



Hydro One Remotes: 2025 Customer Satisfaction Survey contest

Rules and regulations

October 1, 2025, to November 26, 2025

By entering the Contest (defined below), entrants agree to abide by these Rules and Regulations and will be deemed to have received, understood and accepted these Rules and Regulations by participating in the Contest.

Hydro One Remote Communities Inc. (hereinafter "Hydro One Remotes") **2025 Customer Satisfaction Survey Contest** (the "Contest") will run from 10:00 a.m. ET on October 1, 2025, until 11:59 p.m. ET on November 26, 2025 (the "Contest Period").

Entry

No purchase necessary but must be received by one of the means below.

TELEPHONE ENTRY

Hydro One Remotes' customers who successfully complete the 2025 Customer Satisfaction Survey during the Contest Period by telephone will be eligible for a chance to win an energy efficient toaster oven or another small appliance of approximate value of \$100 CDN to be determined by Hydro One Remotes.

ON-LINE ENTRY

Hydro One Remotes' customers who successfully complete the 2025 Customer Satisfaction Survey during the Contest Period by visiting <https://www.hydrooneremotes.ca> and following the instructions that appears on his/her/their computer screen will be eligible for a chance to win an energy efficient toaster oven or another small appliance of approximate value of \$100 CDN to be determined by Hydro One Remotes.

The nature of the survey to which a Hydro One Remotes' customer provides responses, and the responses provided to the survey, have no effect upon that Hydro One Remotes' customer's chances of winning a prize in the Contest.



Limit of one entry per household. The Contest is open to Hydro One Remotes' customers at the time of the draw. Entrants must be residents of Ontario, eighteen (18) years of age or over.

Any other method of entry is void. Non-compliance with any entry procedure will result in disqualification.

All entries must be received by 11:59 p.m. ET on November 26, 2025.

Contest prizes

THREE (3) prizes total are available to be awarded to Hydro One Remotes' customers. Each prize is ONE (1) energy efficient toaster oven or another small appliance of approximate value of \$100 CDN to be determined by Hydro One Remotes.

Prize draw

On or about 10:00 a.m. ET on December 1, 2025, in Thunder Bay, Ontario, Hydro One Remotes will randomly select THREE (3) entries from all eligible entries received. To win, selected entrants must correctly answer the mathematical skill-testing question and must return the properly executed release form within the specified time. A selected entrant will be notified by telephone or email approximately the first week following the draw. If the skill-testing question is answered incorrectly, or if a selected entrant does not respond to the attempts to contact him/her/they or the properly executed release form is not returned within the specified time, then he/she/they will be disqualified from the Contest and an alternate entry will be randomly drawn from the pool of eligible entries. If a selected entrant cannot be reached within 14 days after the first attempt of notification, his/her/their opportunity to win the prize will be forfeited and another selected entrant will be randomly drawn. Hydro One Remotes will not be responsible for failed attempts to contact a selected entrant.

LIMIT ONE (1) PRIZE PER HOUSEHOLD. Prizes are not transferable and must be accepted as awarded with no substitutions in cash or otherwise. Hydro One Remotes reserves the right, if any prize or any component of a prize cannot be awarded as described for any reason, to substitute another prize or component of a prize of equal or greater value, without liability.

General rules

Any entry which is in violation of these Rules and Regulations or received after the end of the Contest Period is void, and the entrant shall be disqualified from the Contest.

The Contest excludes employees, agents and representatives of any of the following, and anyone with whom such persons are living (whether related or not) and a member of any such person's immediate family (regardless of where they live): Hydro One Remote Communities Inc., its advertising and promotional agencies, and their affiliated companies. In these Rules and



Regulations, "immediate family" includes mother, father, brother, sister, son, daughter, partner and/or spouse.

Chances of winning depend on the number of eligible entries received. Entries are subject to verification by Hydro One Remotes, in each case in its sole discretion. The Contest is subject to all applicable federal, provincial, and municipal laws and regulations. All decisions of the judges are final, and the Released Parties (defined below) shall not be responsible for any errors or negligence that may occur in connection with the Contest.

Each selected entrant will also be required to sign a declaration and release form (the "Release Form") confirming compliance with these Rules and Regulations, acceptance of the prize as awarded, without substitution and releasing Hydro One Remote Communities Inc., its affiliated and related companies, advertising and promotional agencies, and their respective shareholders, directors, officers, employees, agents, representatives, successors and assigns (collectively, the "Released Parties") from any liability in connection with the prize or the Contest. The Release Form must be returned within the time period specified on the Release Form or the prize will be forfeited.

No communication will be entered into except with the selected entrants. By entering the Contest, all entrants consent to the use, without compensation, of their name, community of residence, audio/video image, statements, and/or photograph in any related publicity. The prizes are non-transferable and cannot be redeemed for cash.

By entering the Contest, all entrants represent and warrant that (i) their entry and submission form, including any material comprising their entry and submission form (e.g. name, user name, profile picture, etc., as applicable) and any material submitted with their entry (e.g. photograph, written submission, or other form of submission, as applicable) (all such material, collectively, the "Entry Material") is original to the entrant, (ii) the entrant has all necessary rights in and to the Entry Material to enter the Contest, and (iii) the Entry Material does not contain, depict, include or involve content that is, or could reasonably be considered to be, inappropriate, unsuitable or offensive, as determined by Hydro One.

Each entrant hereby grants permission to Hydro One Remotes to contact them, using the email, or telephone number, or other information provided in their submission, regarding any matters related to the Contest.

Notwithstanding anything contained in these Rules and Regulations, the Released Parties do not accept any responsibility for loss, damage or claims from any cause whatsoever relating to the Contest. The Released Parties will not be responsible for late, lost, illegible, incomplete, falsified and/or destroyed entries and all such entries are void. The Released Parties will not be responsible for any failure of the website during the Contest or for any problems or technical malfunction of computer online systems, servers, access providers, computer equipment, software, failure of any email, online or Internet entry to be received by Hydro One Remotes,



whether due to technical problems, traffic congestion on the Internet or at any website, or any combination thereof or any other cause, including any injury or damage to an entrant's or any other person's computer related to or resulting from playing or downloading any material in the Contest.

The use of an invalid telephone number will void the entry and entrants will be disqualified from the Contest. In the event of a dispute, entries will be deemed to have been submitted by the authorized account holder of the telephone number. If the identity of any entrant is disputed, the authorized account holder associated with the telephone number at the time of entry will be deemed the entrant. Each selected entrant may be required to provide proof that such entrant is the authorized account holder of the telephone number associated with the selected entry. The sole determinants of the time for the purposes of a valid entry in the Contest are the Contest server(s).

Hydro One Remotes reserves the right, subject to applicable law, to terminate, amend or modify the Contest or any part thereof at any time and in any way, without prior notice; however, Hydro One Remotes may give notice of any such termination, amendment or modification on its website. Without limitation, Hydro One Remotes reserves the right, in its sole discretion, to cancel or suspend the Internet portion of the Contest should a virus, bug or any other cause beyond Hydro One Remotes' reasonable control corrupt the security or proper administration of the Contest. Any attempt to deliberately damage any website or to undermine the legitimate operation of the Contest is a violation of criminal and civil laws, and should such an attempt be made, Hydro One Remotes reserves the right to seek remedies and damages to the fullest extent permitted by law, including criminal prosecution.

All entries become the permanent property of Hydro One Remotes and no entry will be returned. Hydro One Remotes respects your right to privacy. For more information regarding the manner of collection, use and disclosure of personal information by Hydro One Remotes, please refer to Hydro One Remotes' privacy policy, available [here](#).