

1. The prize draw is open to all Yü Energy customers not currently registered to use the customer portal aged 18 years or over, except employees of the Promoter, their families, agents or any third party directly associated with administration of the prize draw.
2. The prize draw is free to enter and no purchase is necessary. All entries must be submitted via www.yuenergy.co.uk and only one entry per customer is permitted.
3. The opening date for entries is 00.01am on the first day of each month. The closing date of the prize draw is 11.59pm on the last day of each month.
4. The Promoter accepts no responsibility for entries not successfully completed due to a technical fault technical malfunction, computer hardware or software failure, satellite, network or server failure of any kind.
5. A winner will be chosen by random draw performed by a computer process during the first week of the month following the prize draw ("Draw Date"). The winner will receive £500 credit towards their energy bill on their Yü account.
6. The winner will be notified by email (using details provided at entry) before the 10th day of the month. If a winner does not respond to the Promoter within 7 days of being notified by the Promoter, then the winner's prize will be forfeited and the Promoter will be entitled to select another winner in accordance with the process described above.
7. The prize for the winner is non-exchangeable, non-transferable and no cash alternative is offered. The Promoter reserves the right to replace the prize with an alternative prize of equal or higher value if circumstances beyond the Promoter's control makes it necessary to do so.
8. The decision of the Promoter regarding any aspect of the prize draw is final and binding and no correspondence will be entered into about it.
9. The Promoter must either publish or make available information that indicates that a valid award took place. To comply with this obligation the Promoter will send the surname and county of major prize winners and, if applicable copies of their winning entries, to anyone who emails customercare@yuenergy.co.uk [one] month after the closing date stated in condition 3. If you object to any or all of your surname, county and winning entry being published or made available, please contact the Promoter on 0115 975 8258. In such

circumstances, the Promoter must still provide the information and winning entry to the Advertising Standards Authority on request.

10. Participants are deemed to have accepted and agreed to be bound by these terms and conditions upon entry. The Promoter reserves the right to refuse entry, or refuse to award the prize to anyone in breach of these terms and conditions.
11. The Promoter reserves the right to hold void, cancel, suspend, or amend the promotion where it becomes necessary to do so.
12. Personal data supplied during the course of this promotion will only be processed as set out in the Promoter's <https://www.yuenergy.co.uk/support/privacy-policy/>. See also condition 9 with regard to the announcement of winners.
13. These terms and conditions and this promotion are governed by English law. If any entrants to this promotion wish to take court proceedings, then they must do this within the courts in the United Kingdom.
14. The Promoter of this prize draw is Yü Energy Retail Limited of Cpk House, 2 Horizon Place, Nottingham Business Park, Mellors Way, Nottingham, NG8 6PY.