

# £5 Credit for MyAccount

## Terms and Conditions

### 1. Promotion overview

- 1.1. These terms should be read together with Utility Warehouse's Residential Products & Services Terms and Conditions and any other relevant terms and conditions as set out at <https://uw.co.uk/legal/terms-conditions> (the "**Agreement**").
- 1.2. This offer is valid from 00:01 on 3 July 2026 until the earlier of (i) the date on which the promotion is withdrawn and (ii) the date on which 1,000 eligible customers have set up their online MyAccount for the first time, pursuant to this promotion (the "**Promotional Period**").
- 1.3. During the Promotional Period, eligible Utility Warehouse customers can receive a one-off bill credit of £5 (the "**Credit**").
- 1.4. The Credit shall be applied as a one-off credit to the customer's next earliest bill 40 days after setting up their online Utility Warehouse account.
- 1.5. Only one Credit shall be applied per customer.

### 2. Eligibility

- 2.1. To receive the Credit the customer must:
  - 2.1.1. be an existing Utility Warehouse customer with a minimum of one active service;
  - 2.1.2. have been directly invited to participate in the promotional offer via Utility Warehouse's digital channels or via letter from Utility Warehouse; and
  - 2.1.3. successfully set up their online Utility Warehouse account for the first time, during the Promotional Period.

### 3. General

- 3.1. Customers are deemed to have accepted and agreed to be bound by these terms and conditions upon placing an order with UW. Utility Warehouse reserves the right to refuse to apply the Credit to anyone in breach of these terms and conditions.
- 3.2. Utility Warehouse reserves the right to withdraw or amend this promotion at any time without prior notice.
- 3.3. This promotion cannot be used in conjunction with any other offer or promotion.
- 3.4. All other terms and conditions of the Agreement continue to apply during and after the Promotional Period.
- 3.5. Your personal data will be processed in accordance with our Privacy Policy, available at <https://uw.co.uk/legal/privacy-customer>.
- 3.6. These terms are governed by the laws of England and Wales, and any disputes will be resolved in the courts of England and Wales.