

Term and conditions:

- McLaughlin's will communicate with you regarding the Refer-a-Friend program by email.
- The friend (referee) that you send the referral to has 30 days after to purchase a product or sign up for fuel (enter their name and email address into the system). Once the referee signs up for fuel or purchases a product for installation, both the referee and referral will receive an account credit for \$50 (residential) OR \$100 (commercial).
- The person being referred must enter their name and email address into the referral system before they activate their service with McLaughlin's.
- To make a referral as part of the Program, you must be a current McLaughlin's Energy customer.
- You and your referrals have to accept the Program Terms to participate in the Program.
- Both you and your referrals must have an active, non-suspended account in good standing. All referrals have to be made using the referral system on McLaughlin's website.
- To be eligible for the referral credit, both of you must have active service with McLaughlin's when the credits are applied. The person being referred must keep their account active for 90 days after activating and make a product or fuel purchase of \$200 minimum. If service is terminated within 90 days of activating, the bill credit will be charged back to both their account and the account of the person who referred them.
- There is no limit to the number of referral offers you can send to your friends. However, you're limited to a maximum of \$1,000 credit to your account per calendar year.
- You cannot refer a friend or family member to your own account and receive a referral credit. Individuals on the account can refer their friends or family to a new McLaughlin's account.
- The referral credit is not available for referring existing customers (the referral must be a new McLaughlin's customer).
- Referrals cannot accept more than one referral offer as part of this Program. If they receive multiple offers, a credit will be applied to the account of the current McLaughlin's customer whose referral they accepted through the Program.
- To be eligible for the referral credit, you must (i) explain the Program to your referrals and obtain consent from each referral to use their personal information for the purpose of sending them the referral and (ii) abide by these Program Terms. Referrals must provide consent to use of their personal information in order to participate in the Program.
- Customers that are on hold are not eligible to receive the referral credit. If the account is put on hold within 90 days of activating, the bill credit will be charged back to both their account and the account of the person who referred them.
- Refer a Friend credits are non-refundable, have no cash value, and will not be paid out upon the termination or cancellation closure of a customer.

- Eligible bill credits will appear on your next bill within 4-8 weeks.
- McLaughlin's assumes no responsibility for lost, delayed, damaged or misdirected referrals or communications or for any failure of the website, for any problems or technical malfunction of any computer online systems, servers, access providers, computer equipment, software, failure of any e-mail or referral to be received by McLaughlin's on account of technical problems or traffic congestion on the Internet or at any website, or any combination thereof including any injury or damage to a your (or any other person's) computer related to or resulting from this program. McLaughlin's reserves the right, at its sole discretion, to change, cancel or suspend this program should a virus, bug or other cause beyond the reasonable control of McLaughlin's, corrupt the security or proper administration of the program or for any other reason. Referrals are subject to verification and will be declared invalid if they are illegible, unintelligible, falsified, altered or tampered with or unlawful in any way. Referrals submitted by unauthorized means will be disqualified. In the event that it has been determined that a referral has been made in a manner not sanctioned by these terms, you and all of your referrals will be disqualified from this program and any referral credits that have been awarded will be deducted. You agree to abide by the terms of this program and the decisions of the McLaughlin's team, which are final. This program is subject to all applicable laws and regulations.
- McLaughlin's may end the Program or change any of the terms at any time, without notice and without obligation to award any referral credits.