

UW Price Pledge

Terms & Conditions

1. **Important information is contained below including applicable exclusions and requirements, please make sure you read these terms carefully.**
2. The UW Price Pledge is our money-saving pledge to new customers who take three or more eligible services plus a Cashback Card and use it regularly.
3. Subject to the terms below, if you don't save, in total for the services included in the Price Pledge plus Cashback savings, with UW in your first year with us compared to what you could have paid elsewhere, in the event you make an eligible claim, we'll pay you double the difference and let you leave those services without incurring any exit fees/early termination fees.

Eligibility

4. To be eligible you must:
 - a. be a new residential UW customer joining on or after 22 April 2024;
 - b. take a Cashback Card plus at least three different eligible services at sign-up or within 42 days of signing up. Eligible services are Energy, Broadband, Mobile SIM Only, Boiler & Home Cover ("**Eligible Services**"). Multiple or different types of the same service (i.e. two types of mobile service, gas and electricity etc.) will be counted as one Eligible Service;
 - c. be supplied on a credit meter and where both gas and electricity are connected at the supply address, successfully switch both of these to us (if energy is one of the Price Pledge Services);
 - d. remain a UW customer for at least 12 months;
 - e. have the same, and requisite number of Eligible Services on your UW account from sign-up to the date of claim;
 - f. be paying by and have a valid direct debit in place from sign-up to the date of claim;
 - g. have no debt on your UW account and your UW account must be in good standing; and
 - h. meet the requirements of these terms as set out below.

Price Pledge Services

5. The services included in the Price Pledge are the Eligible Services that you take at sign-up, or within 42 days of sign-up, and are still live on your UW account at the point of claim which must be at least 12 months after the date of initial sign-up ("**Price Pledge Services**"). There must be at least three Price Pledge Services on your account at the point of claim.
6. If a Price Pledge Service is cancelled or changed (for example because of a home move, change of supply address or upgrade/downgrade/change to the account etc.), this service will not be counted as a Price

Pledge Service and will not be included in the Price Pledge. Any services, even if they meet the requirements for Eligible Services, taken after 42 days of sign-up will not be included.

7. Only the following charges for Price Pledge Services, and the services that we compare our price with, are included in the Price Pledge:
 - a. Energy – daily standing charge and unit rate on a standard variable tariff on a credit meter or, where applicable, a fixed rate tariff on a credit meter;
 - b. Mobile – SIM only inclusive allowance monthly charge;
 - c. Broadband – monthly inclusive allowance broadband charge (landline included for Standard/Ultra/Ultra+ only);
 - d. Boiler & Home Cover – monthly premium inclusive of any broker fees; Together “**Included Charges**”. Everything else is excluded. This includes, but is not limited to, call charges, roaming, international calls, anything not included in your inclusive allowance, routers, devices, mobile handsets, postage and packaging, excess payments etc.

8. If you have multiple/different types of UW services on your account which all meet the criteria for the Price Pledge (i.e. multiple meters or broadband services etc.), except for the below for mobile Unlimited+, we will only include and compare the price of one of these. To determine which one we will select as the Price Pledge Service we will use the following:
 - a. Energy: if there is more than one supply address on the account we will use the supply address with the lowest consumption. We will use one gas meter and one electricity meter. If there are multiple meters we will use the gas meter and electricity meter with the lowest consumptions.
 - b. Broadband: if there is more than one type of broadband service on the account we will only use one broadband service and we will use the one with the highest speed (i.e. Full Fibre 100 rather than Ultra+).
 - c. Mobile: if there is more than one type of mobile service we will use one mobile service and we will select the one with the highest data allowance (i.e. Unlimited+ rather than Essential) or where you have a handset with UW, we will use the airtime without the handset related cost. However, where you have taken an Unlimited+ SIM bundle, we will include and compare up to four Unlimited+ SIMs (airtime only).
 - d. Boiler & Home Cover: as only one policy is allowed per account we will always use this policy.

Price Pledge Claim

9. After 12 months from the date of sign-up you can submit a claim for the Price Pledge if you think that you have not saved, in total, for your Price Pledge Services, including Cashback savings and discounts, by submitting an energy meter reading and sending itemised bills and any price increase notifications for the equivalent Price Pledge Services with your previous provider to pricepledge@uw.co.uk.
10. Important information on what is an equivalent service is set out below in the Equivalent Services section.
11. The bills must be from each of your previous providers, cover a period of at least three months immediately prior to the date the services were transferred to us, include the final bill for each service and clearly identify: (i) the supplier, (ii) the tariff(s) you were on, (iii) the services that were supplied to you or

another person named on the UW account, (iv) that the services were supplied to the same UW supply address, where applicable, and (v) any bundles or other discounts.

12. We may ask you to provide further information about your service with a previous provider service, for example any price increase notifications or expected price increases. We will not be able to proceed with your claim until this information is provided.
13. For the avoidance of doubt, the previous provider is the supplier that supplied the services to you immediately before you switched/took those services with UW.
14. To be able to claim you must make the claim after 12 months but before 15 months from the date of sign-up and still have at least three Price Pledge Services on your account at the date you claim.
15. Once we have received a claim, subject to these terms, we will consider your previous bills and:
 - a. Calculate what you would have paid us in total for the Price Pledge Services in the first 12 months from the date of sign-up. To do this we will only include the Price Pledge Services Included Charges, as listed above. From this total we will then deduct: (i) the higher of, how much Cashback you have received on your Cashback Card in first 12 months or £160 (being the average active Cashback card customer saving see below for further details); and (ii) any credits and discounts received ("**UW Total Price**").
 - b. Calculate, our best estimate on a like for like basis, what you would have paid in total for Included Charges for services equivalent to the Price Pledge Services by either using the price of the major providers that were offering the cheapest price for an equivalent service in the month that you switched to UW or, if at the date of sign-up with UW you were in your minimum contract term with your previous provider, we will use what you would have paid your previous provider for the remainder of your minimum contract term (subject to a maximum number of months) and then use the major provider price for the rest of the months, if applicable, ("**Competitors' Total Price**"). To calculate the Competitors' Total Price:
 - i. we will look at how many months you were charged for each Price Pledge Service in the first 12 months with UW ("**Live Months**") i.e. if you took broadband at sign-up and it took three months to go live, and for us to start charging you, the number of Live Months would be nine and not 12.
 - ii. if a fixed rate energy tariff is a Price Pledge Service:
 1. we will use your actual consumption values from the first 12 month period from the date of sign-up with UW, multiply this by the unit rate and add the daily standing charge of the cheapest major provider's nearest equivalent fixed rate tariff on a credit meter for the number of Live Months. Major providers for energy are British Gas, OVO, Octopus, E.ON; or
 2. if you were still in your minimum contract term when you switched to UW, we will use your actual consumption values from the first 12 month period from the date of sign-up with UW, multiply this by the unit rate and add the daily standing charge that you would have paid to your previous provider for the remainder of your fixed contract term or number of Live Months, whichever is lower. If the number of months left on the fixed term is lower than the number of Live Months we will use the major provider calculation, as set out above, for the remainder of the Live Months. This section will only apply if you were previously supplied on a credit meter and the fixed tariff is equivalent to a UW fixed rate tariff.

3. we will adjust the calculation based on monthly usage and price changes over the Live Months.
- iii. if standard variable energy is a Price Pledge Service we will:
 1. use your actual consumption values from the first 12 month period from the date of sign-up with UW, multiply this by the unit rate and add the daily standing charge of the cheapest major provider's nearest equivalent to your variable tariff included in the Price Pledge for the number of Live Months. Major providers for energy are British Gas, OVO, Octopus, E.ON.
 2. adjust the calculation based on monthly usage and price changes over the Live Months.
- iv. if broadband is a Price Pledge Service:
 1. we will use the standard monthly charge of the cheapest major provider's service which is the nearest equivalent service to your UW broadband service included in the Price Pledge for the number of Live Months. Major providers for broadband are EE, BT, Sky, VMO2; or
 2. if you were still in your minimum contract term when you switched to UW, we will use the monthly broadband charge you would have paid to your previous provider for the remainder of the minimum contract term or number of Live Months, whichever is lower. If the number of months left on the minimum contract term is lower than the number of Live Months we will use the major provider calculation for the remainder of the Live Months. This section will only apply if your previous provider's broadband service is equivalent to your UW broadband service included in the Price Pledge.
 3. we will adjust the calculation based on price changes over the Live Months.
- v. if mobile is a Price Pledge Service we will:
 1. the standard monthly charge of the cheapest major competitor's service which is the nearest equivalent service to your UW mobile service included in the Price Pledge for the number of Live Months. Major providers for mobile are VMO2, Vodafone, Three, EE.
 2. As UW mobile tariffs are all 30 days rolling, we will only use the cheapest major provider calculation and not use a customer's previous in contract mobile price as this would not be an equivalent service.
 3. adjust the calculation based on price changes over the Live Months.
- vi. if Boiler & Home Cover is a Price Pledge Service:
 1. we will use the standard monthly charge of the cheapest major provider's service which is the nearest equivalent service to your Boiler & Home Cover service included in the Price Pledge the number of Live Months. Major providers for boiler and home cover are British Gas and HomeServe; or
 2. if you were still in your minimum contract term when you switched to UW, we will use the monthly boiler and home cover charge that you would have paid to your previous provider for the remainder of the minimum contract term or number of Live Months, whichever is lower. If the number of months left on the minimum contract term is lower than the number of Live Months we will use the major provider calculation for the remainder of the Live Months. This section will only apply if your previous boiler and home cover is equivalent to your UW Boiler & Home Cover service included in the Price Pledge.

3. adjust the calculation based on price changes over the Live Months.
- vii. To get a Competitors' Total Price we will add the relevant parts of the above together.

16. For illustrative purposes only, if you had four months left on your minimum contract term for an equivalent service at the date you switched to UW, we will use your in-contract price for the first four months and the price of the cheapest major provider for the next eight months. If you were out of your minimum contract term, or did not have a minimum contract term on the services when you switched/took these to us, we will use the price of the cheapest major provider for the number of Live Months. In all circumstances we will adjust the price for price increases and monthly usage for energy.

17. We aim to contact customers within two weeks of receiving their claim, but this may take longer.

Equivalent Services

18. When determining if a service is equivalent, we will consider whether it is materially the same as the UW service taking into account: contract length; speeds; data allowance; excess; upfront payments; inclusive allowance; payment method; meter type; time of use restrictions; speciality tariffs (such as EVs); call packages; installation fees; whether the services are bundled with other services (such as TV/streaming packages). The previous provider must be based in the UK.
19. If a UW service and another provider's service are not the same in respect of the above or are otherwise materially different, the other provider's service will not be equivalent and will not be included in the Price Pledge.
20. If the charge for the service cannot be split out from other charges or we cannot work out what the charges were for that service, the service will not be equivalent.

Price Pledge Credit

21. If the UW Total Price (which for the avoidance of doubt includes Cashback savings) is higher than the Competitors' Total Price, we will pay double the difference between the two in the form of a credit.
22. The credit will be applied to your UW account.
23. The value of the Price Pledge credit is limited to the value of the UW Total Price.

Exit fees/early termination fees

24. If a claim is successful and we pay double the difference, you will have the right to request the cancellation or switch of any Price Pledge Services without incurring any exit fees/early termination fees for those services for 14 days following notification of a successful claim.
25. After the 14 day period has elapsed exit fees/early termination fees on Price Pledge Service will continue to apply.
26. For any services not included in the Price Pledge (which includes mobile handsets and routers etc.) exit fees/early termination fees will apply for the duration of your minimum contract term with us and are unaffected by this Price Pledge.

Further information and exclusions

27. Other providers' cashback cards, rewards cards and/or schemes are excluded and will not be included in the Price Pledge.
28. Vouchers and any physical goods like TVs, handsets, routers etc. from other providers are excluded.
29. The amount of £160 Cashback a year is based on customer usage data from 03.04.23 to 31.03.24 for active Cashback Card customers who earned Cashback at least once a week, excluding promotional activities.

General

30. Only one claim per customer and per account.
31. We will handle any data submitted by a customer in relation to this Price Pledge in accordance with our Privacy Notice at uw.co.uk/legal/privacy-customer.
32. We reserve the right to change these terms and conditions where it becomes necessary to do so. We reserve the right to remove or amend this promotion at any time.
33. You are deemed to have accepted and agreed to be bound by these terms and conditions upon using the Price Pledge.
34. The Price Pledge is for non-commercial use only. UW reserves the right to refuse to apply the bill credit to anyone in breach of these terms and conditions or anyone exploiting, in any way, the Price Pledge.
35. UW will not apply the credit to anyone in breach of these terms and conditions or breach of our [Residential Products & Services Terms](#) or general requirements for use.
36. These terms are in addition to any other terms applicable to your services. In the event of any inconsistency between these terms and other terms, these terms shall prevail.
37. If we are aware or have reason to believe that any credit has been obtained fraudulently or illegally or we are satisfied that a customer has altered their previous providers' bill(s), provided inaccurate/incorrect information or withheld information about price increase notifications, the credit will not be paid. In circumstances where the credit has already been paid to a customer they will be required to repay the full amount of credit that was applied to your account.
38. This promotion is governed by English Law and customers submit to the jurisdiction of the English Courts.
39. UW means Utility Warehouse Limited, Network Hq 508 Edgware Road, The Hyde, London, NW9 5AB (and associated third parties).