

Terms & Conditions Customer Value Survey May 2026

How to enter

1. The Greater Western Water Corporation (**GWW**) Customer Survey (**Competition**) is open to individuals and entities who are the registered GWW residential or small business account owner (**Eligible Entrant**).
2. The Competition will run from 16.00 (AEST) on 13 May 2026 and will close at 23:59 AEST on 27 May 2026 (**Competition Period**).
3. An Eligible Entrant must be a current GWW customer.
4. An Eligible Entrant can submit their responses to the customer survey within the survey.
5. A director, manager, employee, officer or contractor of GWW and their immediate families is not an Eligible Entrant.
"Immediate families" means:
spouse or domestic partner, or parent, child or sibling (whether natural, half, step or by adoption) whether or not they reside in the same household.
6. An Eligible Entrant is only entitled to one entry in the Competition.
7. The ten Winners of the competition will be decided by the 1 July 2026 and will be notified of their success via email and phone call shortly thereafter. The \$100 voucher will be shared via email.

The Prize

1. There are ten (10) x \$100 vouchers for GiftBee to win.
2. GWW will randomly award ten (10) eligible entrants a \$100 GiftBee voucher.
3. A prize winner is deemed to have accepted these Terms and Conditions upon acceptance of the Prize.
4. The total value of all prizes in this Competition is AUD \$1000
5. The prize, or any unused portion of a prize, is not transferable or exchangeable and cannot be taken as cash.
6. All taxes (excluding GST) which may be payable as a consequence of receiving a Prize are the sole responsibility of the Prize Winner.
7. GWW may request a prize winner to participate in further news media and/or social media activities relating to the competition.

Prize Draw

1. During the Competition Period and on the 1st July 2026, a nominated GWW representative will conduct a prize draw where ten (10) Eligible Entrants will be randomly selected to be a Prize Winner (Prize Draw) for completing the customer survey in May 2026.
2. As soon as practicable after a Prize Draw, GWW will notify each Prize Winner from the relevant Prize Draw via the email address and phone number provided during the survey.
3. After the Prize winners have been notified, the \$100 GiftBee voucher will be emailed to winners.

General Conditions

1. The Promoter is Greater Western Water Corporation ABN 70 066 902 467 of 1 McNab Avenue, Footscray, Victoria, 3011, telephone 131 691.
2. GWW may, at its absolute discretion, disqualify an Eligible Entrant, and prohibit the further participation of that Eligible Entrant in this Competition, if that Eligible Entrant:
 - a) fails to establish their status as an Eligible Entrant to GWW's satisfaction;
 - b) tampers with, or benefits from any tampering with the entry process or the operation of the Competition;
 - c) is an Eligible Entrant which in GWW's opinion is not in accordance with these Terms and Conditions;
 - d) acts in a disruptive manner or acts with the intent to annoy, abuse, threaten or harass any other person.
3. If there is a dispute as to the identity of an Eligible Entrant, GWW reserves the right, in its sole discretion, to determine the identity of the Eligible Entrant.
4. GWW assumes no responsibility for any failure to receive any communication or for any loss, damage or injury as a result of technical or telecommunications problems, including security breaches. If such problems arise, then GWW may modify, cancel, terminate or suspend the Competition.
5. If this Competition is interfered with in any way (including but not limited to infection by computer virus, bugs, tampering, unauthorised intervention, fraud, technical failures) or is not capable of being conducted due to any reason beyond the reasonable control of GWW, GWW reserves the right, to:
 - a) cancel, terminate, modify or suspend the Competition; and
 - b) invalidate any affected entry(s).
6. Once the Prize has been awarded to a Prize Winner the decision is final and no correspondence will be entered into.
7. GWW reserves the right to alter these Terms and Conditions during the course of the Competition Period at any time and without notice.
8. The collection of all personal information complies with [GWW's Privacy Policy](#).