

Direct Debit Competition Pay Direct to Win

Questions and Answers (October 2014)



Q. How do I enter the competition?

A. Simply Sign up for 'Direct Debit' or 'Centrepay'. Complete the direct debit form and return to Westernport Water or contact us to arrange Centrepay on 1300 720 711. If you continue to pay your bill by Direct Debit or Centrepay, you will automatically be entered into our three draws.

A. You must meet the Terms and Conditions of the competition to be eligible to claim a prize.

Q. What is the prize?

A. Each prize is a Load&Go Gift Card to the value of \$1000 and there are three chances to win. The cards may be used at the winners discretion wherever VISA prepaid cards are accepted. Each Visa pre-paid card will be valid for 12 months from the date of issue.

Q. When is the competition drawn?

Draw conducted at 3pm (AEST) at Westernport Water 2 Boys home Road Newhaven Vic 3925.

- Friday 14 November 2014 1 x - \$1000
- Friday 12 December 2014 - 2 x \$1000

Q. How will the winner be selected?

A. We will select the winner for each draw at random using a computer program containing all Direct Debit and Centrepay customers.

Q. When does the competition close?

A. Westernport Water must receive your application by 10am on the morning each draw to be eligible for entry into the draw. Competition closes at 10am Friday 12 December 2014.

Q. Why are we promoting Direct Debit or Centrepay and not other payment methods?

A. Direct Debit is our preferred payment channel as it's cheaper to administer. This helps keep our customer charges down.

Q. What if you have more than one property or account?

A. You can enter the competition once per account. In this case each sign up is created as a new entry to the prize draw.

Q. Am I eligible to enter the competition?

A. This promotion is open to all Westernport Water customers that have existing Direct Debit or Centrepay arrangements or new customers that sign up to either Direct Debit or Centrepay.

A. Westernport Water staff, suppliers and their immediate family members are not eligible to enter this promotion. Immediate family includes any spouse or adult child, parent, grandparent or sibling of the employee or of a spouse of an employee.

Q. How will the prize winner be notified?

A. Prize winners will be notified by telephone and in writing within 7 days of each prize draw. The prize winner details will also be published in the public notices section of the South Gippsland Sentinel Times Newspaper on Tuesday 25 November and Tuesday 23 December 2014.

Q. Can I win more than one prize?

A. No, winners may only be awarded one prize during the course of the Pay Direct to Win – Direct Debit and Centrepay competition.

Q. Is the prize transferable?

A. A prize must be taken as stated and is non-transferable, not exchangeable and not redeemable for cash. Any tax payable as a result of a prize being awarded or received will be the winner's responsibility.

Q. Acceptance, and terms and conditions?

A. Acceptance of the prize in this promotion is deemed acceptance of these terms and conditions.

Q. What if a prize is not claimed?

A. If a prize is unclaimed by the 14th of the month following each prize draw another winner will be drawn and notified by phone and in writing. The unclaimed Prize draw will take place at 3pm on 14 December 2014 or 14 January 2015. If reasonable endeavours by Westernport Water to locate the winner produce no result, Westernport Water reserves the right not to award the prize.