



## The Solar Water Heater Tune-Up Fall Giveaway PY25 OFFICIAL RULES

Official Rules for "Hawai'i Energy Solar Water Heating Tune-Up Giveaway", **September 8 – September 15, 2025**.

Hawai'i Energy will conduct this contest giveaway as described in these general contesting rules, and each participant agrees to the following:

By Playing, each participant accepts and agrees to be bound by these official rules. **NO PURCHASE NECESSARY**. Participant must have a solar water heating system in order to receive the prize service. Participant agrees to be opted in for email communications from Hawai'i Energy and can opt out at any time after this contest has concluded. Must be 18 years of age or older, a fulltime resident of Hawai'i and an electric utility ratepayer on the island of Hawai'i, Maui, Moloka'i or O'ahu to participate. Residence must have a solar water heating system where participant is allowed to make decisions on servicing. If you're not able to make decisions, Hawai'i Energy reserves the right to award the prize to another entrant. Multiple submissions will not be accepted. Void where prohibited.

Employees and immediate family members of employees of Hawai'i Energy and their respective parent companies, affiliates, subsidiaries, suppliers, and their advertising and production agencies (collectively, the "Sponsors") are not eligible to participate.

To play, beginning ", **September 8<sup>th</sup>**:

Fill out the official Hawai'i Energy entry form, link available online at: [HawaiiEnergy.com/PROMOTIONS](https://HawaiiEnergy.com/PROMOTIONS).

Or, you may also enter by mailing in one self-addressed, stamped envelope and one 3" x 5" hand-written card postmarked by **September 12<sup>th</sup>, 2025**. Card must contain customer's first name, last name, home address, zip code/postal code, phone number, email address, "Hawai'i Energy Solar Water Heating Tune-Up Giveaway" written at the top of the card. Only one card mail-in request per person before February 29th allowed. Cards postmarked after **September 12<sup>th</sup>, 2025**, will be discarded. Illegible cards will be discarded and deemed void. No facsimile or copies will be allowed. Mail hand-written card requests to: Hawai'i Energy Solar Water Heating Tune-Up Giveaway, ATTN: Marketing, 45 North King Street, Suite 500, Honolulu HI 96817. By entering the contest using a 3" x 5" hand-written card, you are opting in to receive various email updates from Hawai'i Energy. You may opt-out at any time.

Sponsors are not responsible for lost, late, illegible, incomplete or misdirected entries.

Any valuation of the prize is based on available information provided to Hawai'i Energy, and the value of any prize awarded to a winner may be reported for tax purposes as required by law. Winner is solely responsible for reporting and paying any and all applicable taxes related to the prize and paying any expenses associated with any prize which is not specifically provided for in the official rules. The winner must provide Hawai'i Energy with valid identification and a valid taxpayer identification number or social security number before any prize will be awarded and will receive an IRS form 1099 at the end of the calendar year and a copy of such form will be filed with the IRS.

Only the prize winner may claim the prize. No proxies permitted. Prior to delivery of the prize, winner is required to execute a Release and Affidavit of Eligibility that must be received by the Sponsor within ten (10) days from winner's receipt of the Release and Affidavit of Eligibility form. Failure to complete, execute and deliver the Release and Affidavit of Eligibility in the time and manner specified above could result in forfeiture of the prize. Upon acceptance of the prize, winner releases the company and sponsors from any and all liability for injury or damage to property regarding the prize.

Verified prize winner will receive a Solar Water Heater Tune-up service from [Clean Energy Ally Island Solar Service \(on Oahu\)](#) at a value of not to exceed \$450 including all taxes and fees. If the winner is from Maui, Hawaii Island,

Molokai, or Lanai, they must, instead, select a [Clean Energy Ally who services their area](#) (options available at [hawaiienergy.com/find-a-contractor](http://hawaiienergy.com/find-a-contractor)) and notify Hawaii Energy who will coordinate scheduling the service. Winner agrees to schedule and complete the service **no later than June 30, 2026**. Upon completion and verification of winner's tune-up service, Hawai'i Energy agrees to pay the participating Clean Energy Ally ([Island Solar Service if on Oahu or the participating Clean Energy Ally of winner's choice if outer island](#)) up to \$450 of the cost. Winner agrees to pay the difference on any additional service which exceeds the price of \$450 including tax. Hawai'i Energy is not responsible for the maintenance of the unit or any other associated costs relating to the operation or installation of the unit. Winners will be required to fill out a program application for the service.

Prize may not be exchanged for cash. No substitution of prize permitted. The depiction of the prize in any advertising or promotional materials may not reflect the actual prize to be awarded. Winner may not transfer the prize.

Entries will be reviewed beginning **September 15<sup>th</sup>, 2025** and the winner will be contacted by phone and/or e-mail no later than **September 17<sup>th</sup>, 2025**. If winner cannot be contacted by **September 17<sup>th</sup>, 2025**, or is disqualified for any reason, Hawai'i Energy reserves the right to determine an alternate winner or not to award that winner's prize, in its sole discretion.

Winner agrees to the use of his/her/their name(s) and likeness(es), without any additional compensation, by sponsors for publicity. By entering this promotion, the winner acknowledges that all sponsors and venues have the right to publicize his/her/their name(s), voice(s), and likeness(es), the fact that he/she/they won, and all matters incidental thereto. Sponsors to include winners' names, photographs, recordings, etc. in any subsequent promotions, new releases or advertisements.

By participating in the Contest, participants agree to be bound by the decisions of Hawai'i Energy personnel. Persons who violate any rule, gain unfair advantage in participating in the Contest, or obtain winner status using fraudulent means will be disqualified. Unsportsmanlike, disruptive, annoying, harassing or threatening behavior is prohibited. Hawai'i Energy will interpret these rules and resolve any disputes, conflicting claims or ambiguities concerning the rules or the Contest and Hawai'i Energy's decisions concerning such disputes shall be final. If the conduct or outcome of the Contest is affected by human error, any mechanical malfunctions or failures of any kind, intentional interference or any event beyond the control of the Hawai'i Energy, Hawai'i Energy reserves the right to terminate this Contest or make such other decisions regarding the outcome as Hawai'i Energy deems appropriate. All decisions will be made by Hawai'i Energy and are final. Hawai'i Energy may waive any of these rules in its sole discretion. Any attempt by an entrant or any other individual to deliberately circumvent, disrupt, damage or undermine the legitimate operation of this Contest is a violation of criminal and civil laws. Should such an attempt be made, Hawai'i Energy reserve the right to seek civil and/or criminal prosecution and/or damages from any such person to the fullest extent permitted by law.

Each winner must submit proof of eligibility and sign Hawai'i Energy's release form to claim the prize. Hawai'i Energy may substitute prizes, amend the rules or discontinue the Contest at any time as announced on the Station(s). Hawai'i Energy disclaims any responsibility to notify participants of any aspect related to the conduct of the Contest. No winners list, all entries become the property of Hawai'i Energy and will not be returned.