity carried out by the Sponsor or INNOVATIVE or their respective advertising agencies.

Entrants personal electronic information is protected by the INNOVATIVE's Privacy Statement. To view the INNOVATIVE Privacy Statement, please visit www.innovativeresearch.ca/privacy-policy.