

Website Scavenger Hunt Ticket Distribution

Official Procedure

1. Purpose

This procedure establishes a fair, transparent, and compliant process for distributing event tickets through a Clean Energy Alliance (CEA) website scavenger hunt. The activity supports CEA's public purpose and mission by promoting customer education, enrollment, retention, and awareness of clean and renewable energy programs, consistent with the [CEA Ticket Distribution Policy \(CEA-018\)](#).

2. Eligibility

Eligibility is outlined within the Website Scavenger Hunt Ticket Distribution Official Rules and Regulations. Tickets may be provided only to:

- Participants 18 years or older, and
- Current CEA customers,
- Eligible customers located within CEA's service territory, and
- Not won tickets from CEA in a previous giveaway.

Participants must:

- Complete all scavenger hunt requirements as outlined in this procedure,
- Submit the required ticket request documentation,
- Not submit any duplicate entries, and
- Certify they have read and agree with the Official Rules and Regulations included in the Ticket Request Form.

Tickets are non-transferable and may not be exchanged for cash or any other items of value. A full list of official rules and regulations for this giveaway is available on our website at <https://thecleanenergyalliance.org/key-documents/>.

3. Scavenger Hunt Structure

The scavenger hunt is hosted on the public CEA website. Participants are required to locate specific information related to:

- CEA programs and service options as described on the CEA website;
- The benefits of participating in CEA programs and service;
- Customer enrollment options and choices; and
- CEA Board structure and meeting times.

Instructions, eligibility requirements, and ticket availability are communicated on the website. Participants respond to scavenger hunt questions as part of the ticket request form submission.

4. Ticket Distribution Method

- Tickets are distributed on a first-come, first-served basis.
- Approximately fifty (50) tickets are available for selected dates to various Frontwave Arena events.
- Once all available tickets are claimed, no additional tickets will be issued.
- CEA reserves the right to verify eligibility and disqualify incomplete, inaccurate, or duplicate submissions.
- CEA reserves the right to cancel the scavenger hunt at any time.

5. Ticket Request Documentation

To receive tickets, participants must complete a Ticket Request Form, which includes:

- Participant name and contact information,
- Confirmation of residence within CEA territory,
- Certification that eligibility requirements have been met,
- Acknowledgment that tickets are provided solely for a public, educational purpose,
- Agreement to ticket use and non-transferability conditions,

- Completion of scavenger hunt questions highlighting educational CEA related topics, and
- Acknowledgement that all Ticket Request Forms are subject to disclosure under the California Public Records Act.

Electronic submissions are timestamped and processed in the order received.

6. Review and Confirmation

CEA staff reviews ticket request forms in submission order. Staff confirms:

- Completion of scavenger hunt requirements,
- Participant eligibility, and
- Availability of tickets.

Approved participants receive confirmation via email, including event details, ticket delivery instructions, and approximate value of the tickets.

7. Ticket Distribution Logistics

- Tickets are distributed electronically through an approved delivery method.
- Each participant is limited to maximum number of four (4) tickets.
- Tickets not claimed within 72 hours of email notification may be offered to the next eligible participant.
- Tickets may only be used by the approved recipient.

8. Recordkeeping

CEA maintains records for each ticket distribution, including:

- Ticket request forms and submission timestamps,
- Event name and date,
- Number and value of tickets issued, and
- Description of the public purpose served.

Records are retained in accordance with CEA's record retention, ethics, and audit requirements and are subject to internal review and disclosure under the California Public Records Act.

9. Oversight

CEA staff administering the scavenger hunt are responsible for:

- Consistent application of this procedure,
- Ensuring compliance with CEA Ticket Distribution Policy CEA-018, and
- Escalating any questions related to eligibility or policy interpretation to appropriate management prior to ticket issuance.

10. Policy Authorization and Compliance Statement

This Website Scavenger Hunt Ticket Distribution Procedure is an authorized outreach and customer engagement activity conducted in accordance with the [Clean Energy Alliance Ticket Distribution Policy \(CEA-018\)](#).

Pursuant to Section 5(A) of Policy CEA-018, this procedure was established by the CEO as Ticket Administrator on January 29th, 2026.