

Utility Customer Loyalty Program Terms and Conditions

Dear Valued Customer,

Thank you for being a loyal customer of [Utility Company Name]. We are excited to introduce our Loyalty Program designed to reward you for your continued patronage.

1. Eligibility

To participate in the Loyalty Program, customers must be active account holders of [Utility Company Name] and meet the following criteria:

- Must have an active account for a minimum of [X] months.
- Must consistently pay bills on time.

2. Rewards

Participants in the Loyalty Program will earn points based on their monthly usage, which can be redeemed for the following rewards:

- Discounts on future bills
- Gift cards to partnering retailers
- Exclusive offers and promotions

3. Points Accumulation

Points will be accrued as follows:

- [X] points for every [Y] kWh of energy used.
- [Z] additional points for timely payments.

4. Terms and Conditions

By participating in the Loyalty Program, customers agree to the following terms:

- Points are non-transferable and cannot be exchanged for cash.
- [Utility Company Name] reserves the right to modify or terminate the program at any time.
- All rewards must be redeemed within [X] months of earning them.

For additional information or questions regarding the Loyalty Program, please contact our customer service team at [Customer Service Contact Information].

Thank you for your continued loyalty!

Sincerely,
[Utility Company Name]