

Hive “Power Your Home with the Sun” Solar Prize Draw

Terms and Conditions

1. THE PROMOTER

- 1.1. The promoter is Centrica Hive Limited, trading as Hive, registered in England and Wales (company number 05782908) with registered office at Millstream, Maidenhead Road, Windsor, Berkshire SL4 5GD (“Promoter”).

2. THE PROMOTION

- 2.1. The promotion is a free prize draw open to eligible Hive customers.
- 2.2. The prize draw opens at 00:00 on 19 May 2026 and closes at 23:59 on 26 May 2026 (the “Promotion Period”).
- 2.3. Entries received after the end of the Promotion Period will not be valid.

3. ELIGIBILITY – ENTRANT REQUIREMENTS

- 3.1. The prize draw is open to residents of England, Scotland and Wales, aged 18 or over who:
 - (a) are existing Hive customers who have opted-in to receive marketing communications from Hive at the time of entry and at the time of winner selection;
 - (b) are homeowners of the property where the installation will take place; and
 - (c) meet the property eligibility requirements set out in section 7.
- 3.2. Only one entry per person and one entry per household is permitted. Multiple entries from the same household will be disqualified.
- 3.3. The prize draw is not open to:
 - (a) employees, contractors or agents of the Promoter, their group companies, or any installer or supplier(s) involved in the promotion; or
 - (b) members of the immediate families or households of those listed above.
- 3.4. If selected as the provisional winner, entrants must, within a reasonable timeframe specified by the Promoter, provide verification information reasonably required to confirm eligibility, including:
 - (a) proof of identity; and
 - (b) documentary evidence confirming that the entrant is the legal owner of the property at which the installation is to take place at the time of winner selection (for example, a title deed or mortgage statement).
- 3.5. Entrants who are in the process of purchasing, exchanging contracts for, or completing on a property will not be eligible. The property must be immediately available for a survey and installation.
- 3.6. The Promoter reserves the right to disqualify any entrant where it reasonably believes the entrant has acted in a manner contrary to the spirit or intention of the promotion.

4. HOW TO ENTER

- 4.1. Eligible customers may enter the prize draw by following the instructions set out in the promotional email or website tile during the Promotion Period.

- 4.2. No purchase is required to enter. Internet access and a valid email address are required.
- 4.3. Entrants must provide:
 - 4.3.1. a valid email address; and
 - 4.3.2. a phone number,and must confirm acceptance of these Terms and Conditions.
- 4.4. It is the entrant's responsibility to ensure that all details submitted are complete and accurate. The Promoter will not be responsible for any inability to contact an entrant due to inaccurate or incomplete information.

5. MANDATORY MARKETING & PUBLICITY PARTICIPATION

- 5.1. Participation in marketing and publicity activity is a condition of entry.
- 5.2. By entering the prize draw, entrants acknowledge and agree that, if selected as the winner, initial contact informing them that they have won may be recorded, and confirm that they are willing and able to:
 - 5.2.1. take part in recorded interview content for marketing, PR and social media purposes;
 - 5.2.2. permit filming and photography of the solar installation and participate in interviews on the installation day; and
 - 5.2.3. participate in reasonable ongoing case study activity for marketing, PR and social media purposes following installation.
- 5.3. The winner will be required to sign a separate marketing and media consent form before any filming or recording is made publicly available or released. Any recording made prior to consent being signed will not be used for marketing or publicity purposes unless consent is subsequently obtained.
- 5.4. If marketing and media consent cannot be agreed, or is withdrawn prior to any marketing or publicity activity taking place, the Promoter reserves the right to withdraw the prize and select an alternative winner.

6. WINNER SELECTION & NOTIFICATION

- 6.1. One provisional winner will be selected at random from all valid entries within seven (7) days of the end of the Promotion Period.
- 6.2. The provisional winner will be selected at random from all eligible entrants using a randomised computer process.
- 6.3. The Promoter will contact the provisional winner using the contact details provided on the competition application page. If the Promoter is unable to contact the provisional winner after reasonable attempts, the Promoter reserves the right to withdraw the prize and award it to a reserve winner drawn at random.
- 6.4. If the provisional winner does not respond within seventy-two (72) hours, is ineligible, or fails verification checks, the Promoter reserves the right to withdraw the prize and select an alternative winner.
- 6.5. This process may be repeated up to five (5) times until an eligible winner is confirmed.
- 6.6. The Promoter's decision in all matters relating to the promotion is final and binding, and no correspondence will be entered into.

7. PROPERTY ELIGIBILITY & TECHNICAL SURVEY

- 7.1. The prize is subject to the winner's property meeting the requirements for a standard solar installation, as determined by the Promoter's appointed installer acting reasonably and in accordance with its standard eligibility criteria.
- 7.2. The following is a non-exhaustive summary of typical eligibility requirements; however, final eligibility will be determined by the installer following assessment:
 - (a) be a residential property. Flats and apartments are excluded;
 - (b) have a single roof aspect suitable for solar installation;
 - (c) have a pitched roof in good structural condition. Flat roofs are not eligible;
 - (d) have sufficient usable roof space to support a minimum installation of four (4) solar panels as part of a standard installation, as determined by the installer. Typical UK installations require approximately 10–25 square metres of usable roof area, subject to installer assessment;
 - (e) have a roof in good structural condition, with no significant damage, including (without limitation) any sagging, deterioration or defects. A structural assessment may be required, particularly for older properties. Any remedial or repair works required to make the roof suitable are excluded from the prize;
 - (f) have suitable sunlight exposure and minimal shading;
 - (g) not require planning permission;
 - (h) not be a listed building or located within a conservation area;
 - (i) be compatible with solar installation and safe for connection, including that the consumer unit meets current safety standards and the home's wiring is suitable to support inverter installation. Any electrical upgrades or works required to achieve compatibility are excluded from the prize; and
 - (j) allow safe access for installation, including scaffolding and access to electrical systems, in accordance with standard industry installation and safety requirements.
- 7.3. Certain geographical exclusions apply, including (without limitation) residents of Northern Ireland, the Scottish islands (including Shetland, Orkney and the Western Isles) and parts of north-west Scotland. Availability will be confirmed during eligibility checks.
- 7.4. Installation is subject to a technical feasibility survey carried out by the Promoter's appointed installer and any required distribution network operator (DNO) approvals.
- 7.5. If the property is deemed unsuitable following the survey or required approvals are not obtained, the provisional winner will be disqualified and an alternative winner selected.
- 7.6. No cash or alternative prize will be offered.
- 7.7. Entrants must remain holding a Hive account until completion of the installation. If the winner ceases to be an active member prior to installation, the Promoter reserves the right to withdraw the prize and select an alternative winner.

8. THE PRIZE

- 8.1. The prize is the supply and installation of: a solar photovoltaic panels; battery system; and standard installation, with a maximum total value of £10,000 (including VAT).
- 8.2. The prize includes standard installation, scaffolding and electrical works up to the maximum total value as per section 8.1.
- 8.3. Any additional costs (if any) will only be identified following the technical survey and will be notified to the winner. The winner will have seven (7) days to decide whether to proceed

and pay any additional costs. If the winner chooses not to proceed, the winner will have no liability and the Promoter may withdraw the prize and select an alternative winner.

8.4. The prize does not include:

- (a) battery systems outside the installer's standard offering;
- (b) roof repairs;
- (c) roof upgrades;
- (d) structural works;
- (e) electrical upgrades beyond standard installation (including no general electrical upgrades);
- (f) export tariffs, smart meter upgrades or additional customer-side equipment;
- (g) planning permission costs; or
- (h) any costs exceeding £10,000.

8.5. Any costs above the maximum total value as per section 8.1 will be the responsibility of the winner.

8.6. If, following confirmation of eligibility, the winner:

- (a) declines the installation;
- (b) refuses or fails to pay any additional costs exceeding the maximum prize value; or
- (c) refuses or fails to permit, agree to or procure any works or actions reasonably required to enable the Promoter to deliver the installation within the scope of the prize, the Promoter reserves the right to withdraw the prize and, at its discretion, select an alternative winner.

9. INSTALLATION

9.1. The installer is an independent third-party contractor appointed by the Promoter and selected based on the winner's postcode.

9.2. Installation must take place within a reasonable timeframe agreed with the installer and the Promoter. Installation timescales will be confirmed following eligibility checks and may be adjusted, including but not limited to, the installer availability or weather conditions.

9.3. Failure to proceed with the survey or installation within the timeframe reasonably agreed may result in withdrawal of the prize and selection of an alternative winner.

9.4. The winner must provide reasonable access and cooperation to allow the survey and installation to proceed.

9.5. Ongoing maintenance, servicing and warranties will be governed by the installer's standard terms.

9.6. Hive-branded products included in the installation (including the Hive Bridge, Hive Hub and Hive Plug) will be subject to a 12-month warranty, in accordance with Hive's standard product terms and conditions available at:

<https://www.hivehome.com>.

10. PRIZE RESTRICTIONS

10.1. The prize is non-transferable, non-exchangeable and non-refundable.

10.2. The prize may not be sold or claimed by a third party.

10.3. No cash alternative is available.

11. DATA PROTECTION AND PUBLICITY

- 11.1. Personal data provided in connection with the promotion will be processed by the Promoter and its agents and suppliers for the purposes of administering the promotion, in accordance with the Promoter's Privacy Notice available at: <https://www.hivehome.com/privacy>.
- 11.2. You can contact Centrica's data protection officer by writing to The Data Protection Officer, Centrica Plc, Millstream, Maidenhead Road, Windsor, Berkshire SL4 5GD, or by email at privacy@centrica.com.

12. GENERAL

- 12.1. The Promoter is not responsible for entries lost, delayed or corrupted due to technical issues.
- 12.2. The Promoter accepts no responsibility if the winner is unable to take up the prize for any reason.
- 12.3. Nothing in these terms limits liability for death or personal injury caused by negligence, fraud or any liability which cannot be excluded by law.
- 12.4. The Promoter reserves the right to cancel, amend or withdraw the promotion where necessary due to circumstances beyond its reasonable control.
- 12.5. The Promoter will not be responsible where the prize cannot be delivered due to changes in law, regulation, network constraints or industry requirements arising after the Promotion Period.
- 12.6. No guarantee is given as to energy generation, savings or financial return from the solar installation, which will vary depending on property characteristics and usage.
- 12.7. The Promoter is not responsible for the installation services provided by the installer, which are subject to the installer's own terms and conditions. Nothing in these terms affects the winner's statutory rights against the installer.
- 12.8. These terms and conditions shall be governed by the laws of England and Wales. Any dispute arising out of or in connection with these terms and conditions shall be subject to the exclusive jurisdiction of the courts of England and Wales.