



Union Power Pte Ltd

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**TERMS & CONDITIONS
UNION POWER REFERRAL PROMOTION**

1. Union Power Referral Program ("Program") which allow Union Power ("UP") existing residential customers ("Referrer") to refer a new residential customer ("Referee") either contestable or non-contestable electricity account holder to UP.
2. This Program is only applicable for online sign-up and strictly for residential customers only. It is not available at any roadshows.
3. This Program is only eligible for the price plan of **12** and **24** months contract period.
4. A successful referral will only be considered upon the Referee commencement of the electricity agreement with UP and no cancellation within the binding contract period. UP reserves the right to claw back the reward points from Referrer if any parties terminate the Electricity Agreement before contract expiry without prior notice.
5. Both Referrer & Referee will receive **3,000 reward points** in Union Power Customer Portal within 30 days upon Referee successful sign-up.
6. A Referee is not allowed to enter more than one referral code. In the event where there are 2 or more Referrers sharing the referral code to same Referee. Only the first referral code successfully registered is considered eligible for the reward points.
7. The Referee is able to apply one applicable promo code at sign-up to enjoy additional bill rebates. Refer to the terms & conditions for the respective promo codes on [UP website](#).
8. A Referrer must be an existing UP's customer and not allowed to use their own referral code to refer themselves as a Referee for the program.
9. Referrer will be responsible to obtain the prior consent of the Referee to allow UP to collect both Referrer and Referee's personal data including his/her name, NRIC, contact details, address and other information including but not limited to for the purposes of contacting the Referee by UP and future correspondences.
10. The reward points can be redeemed to offset your electricity bill or other eligible and available items. Any balance of the credits can be used to offset your next billing until it is fully utilized.
11. The reward points are non-transferable, non-exchangeable and not redeemable for cash.
12. Any unused reward points will be forfeited after final bill is generated if you decided to transfer your electricity account out to either SP Services or other Retailer.
13. Successful sign-ups are strictly not allowed to cancel the electricity agreement or change the price plan or referral code.
14. UP reserves the right to review and modify the Program from time to time without prior notice.
15. UP's decision on all matters, queries or disputes regarding Union Power Referral Program, its terms and conditions shall be final and without appeal.