

1. The Promoter
 - 1.1 The promoter is Dwr Cymru Cyfyngedig (Dwr Cymru Welsh Water) of Pentwyn Road, Nelson, Treharris, Mid Glamorgan, CF46 6LY (“DCWW”).
2. The Competition
 - 2.1 The title of the competition is ‘My Bill Customer Competition’.
 - 2.2 Register for DCWW’s paperless billing service “My Bill” to be entered into a prize draw for a chance to win your water bill free for a year.
3. How to Enter
 - 3.1 The competition will run from 08:00 on 1st April 2017 (“the Opening Date”) to 0:00 (midnight) on 30 September 2017 (“the Closing Date”) inclusive (“the Competition Period”).
 - 3.2 All eligible customers of DCWW who register for My Bill during the Competition Period will be entered into the Competition. Any customers who register for My Bill after the Closing Date will not be eligible to participate in the competition.
 - 3.3 To enter the competition you must register for My Bill via DCWW’s website www.dwrcymru.com during the Competition Period.
 - 3.4 No purchase is necessary and there is no charge to register for My Bill using DCWW’s website.
 - 3.5 DCWW will not accept:
 - 3.5.1 responsibility for competition entries that are lost, mislaid, damaged or delayed in transit, regardless of cause, including, for example, as a result of equipment failure, technical malfunction, systems, satellite, network, server, computer hardware or software failure of any kind; or
 - 3.5.2 proof of transmission as proof of receipt of entry to the competition.
 - 3.6 By registering for My Bill you are agreeing to be bound by these terms and conditions.
 - 3.7 If you opt out of My Bill before the Closing Date then you will automatically be withdrawn from the competition.

3.8 If having entered the competition you wish to withdraw you may do so by contacting DCWW on 0800 052 0145.

3.9 For help with entries please visit www.dwrcymru.com.

3.10 The winner will be drawn at random from all entrants by a random number generator deemed by DCWW to be independent and with no vested interest in the outcome of the competition.

4. Eligibility

4.1 The competition is only open to persons who hold an account number with DCWW; are named on an account with DCWW; who pay DCWW directly and who reside in an area to which DCWW supplies services for the duration of the Competition Period.

4.2 The competition is specifically not open to the following:

4.2.1 customers who are receiving water services from DCWW at a property which is used for any other purpose than ordinary domestic use;

4.2.2 employees of DCWW or its holding or subsidiary company;

4.2.3 employees of agents or suppliers of DCWW or its holding or subsidiary companies, who are professionally connected with the competition or its administration;

4.2.4 members of the immediate families or households of (a) and (b) above; or

4.2.5 customers who have outstanding debt with DCWW at the time of the draw as determined by it and at its discretion.

4.3 In entering the competition, you confirm that you are eligible to do so and eligible to claim the prize. DCWW may require you to provide proof that you are eligible to enter the competition.

4.4 There is a limit of one entry to the competition per household. Entries on behalf of another person will not be accepted and joint submissions are not allowed.

4.5 DCWW reserves all rights to disqualify you if your conduct is contrary to the spirit or intention of the competition.

5. The Prize

- 5.1 The prize is intended to reflect the value of one year's worth of water charges at a property at which you are resident and which is used for ordinary domestic purposes on the Closing Date and in respect of which you registered for My Bill during the Competition Period ("the Property") but it may vary and will depend on whether you are billed by reference to consumption or pay a fixed rate and will reflect any specific DCWW tariff to which you are subject on the date at which the prize is calculated by DCWW.
- 5.2 If you do not have a meter and pay a fixed rate the prize value will be equal to your annual bill from DCWW at the Property for the period 1 April 2017 to 31 March 2018.
- 5.3 If you are billed at the Property by reference to consumption recorded on a meter the prize value will be calculated by reference to what DCWW expects your average water consumption at the Property to be in a twelve month period based on actual or estimated previous water usage at the Property whilst you have occupied it. Where DCWW considers that you have not been in occupation for a sufficient period of time for it to be able to calculate your expected average water consumption by reference to previous water consumption it will calculate the value of the prize by considering the expected consumption based on the information it holds at the time regarding the Property and your occupation.
- 5.4 The exact value of the prize will be determined at DCWW's absolute discretion.
- 5.5 DCWW reserves the right to substitute the prize with a prize of equal or greater value.
- 5.6 The prize is not negotiable or transferable.
- 5.7 You will forfeit your entitlement to the prize if you move from the Property after the Closing Date and before receiving the relevant credit to your account.
- 5.8 DCWW will credit your account for the Property during the period 1st April 2017 to 31st March 2018.
- 5.9 The prize is linked to the Property such that if you move before you have had the full benefit of the prize (you have credit on your account for the Property at the time you move) then you will forfeit any remaining credit on your account attributable to the prize and you will not receive any cash benefit or refund of this credit.

6. Winner Announcement

- 6.1 The winner of the competition will be drawn on 1st October 2017("Announcement Date") and DCWW will contact the winner personally as soon as practicable after the Announcement Date, using the contact details held on the winning customer's account with DCWW.
- 6.2 The decision of DCWW is final and no correspondence or discussion will be entered into.

7. Claiming the Prize

- 7.1 DCWW will make all reasonable efforts to contact the winner. If the winner cannot be contacted or is not available within 14 days of the Announcement Date, DCWW reserves the right to offer the prize to the next eligible entrant selected from the correct entries that were received before the Closing Date.
- 7.2 The prize applies to water bills for an eligible property at which you reside at the Closing Date.
- 7.3 DCWW does not accept any responsibility if you are not able to take up the prize for any reason including where you move from the Property meaning that you are unable to fully or partially benefit from the resulting credit on your account for the Property.

8. Data Protection and Publicity

- 8.1 Subject to you agreeing that DCWW may use your name and town or county of residence these details will be used by it for reasonable and related promotional purposes including announcements on its web-site, social media and internal communications.
- 8.2 You confirm that by entering the completion you agree that any personal information provided with the competition entry may be held and used only by DCWW or its agents and suppliers to administer the competition and for the purpose of processing their request to receive paperless billing.

9. General

- 9.1 If there is any reason to believe that there has been a breach of these terms and conditions by you, DCWW may, at its sole discretion, reserve the right to exclude you from participating in the competition.

9.2 DCWW reserves the right to hold void, suspend, cancel, or amend the prize competition where it becomes necessary to do so.

9.3 These terms and conditions shall be governed by the English law, and the parties submit to the non-exclusive jurisdiction of the courts of England and Wales