

Terms & Conditions

Price Submission 2028 – 2033 Bill Simulator & Customer Priorities Survey



1. Eligibility

- 1.1 Entry is open to customers of Lower Murray Water (LMW) with a service address within an LMW serviced postcode.
- 1.2 To be eligible, entrants must complete the survey in full and provide valid contact details.
- 1.3 Only one entry per customer is permitted unless otherwise stated. Duplicate or incomplete entries may be deemed invalid.

2. Entry Period

- 2.1 The competition opens at 9am on Wednesday, 29 July and closes at 9am on Monday, 17 August 2026.
- 2.2 Entries received outside this period will not be eligible.

3. Prize

- 3.1 There are ten prizes available, each consisting of a \$100 credit applied to the winner's Lower Murray Water account.
- 3.2 The total prize pool is \$1,000 for this phase.
- 3.3 The prize is not transferable or exchangeable and cannot be redeemed for cash.
- 3.4 If a winner does not have an active LMW account, LMW may determine an alternative method of allocating the prize or deem the entry invalid.

4. Draw and Notification

- 4.1 Winners will be selected at random (game of chance).
- 4.2 The draw will take place at 10am on Friday, 21 August 2026.
- 4.3 Winners will be notified via email within 10 business days of the draw.
- 4.4 If a winner cannot be contacted or does not respond within 7 days, LMW reserves the right to select an alternative winner.

5. General Conditions

- 5.1 Entry to the competition is free.
- 5.2 By entering, participants agree to these Terms and Conditions.
- 5.3 LMW reserves the right to verify the validity of entries and to disqualify any entrant who tampers with the entry process or submits an entry that is not in accordance with these Terms and Conditions.
- 5.4 LMW's decision is final and no correspondence will be entered into.

6. Privacy and Personal Information

- 6.1 LMW collects personal information to administer this competition and contact winners.
- 6.2 Personal information will be handled in accordance with Victorian privacy laws.

6.3 LMW may use entrants' personal information for purposes related to the administration of the competition and associated communications.

6.4 Entrants may request access to their personal information by contacting LMW at privacy@lmw.vic.gov.au.