



MILTON HYDRO DISTRIBUTION INC.

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Cost of Service: Customer Engagement Survey for Residential/Small Business Customers Contest Rules (the “Contest Rules”)

SPONSOR

The Cost of Service: Customer Engagement Survey for Residential/Small Business Customers Contest (the “Contest”) is sponsored by Milton Hydro Distribution Inc. (the “Contest Sponsor”).

CONTEST DATES AND TIMES

The Contest begins at [12:00 am EST] on **Thursday, March 19, 2026**, (the “Contest Start Date”) and ends at **11:59:59 p.m. on Friday, April 17, 2026** (the “Contest Closing Date”) after which time the Contest will be closed and no further entries will be accepted. The Contest may be extended without advance notice, at the sole discretion of Contest Sponsor. If that occurs, the updated Contest Closing Date would be posted on: <https://www.miltonhydro.com>.

ELIGIBILITY

This Contest is open to Contest Sponsor’s Residential or Small Business customer account holders of the Contest Sponsor who complete the Contest Sponsor’s Cost of Service: Customer Engagement Survey for Residential and Small Business Customers. Contest Sponsor, its parent, related and affiliated companies, subsidiaries, departments or agencies, franchisees, suppliers, advertising and promotional agencies, Contest administrators, and any other parties engaged in the development, production or distribution of Contest materials and their respective affiliates, as well as their employees, agents, representatives, and any persons with whom such employees, agents, or representatives are domiciled, are not eligible to participate in the Contest. Furthermore, if the entrant is an individual, such individual must be a resident of Ontario and must have reached the age of majority.

By participating in this Contest, entrants acknowledge compliance with, and agree to be bound by these Contest Rules. Entrants who do not comply with any of the Contest Rules are subject to disqualification by the Contest Sponsor, in Contest Sponsor’s sole discretion.

HOW TO ENTER

To enter the Contest, eligible Residential and Small Business customer account holders must complete the Cost of Service: Customer Engagement Survey for Residential and Small Business Customers (the “Survey”) in full (answering all questions not marked as “optional”) and

complete an entry form. Upon completion of the Survey, account holders may choose to be entered into the Contest by completing the entry form which will include eligible customer's contact information, a skill-testing question and any other information, as required. For this Contest receipt of an Internet entry occurs when Contest Sponsor's server records the entry information. All entries must be complete and are subject to verification by the Contest Sponsor, in its sole discretion. There is a limit of one entry per residential or small business customer account number.

The Contest Sponsor is not responsible for any entries that are lost, late, damaged, destroyed or misdirected. The Contest Sponsor shall not be responsible for any failure of the website during the Contest or for any problems or technical malfunction of a telephone network or lines, computer online systems, servers, access providers, computer equipment, software, failure of any e-mail, online or internet entry to be received by the Contest Sponsor due to technical problems or traffic congestion on the internet or at any website, or any combination thereof 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.

Any attempt or suspected attempt to use robotic, automatic, programmed, or otherwise illicit means to enter the Contest, or any other methods not authorized by these Contest Rules, for example, but not limited to, creating multiple accounts, identities, or registrations, all in the Contest Sponsor's sole discretion, shall be deemed as tampering and may disqualify you from entering, participating and/or winning a prize. Entries that contain false or incomplete information are void. Entries that are late, lost, stolen, illegible, contain false information, are damaged, tempered, misdirected, mutilated, garbled or incomplete, altered or otherwise irregular or that do not conform with or satisfy any or all of the conditions of the Contest Rules are void. No correspondence will be entered into except with selected entrant. Proof of transmission (for example, screenshots or captures) does not constitute proof of entry or receipt of an entry.

PRIZE

Prizes consist of one (1) of four (4), two hundred and fifty Canadian Dollar (CAD\$250) Amazon gift cards. There is only one (1) prize available to be won per account.

Winner assumes any and all liability for any injury or damage caused, or claimed to be caused, by entering, participating in this Contest or the use or redemption of a prize. Prize must be accepted as awarded. Prize is non-transferable and cannot be redeemed for cash. Contest Sponsor reserves the right to substitute an alternate prize of equal or greater value if an advertised prize is unavailable at the time of award.

DRAW

On or about 12:00 p.m. EST on **Thursday, April 23, 2026** (the "Draw Date"), four (4) winning entries will be randomly selected from all the eligible entries received before the Contest Closing Date. The selection will be done by Contest Sponsor or an employee, agent or other representative of the Contest Sponsor, through a random draw. Selected entrant will be deemed winner if such entrant meets all of the eligibility criteria set out in these Contest Rules subject to acceptance of the Contest Rules and prize, and delivery of Winner Release (*as defined below*) in accordance with these Contest Rules. If a selected entrant does not meet the eligibility criteria, the entrant will be disqualified and will not receive a prize. In such a case, an alternate entrant will be selected.

To win, the selected entrant must have correctly answered the mathematical skill-testing question on the entry form, without assistance of any kind and within the given time limit, if any. Further, to win, a residential or small business customer, as applicable, must have an account in good standing as of the Draw Date, as determined at the sole discretion of the Contest Sponsor. BEFORE BEING DECLARED A WINNER, sign and return a declaration and release prepared by the Contest Sponsor, in its sole discretion (“Winner Release”).

The selected entrant will be notified by phone and by email, using the contact information provided at the time of entry into the Contest, within the seven (7) business days following the Draw Date. Acceptance of the prize must be confirmed by return email within fourteen (14) business days of email notification along with signed Winner Release.

If the selected entrant does not confirm acceptance of the Contest Rules and prize and provide a signed Winner Release within fourteen (14) business days of the aforementioned email notification, his/her opportunity to win the prize will be forfeited and another entrant will be randomly drawn from the remaining eligible entries, in the Contest Sponsor’s sole discretion. Once the winner has been determined, arrangements for pickup/delivery of the prizes will be made when the winner accepts the prize and provides Winner Release and identification in accordance with terms of these Contest Rules. Alternate arrangements can be made for delivery when the winner is contacted.

Disputes regarding identity of entrant: If the identity of a selected entrant is disputed, the entry will be deemed to have been submitted by the residential or the small business account holder assigned to the email address entered at the time of entry (“Authorized Account Holder”). Selected entrant may be required to provide proof that he/she is the Authorized Account Holder associated with a selected entry.

RELEASE AND INDEMNIFICATION

Winner must sign the Winner Release to: (i) confirm compliance with all Contest Rules; (ii) agree to accept prizes as awarded; (iii) release, discharge and hold harmless the Contest Sponsor, its departments and agencies, parent, related and affiliated companies, subsidiaries, franchisees, advertising and promotional agencies, counsel, marketing partners, and each of their respective directors, officers, employees, shareholders, successors, sponsors, partners, licensees, subsidiaries, agents, artists, advisors, assignees, and all others associated with the administration, development and execution of the Contest (“Released Parties”) from and against any and all manner of action, cause of action, claim or demand, loss or injury, use or misuse of a prize or any travel related thereto, and the use of entries by the Contest Sponsor, suit, debt, covenant, contract, including legal fees and expenses, whatsoever, including but not limited to, claims based on negligence, breach of contract and fundamental breach, failure of any third-party contractor or supplier used in connection with any aspect of the Contest to perform or deliver any goods or services, any act of God or any other event beyond the Released Parties’ control, any dissatisfaction of any kind by a winner with any aspect of the Contest or any prize, liability for physical injury, death, or property damage which the entrants, guests, their heirs, successors or assigns have, might have or could have suffered, by reason of or arising out of the entrant’s participation in the Contest and/or in connection with the acceptance and/or exercise by the entrant of prizes as awarded; and (iv) indemnify the Released Parties against any loss, damage or expense, including legal fees, that any of the Released Parties may suffer or incur as a result of any non-compliance by entrants with any of the Contest Rules or participation in the Contest and/or in connection with the acceptance and/or exercise by an entrant of a prize, and the use of entries and/or survey responses by the Contest Sponsor.

By entering the contest, each entrant acknowledges that the Contest Sponsor, its affiliates and their respective representatives shall not be responsible for and are released from any loss, damages or claims arising from or caused by: (i) incorrect or inaccurate entry information that may affect a person's ability to participate in the Contest or be awarded a prize, including but not limited to human error, technical malfunctions, lost or delayed entries for any reason, mail failures, omission, or any combination thereof, and entries that fail to fully comply with these Contest Rules; (ii) technical failures of any kind, including, but not limited to malfunctions, interruptions, or disconnections in phone lines or network hardware or software; (iii) lost, incomplete, delayed, mutilated or misdirected entries or Winner Releases; (iv) injury or damage to entrants' computers or to any other individual's computer related to or resulting from participating in, or downloading any material regarding the Contest or accepting a prize; (v) any injury or damage to persons or property which may be caused, directly or indirectly, in whole or in part, from entrant's participation in the Contest or receipt or use or misuse of any prize, including any related travel and the use of entries by Sponsor; (vi) the security or privacy of information transmitted via computer networks or for breaches of privacy due to interference by third-party computer hackers or otherwise; (vii) late, lost, misdirected or unsuccessful efforts to notify a potential winner; (viii) any errors or negligence that may arise or occur in connection with the Contest; or (ix) Contest or prize awarded.

GENERAL RULES

Chances of winning depend on the number of eligible entries received by the Contest Closing Date.

The Contest is void where prohibited by law and is subject to all applicable Canadian federal, provincial, territorial, municipal, local laws and regulations. This Contest shall be governed exclusively by the laws of the Province of Ontario, including all issues and questions concerning the construction, validity, interpretation and enforceability of these Contest Rules, rights and obligations between entrants and the Sponsor, and procedural provisions, without giving effect to any choice of law or conflict of law rules. Any dispute shall be adjudicated by the courts sitting in Ontario.

All decisions of the Contest Sponsor are final. No communication will be entered into except with the selected entrant.

By entering this contest, all entrants consent to the use of their name, address, city of residence, email address, postal code, telephone number, social media handle, audio/video image, videotape, statements, comments and/or photograph for the administration of the Contest or in any related publicity carried out by the Contest Sponsor, without further notice or compensation. By accepting the prize, the winner agrees that Contest Sponsor, and/or those acting under the authority of Contest Sponsor, may use each or any of the winner's name, picture/portrait likeness and/or voice, for advertising and promotional purposes in connection with this Contest without further consideration, unless prohibited by law.

By entering the Contest, the winner agrees to be contacted by the Contest Sponsor. The winner will be required to authorize the subsequent use of his/her photograph and name. Unauthorized copying or use of any of the Contest Sponsor's intellectual property without the express written consent of the Contest Sponsor is strictly prohibited.

The Contest Sponsor reserves the right, in its sole discretion, to terminate, cancel, suspend, modify or amend this Contest or Contest Rules at any time and in any way, without prior notice to entrants, including without limitation, to cancel or suspend the internet portion of this Contest should a virus, bug or any other cause beyond the reasonable control of the Contest Sponsor corrupts or threaten to corrupt, the security or proper administration of the Contest. Any attempt to deliberately damage any website or to undermine the legitimate operation of this promotion is a violation of criminal and civil laws, and should such an attempt be made, the Contest Sponsor reserves the right to seek remedies and damages to the fullest extent permitted by law - including criminal prosecution.

No purchase is necessary for participation in the Contest.

All entries and survey responses become the property of the Contest Sponsor upon receipt and will not be returned. Entrants grant Contest Sponsor a non-exclusive licence to use all entries and survey for any purpose. The personal information gathered from entrants for this Contest will be used or disclosed only for administration of their account with the Contest Sponsor, this Contest and for the purposes to which entrants have consented under these Contest Rules by agreeing to these Contest Rules or as permitted or required by law. You may view and read Contest Sponsor's privacy policy at <https://www.miltonhydro.com/SP/Your-Policy>