

**RELIANT ENERGY'S**  
**Lubbock Free Year of Electricity Sweepstakes**  
**OFFICIAL RULES**

Reliant Energy's Lubbock Free Year of Electricity Sweepstakes (the "Sweepstakes") is intended for participation in the State of Texas in the United States only and shall be construed and evaluated according to the laws of the State of Texas and the United States. See below for additional eligibility requirements.

**NO PURCHASE NECESSARY. BUYING WILL NOT HELP YOU WIN. VOID WHERE PROHIBITED.** Your chances of winning without making a purchase are the same as the chances of someone who purchases something.

**1. THE SWEEPSTAKES:**

These official rules (the "Official Rules") shall govern the Sweepstakes. The Sweepstakes begins at 12:00 AM Central Time ("CT") on November 15, 2023, and will end at 11:59 PM Central Time on February 29, 2024 (the "Sweepstakes Period"). The Sweepstakes is sponsored by Reliant Energy Retail Services, LLC, One Shell Plaza, 910 Louisiana, Houston, TX 77002 ("Sponsor"), and administered by The Service Center, Ltd. "Sweepstakes Entities," as used herein, shall mean, collectively, Sponsor and The Service Center, Ltd. By entering, you understand that you are providing your information to the Sponsor. The information you provide in connection with the Sweepstakes may be used by Sponsor for marketing and promotional purposes and as otherwise allowed by its Privacy Policy, available at [reliant.com/freeyear](http://reliant.com/freeyear).

The Sweepstakes Period is from 12:00 AM Central Time ("CT") on November 15, 2023 to 11:59 PM Central Time on February 29, 2024. Reliant reserves the right to modify these Official Rules and extend the Sweepstakes period in its sole discretion. Any update to the Sweepstakes Period will be made available at [reliant.com/freeyear](http://reliant.com/freeyear). The Sweepstakes Period is divided into two (2) distinct phases:

Phase I: Begins at 12:00 AM CT on November 15, 2023 and will end at 11:59 PM CT on January 4, 2024.

Phase II: Begins at 12:00 AM CT January 5, 2024 and will end at 11:59 PM CT on February 29, 2024.

One (1) potential winner will be chosen following Phase I and three (3) potential winners will be chosen following Phase II. This means there will be a total of four (4) potential winners during the Sweepstakes Period.

**2. TO ENTER:**

By entering the Sweepstakes, the entrant agrees to be bound by the terms of these Official Rules. The Sweepstakes Entities are not responsible for late, incomplete, void, corrupted, misdirected, or otherwise erroneous entries (including reproduced or photocopied entries) or for any problems, malfunctions, or technical difficulties that arise in the entry process. Any incomplete or incorrect entries will be void. Proof of submission will not be deemed to be proof of receipt by the Sweepstakes Entities. If Sponsor suspects that any entrant has or appears to have submitted mass entries, or entries generated by an automated program, bot, script, robot, macro, or use of any other device, entrant will be disqualified. Once submitted, all entries shall be the property of the Sponsor and will not be returned. All entries submitted in compliance with these Official Rules and not disqualified are considered "eligible entries." You may enter in one of the following ways:

**A. Phase I: Web Form Entry**

During Phase I of the Sweepstakes, eligible participants may enter the Sweepstakes by completing and submitting Sponsor's online web entry form located at [reliant.com/freeyear](http://reliant.com/freeyear). To enter by Web form, entrants must fill out all required fields in the form provided on Reliant's website. Mandatory fields in the Web form may include but not be limited to full name, address where prize will be provided (including ZIP code), email, daytime phone number (including area code), and acceptance of applicable terms. You do not need to be a Reliant customer to enter by web form. Limit one entry per participant.

**B. Phase II: Enrollment in Reliant Electricity Plan**

During Phase II of the Sweepstakes, eligible participants who sign up on a Reliant residential electricity plan will automatically be entered into the Sweepstakes. A valid Phase I entry will not carry over to Phase II; however, Phase I entrants may also enter separately during Phase II. Limit one entry per participant.

**C. Alternative Entry Method**

For each of Phases I and II, an eligible participant may enter the Sweepstakes by legibly hand-printing in black or blue ink on a 3" x 5" card his/her first and last name, street address, city, state, ZIP code, email address, and daytime telephone number (optional) and mailing the card with first class postage affixed to: Lubbock Free Year of Electricity Sweepstakes, P.O. Box 809004, Houston, TX 77280-9921. Only one (1) mail-in entry per postmarked envelope. Mail-in submissions for Phase I must be received by January 4, 2024 to receive an Entry in Phase I of the Sweepstakes. Mail-in submissions for Phase II must be received after January 4, 2024 and on or before February 29, 2024 to receive an Entry in Phase II of the Sweepstakes. Limit one (1) entry per phase per eligible participant.

Illegible, incomplete, inaccurate, lost, late, misdirected, stolen, delayed, damaged, postage due, machine printed, typewritten or mechanically reproduced mail-in entry submissions will not be accepted. An entrant's submission of an entry by mail certifies that he/she (i) is satisfying all eligibility requirements set forth herein, and (ii) has read and complied with the terms and conditions of these Official Rules.

### **3. DRAWING:**

One (1) winner will be selected at random to win a free year of electricity, up to a maximum value of \$5,000, on a Reliant electricity plan at the end of Phase I of the Sweepstakes Period. Three (3) winners will be selected at random to each win a free year of electricity, up to a maximum value of \$5,000 each, on a Reliant electricity plan at the end of Phase II of the Sweepstakes Period. For Phase I, a winner will be chosen within 14 business days of the Phase I end date. For Phase II, three winners will be chosen within 14 business days of the Phase II end date. Each qualified entry received during the respective entry period will be entered into the random drawing for the applicable prize. To be valid, entries must be submitted by eligible participants and received by the Sweepstakes Entities during the applicable phase of the Sweepstakes Period.

The potential winner(s) will be contacted by Sponsor or its authorized representative via email address, phone number, or mail to notify him or her of being selected as a potential winner and to verify eligibility. The potential winner(s) will be subject to verification of eligibility and compliance with these Official Rules by Sponsor or its authorized representatives. To be declared a potential winner, all eligibility requirements and the terms and conditions of these Official Rules must be met.

The potential winner will be required to sign and return an Affidavit or Declaration of Eligibility and a Liability/Publicity Release (except where prohibited by law) within a time period specified by Sponsor before being declared the prize winner and receiving the prize. Failure to comply with this requirement may result in forfeiture of the prize.

The winner may waive the right to receive the prize, or must be able to accept the prize as awarded in its entirety or not at all. If a winner is found to be ineligible or not in compliance with these Official Rules, or declines to accept the prize, or if a potential winner cannot be reached within ten (10) business days after the first attempt by Sponsor or its authorized representative to contact the potential winner, the prize will be forfeited, and the Sponsor may award the prize to an alternate winner by random drawing from among all remaining eligible Sweepstakes entries until a final prize winner is declared. A winner may be required to furnish proof of identification and other proof of eligibility under these Official Rules. If the prize is ignored, returned as unclaimed, or undeliverable for whatever reason beyond the control of Sponsor, the prize will be forfeited and may be awarded to an alternate potential winner in Sponsor's sole discretion. The Sponsor or its authorized representatives shall not be responsible for failed attempts to notify the potential winner, and no responsibility is assumed by the Sponsor or its authorized representative for any correspondence returned as undeliverable or any other problems associated with the attempt(s) to notify a potential winner.

The decisions of the Sweepstakes Entities, including the selection of the winners, are final and binding on all matters relating to this Sweepstakes.

### **4. PRIZES/ODDS OF WINNING:**

One (1) year of free electricity provided by Reliant on a Reliant electricity plan to a residential service address located in Lubbock, Texas that must receive electric service from Lubbock Power & Light and be connected to the electric grid served by the Electric Reliability Council of Texas (ERCOT), up to a maximum value of \$5,000 per winner, will be given to four (4) total winners over two (2) distinct phases. Details below:

#### **Phase I**

Within 14 business days of the Phase I end date (the "Phase I Drawing"), one (1) potential winner will be selected from among all eligible entries received during Phase I of the Sweepstakes Period to receive one year of free electricity on a Reliant electricity plan, up to a maximum value of \$5,000.

#### **Phase II**

Within 14 business days of the Phase II end date (the "Phase II Drawing"), three (3) potential winners will be selected from among all eligible entries received during Phase II of the Sweepstakes Period to receive one year of free electricity on a Reliant electricity plan, up to a maximum value of \$5,000 per winner.

Odds are dependent on number of entries received. Limit one prize per eligible participant. A prize may not be substituted, transferred, or redeemed for cash by a winner. Year of free electricity may be applied to residential service meters only, and may be provided by Sponsor via electricity bill credits, which are not redeemable for cash. Electricity plan terms and conditions apply, and must be accepted by winner in order to receive prize. Termination of the qualifying electricity plan before the end of the one-year prize period will also terminate continued receipt of the year of free electricity. Use of \$5,000 bill credit maximum prior to end of electricity plan term will result in continuation of plan, subject to its terms and conditions including payment obligations. All additional expenses incurred by a winner in accepting and exercising a prize (including, without limitation, cost of travel and any other expenses) will NOT be provided by the Sweepstakes Entities.

**Total Estimated Value per Prize: \$5,000. Total Estimated Value of All Prizes: \$20,000.**

## **5. ELIGIBILITY:**

The Sweepstakes is open to individual legal residents of the State of Texas who must be 18 years of age or older, have the authority to enroll the residential service meter for retail electricity service with Reliant, and be the account holder for the Reliant electricity plan to which the prize is applied. Only one entry per household will be allowed for each of Phase I and Phase II. Sweepstakes is open to residential customers only whose electricity meter to which the prize will be applied is located in Lubbock, Texas, and must receive electric service from Lubbock Power & Light and be connected to the electric grid served by ERCOT.

Winners must have a valid ERCOT residential address located in Lubbock, Texas, and must receive electric service from Lubbock Power & Light and be connected to the electric grid served by ERCOT that is served by Lubbock Power & Light and, to accept a prize, must be a Reliant Energy customer or must become a Reliant Energy customer within thirty (30) days of being selected as a prize winner or the end of the Sweepstakes Period, whichever is later. Reliant will provide reasonable compensation up to \$150 for early termination fees associated with switching services from a different retail electricity provider, if applicable. Reliant may require that a prize winner provide documentation supporting the amount of any such early termination fees.

Reliant employees of Sponsor, The Service Center, Ltd., and their respective subsidiaries, affiliates, and advertising/promotional agencies involved with this promotion, including the immediate families and household members of such employees, are not eligible to enter or win.

## **6. RELEASE:**

By entering, entrant agrees to release, defend, hold harmless, and indemnify the Sweepstakes Entities and their respective parents, subsidiaries, affiliates, contractors, directors, officers, governors, employees, and agents against any and all liability, damages, or causes of action (however named or described), with respect to or arising out of any injuries, losses, or damages of any kind caused by the acceptance, possession, use, or misuse of a prize awarded in the Sweepstakes, including but not limited to any claims for damage to property, personal injury, or death, or claims based on defamation, rights of privacy, rights of publicity, or merchandise delivery.

The Sweepstakes Entities shall not be liable to winner or any person claiming through winner for failure to supply the prize or any part thereof, by reason of any acts of God, any action(s), regulation(s), order(s), or request(s) by any governmental or quasi-governmental entity (whether or not the action(s), regulation(s), order(s), or request(s) prove(s) to be invalid), equipment failure, terrorist acts, earthquake, war, fire, flood, explosion, unusually severe weather, hurricane, embargo, labor dispute or strike (whether legal or illegal), labor or material shortage, transportation interruption of any kind, work slowdown, civil disturbance, game cancellation, insurrection, riot, or any other cause beyond the sole control of either of the Sweepstakes Entities.

Sweepstakes Entities are not responsible for any printing or typographical errors in these Official Rules or any other materials associated with the Sweepstakes. Winners enter at their own risk, and Sweepstakes Entities are not responsible for and shall not be liable for any condition caused by events beyond their control that may cause the Sweepstakes to be disrupted.

Entry into the Sweepstakes constitutes permission for the Sweepstakes Entities to use the participant's name, photograph, or likeness for purposes of advertising and promotion of the event or otherwise without further compensation, except where prohibited.

## **7. GENERAL:**

All federal, state, municipal, and local taxes for the prize are solely the responsibility of the winner. The winner may be issued an IRS Form 1099 for tax purposes in the amount of the ARV of the prize and if so, must submit his or her Social Security number as required by law. Sponsor reserves the right, in its sole discretion, to amend, change, cancel, or suspend the Sweepstakes and randomly award the prize from among eligible entries received at the time of such action, should a virus, bug, malicious tampering, or other causes beyond the control of Sponsor corrupt the administration of proper execution of the Sweepstakes.

Sponsor reserves the right, at its sole discretion, to disqualify anyone found or suspected to be: 1) tampering with the entry process or the operation of the Sweepstakes, or 2) acting in violation of these Official Rules.

Sponsor reserves the right to amend or change the Official Rules at any time, in its sole discretion. Amendments will be posted on the Sponsor website. By entering the Sweepstakes after the amendment of the Official Rules, the entrant consents to be bound by the amendments.

## **8. WINNER LIST:**

To obtain the names of the winners, send a self-addressed stamped envelope to 1170 Peachtree Street NE, Atlanta, GA 30309. Requests for the winner list must be received by March 22, 2024. Entry in the sweepstakes constitutes consent for your name to be included on the winner list in the event you are selected as a winner.

**9. DATA COLLECTION:**

Please review Sponsor's privacy policy statement at [reliant.com/privacy](https://reliant.com/privacy). By participating in the Sweepstakes, winners hereby agree to all of the terms and conditions of the privacy statement of the Sponsor.

**10. CHOICE OF LAW:**

Under no circumstances will entrant be permitted to obtain awards for, and entrant hereby waives all rights to claim, punitive, incidental, or consequential damages, or any other damages, including attorneys' fees, other than entrant's actual out-of-pocket expenses (i.e., costs associated with entering this Sweepstakes), and entrant further waives all rights to have damages multiplied or increased. All issues and questions concerning the construction, validity, interpretation, and enforceability of these Official Rules, or the rights and obligations of contestants and Sweepstakes Entities in connection with the Sweepstakes, shall be governed by, and construed in accordance with, the substantive laws of the State of Texas, without regard to Texas's choice of law rules. All proceedings shall take place in Harris County, Texas.

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