FortisBC Residential End Use Survey Contest

Official Rules.

No purchase necessary.

1. **GENERAL**. Participation in the FortisBC Residential End Use Survey Contest (the "**Contest**") constitutes full and unconditional agreement and acceptance of these Contest rules (the "**Official Rules**"), which are final on all matters relating to the Contest.
2. **SPONSOR**. The Contest is sponsored by FortisBC Energy Inc., 16705 Fraser Highway, Surrey, British Columbia, and FortisBC Inc., Suite 100, 1975 Springfield Road, Kelowna, British Columbia (collectively, "**FortisBC**").
3. **CONTEST PERIOD**. The Contest opens at 12:00 am on September 21, 2026 and closes at 11:59 pm on October 9, 2026 (the "**Contest Period**"). All time references in the Official Rules refer to Pacific Standard Time.
4. **ELIGIBILITY**. The Contest is open to (i) legal residents of British Columbia; (ii) who are 19 years of age or older at the time of entry, (iii) who are residential customers of FortisBC; (iv) who complete and return the 2026 Residential End Use Survey (the "**Survey**") during the Contest Period. Employees of FortisBC, its parent company, subsidiaries and affiliates or Mustel Group and its parents, subsidiaries and affiliates are not eligible. Registration is free.
5. **HOW TO ENTER**. To enter the Contest, complete the Survey online. Entrants who submit the Survey online will receive one (1) entry in the Contest. Entrants are restricted to one (1) entry per person. In the event that more than one individual submits the Survey from the same service address, only the name of the individual who submitted the Survey first will be entered in the Contest. To enter the Contest without completing the Survey, mail a letter with your name, telephone number and address to Mustel Group, 3058 W 36th Avenue, Vancouver, British Columbia, V6N 2R5. Mark the envelope "Residential Survey Contest". These entrants will receive a maximum of one (1) entry in the Contest.
   FortisBC is not responsible for failed, late, lost, incomplete, undeliverable, incorrect, damaged or misdirected entries for any reason. All entries become the property of FortisBC and will not be returned or acknowledged.
6. **PRIZES**. A total of one (1) prize will be available to be won, consisting of a CAD$1,000 gift card.
7. **ODDS OF WINNING**. Odds of winning a Prize depend on the total number of eligible entries received during the Contest Period.
8. **PRIZE SELECTION**. Mustel Group will select one potential winner by a random draw on or before October 19, 2026 from all eligible entries received during the contest period.
9. **NOTIFICATION**. The selected entrant will be notified by telephone by Mustel Group within five (5) business days of selection using the telephone number provided by the entrant (the "**Notification**"). FortisBC and Mustel Group shall have no liability if the Notification is lost, intercepted or not received by a selected entrant for any reason. Mustel Group will attempt to reach the selected entrant no more than three (3) times. A response from the selected entrant to the Notification must be received by Mustel Group within five (5) days of the date of the Mustel Group's third attempted contact, failing which any non-responsive selected entrant will be disqualified and will forfeit any applicable Prize. Any selected entrant that has been disqualified shall have no recourse against FortisBC and FortisBC shall have no liability or responsibility to disqualified selected entrants.
10. **DECLARATION OF WINNERS AND AWARDING PRIZES**. To be declared a Contest winner and to receive a Prize, the selected entrant must: (i) meet all Contest eligibility requirements and otherwise comply with the Official Rules; and (ii) correctly answer, unaided, a time-sensitive, skill-testing mathematical question. FortisBC may require the selected entrant to verify eligibility and may, in its sole discretion, disqualify any selected entrant that cannot verify all Contest eligibility requirements. Entries made with multiple addresses, or under multiple identities, may be void at the sole discretion of FortisBC.
    If a selected entrant is disqualified or forfeits a Prize, an alternate selected entrant will be selected by random draw from among all remaining eligible entries submitted during the Contest Period until a winner is declared.
    FortisBC and Mustel Group shall have no further obligation to the Prize winner other than the Prize awarded. The rize will be emailed to the Prize winner. Allow six to eight weeks for delivery. The Prize is not transferable and cannot be exchanged, substituted or redeemed for cash, except that FortisBC may, in its sole discretion, substitute a Prize for another prize or prizes of equal or greater value.
11. **GENERAL**. By participating, all entrants and the selected Prize winner agree (i) to be bound by the Official Rules and the decisions of FortisBC; and (ii) to release, indemnify and hold harmless FortisBC and its affiliates, subsidiaries and independent contractors, and their respective directors, officers, shareholders, employees, agents and representatives, including advertising and promotion agencies, from any and all liability for claims/damages, including but not limited to claims/damages for personal injury (including death) or property damage, with respect to or arising from participation in the Contest and acceptance, possession, use or misuse of the Prize, or for claims based on publicity rights, defamation, or intrusion of privacy. FortisBC reserves the right to terminate, suspend, or extend the Contest or to amend the Official Rules at any time and in any way without prior notice.
12. **USE OF INFORMATION.** Entrants acknowledge and agree that, by entering the Contest, they consent to FortisBC's collection, use and disclosure of their personal information for the purpose of administering the Contest and for internal analysis of entrant demographics for future marketing.
13. **PRIVACY**. Neither FortisBC nor its affiliates will share personal information collected from Contest entrants with any third parties, except as necessary for the administration of the Contest. FortisBC will not attempt to contact entrants for any other purpose other than to administer the Contest, unless the entrant has opted-in to receive email communications containing news, updates and promotions from FortisBC.
14. **LEGAL JURISDICTION**. By entering the Contest, entrants agree: (i) that any and all disputes, claims and causes of action arising out of or connected with the Contest or any Prize award shall be resolved in accordance with the laws of the Province of British Columbia, and (ii) to irrevocably submit to the exclusive jurisdiction of the courts of the Province of British Columbia over any claim or matter arising under or in connection with the Contest or the Official Rules.
15. **LIABILITY**. FortisBC shall not be held responsible for any problems, errors or negligence that may arise or occur in connection with the Contest. FortisBC accepts no responsibility for loss, damage or claims caused by or resulting from the Contest or acceptance of a Prize. FortisBC will not be responsible for late, lost, undeliverable, illegible, incomplete, falsified, tampered with, altered or destroyed entries for any reason and all such entries will be void. In the event it is determined that an entrant has entered in a fashion not sanctioned by the Official Rules and/or has submitted more than the number of entries permitted by the Official Rules, the entrant will be disqualified and all of the entries submitted by the entrant will be void. FortisBC is not responsible for any typographical, human or other error in the printing of the Contest and/or collateral advertising materials, administration of the Contest, processing of the entries or in the announcement of the Prize winners or in any other materials or information associated with the Contest. FortisBC will not be liable, and does not assume any responsibility, for incorrect or inaccurate capture of entry information, technical malfunctions, human or technical error, printing errors, lost, delayed or garbled data or transmissions, omission, interruption, deletion, defect or failures of any telephone or computer lines or networks, computer equipment, software or any combination thereof. FortisBC is not responsible for electronic transmission errors resulting in omission, interruption, deletion, defect, delay in operations or transmission, theft or destruction or unauthorized access to or alterations of entry materials, or for technical, network, telephone equipment, electronic, computer, hardware or software malfunctions or limitations of any kind, or inaccurate transmissions of or failure to receive information by FortisBC on account of technical problems, or on account of traffic congestion on the Internet or at any website or any combination thereof.
16. **INTELLECTUAL PROPERTY**. All intellectual property, including but not limited to trade-marks, trade names, logos, designs, promotional materials, web pages, source code, drawings, illustrations, slogans and representations are owned by FortisBC and/or their affiliates. All rights are reserved. Unauthorized copying or use of any copyrighted material or intellectual property without the express written consent of its owner is strictly prohibited. FortisBC Inc. and FortisBC Energy Inc. do business as FortisBC. FortisBC Inc. and FortisBC Energy Inc. are indirect, wholly owned subsidiaries of Fortis Inc. FortisBC uses the FortisBC name and logo under license from Fortis Inc.