

Free Energy Days

Terms and Conditions

Promotion withdrawn 8th September 2025

As of the 8th September 2025, the Free Energy Days promotion has been withdrawn. From this date customers can no longer qualify for a Free Energy Day(s) Grant / Award. Customers who previously qualified for a Free Energy Day(s) Grant / Award before this date will continue to receive the associated Free Energy Day(s) Award credit but will not be able to qualify for any further Grants or Awards.

1. Introduction

From 28 April 2025 customers can participate in Free Energy Days.

These terms and conditions apply to Utility Warehouse Limited's ("UW") Free Energy Days promotion. By participating in this promotion, customers agree to be bound by these terms and conditions.

2. Eligibility Criteria

- 2.1. To be eligible for Free Energy Day(s), you must:
 - 2.1.1. be a residential customer;
 - 2.1.2. be a UW customer with at least an Energy service live on your UW account;
 - 2.1.3. have an active direct debit in place;
 - 2.1.4. not have any debt on your account and your UW account must be in good standing;
 - 2.1.5. meet the relevant Free Energy Day(s) Grant Requirements as set out in these terms or communicated to customers by UW; and
 - 2.1.6. comply with these terms and conditions.

3. Free Energy Days

- 3.1. **Free Energy Day** means one day of 'Free Energy' valued at the relevant Ofgem annual average consumption at the price cap for a dual fuel consumer paying by direct debit divided by 365 (the '**Free Energy Day Credit**').
- 3.2. Free Energy Day Credit(s) will be calculated based on Ofgem's annual average consumption and price cap as at the date on which the customer meets the Eligibility Criteria and the requirements for the associated Free Energy Day Grant.
- 3.3. Subject to complying with these terms, customers who meet the Eligibility Criteria can achieve Free Energy Day(s) by completing various actions and requirements as set out in these terms or communicated by UW from time to time ("**Free Energy Day(s) Grant**").
- 3.4. The number of Free Energy Day(s) a customer can achieve and when the associated Free Energy Day(s) Credit will be added to their account will depend on the award for that Free Energy Day(s) Grant.

4. Free Energy Day(s) Grant Requirements

- 4.1. UW will run specific Free Energy Day(s) Grants from time to time that allow customers to earn Free Energy Days. These will be communicated to customers by UW and/or added to these terms.
- 4.2. As at 28 April 2025 customers can earn Free Energy Days by meeting the following Free Energy Day(s) Grant Requirements:
 - 4.2.1. **Free Energy Day Grant - New Customer Offer:** New customers who are homeowners and sign up to UW via a UW Partner, on or after 28 April 2025, and take an energy service plus at least one other Eligible Service at sign up. For requirements and number of Free Energy Day(s) Credit(s), see below; or
 - 4.2.2. **Free Energy Day Grant - Existing Customer Offer:** Existing UW homeowner customers with at least one live Eligible Service who, on or after 28 April 2025, add at least two new additional Eligible Services to their account in the same calendar month. For the requirements and number of Free Energy Day(s) Credit(s), see below.
 - 4.2.3. **Free Energy Day Grant - Email Campaign Offer:** Existing UW homeowner customers who receive a Free Energy Day promotional email on either 22 or 23 May 2025 from UW and subsequently add an Energy service via a UW Partner which goes live by 23 June 2025. For the requirements and number of Free Energy Day(s) Credit(s), see below.
- 4.3. Customers can only receive one Free Energy Day Grant at a time. After all Free Energy Day(s) Credits from a customer’s current grant have been applied to their account, they can become eligible for new Free Energy Day(s) Grants subject to them meeting the Eligibility Criteria after that date.

5. Free Energy Day(s) Grant Award

- 5.1. Customers must meet the Eligibility Criteria (including the relevant Free Energy Day(s) Grant Requirements) at the time a Free Energy Day(s) Credit is being applied by UW to their bill. If a customer does not meet the Eligibility Criteria at this time, the customer will lose the Free Energy Day(s) Credit and it will not be applied to their account.

5.2. New Customer Offer Award

Eligible Services	Free Energy Day(s) Award
2	1 Free Energy Day Credit per month for 3 months
3 +	2 Free Energy Day(s) Credit per month for 12 months

5.3. Existing Customer Offer Award

Additional Eligible Services	Free Energy Day(s) Award
2	1 Free Energy Day Credit per month for 3 months
3 +	2 Free Energy Day(s) Credit per month for 12 months

5.4. Email Campaign Offer Award

Eligible Services	Free Energy Day(s) Award
Broadband + Energy	1 Free Energy Day Credit per month for

	3 months
Broadband + Energy + 1 other Eligible Service	2 Free Energy Day(s) Credit per month for 12 months

- 5.5. **Eligible Services** means: Energy (gas and/or electricity) Broadband; Mobile (2 SIMs count as 2 services); and Insurance (Boiler & Home Cover and Income Protector only). Save as stated otherwise, multiple types of the same service (i.e. gas and electricity or two broadband services, Boiler & Home Cover and Income Protector) will be counted as one Eligible Service.

6. Forfeiture of Free Energy Days

- 6.1. If a customer achieves Free Energy Days and subsequently ceases to meet the Eligibility Criteria (for example, cancels any of their services, meaning they have less than the required Eligible Services or does not meet the Free Energy Day(s) Grant Requirement) then the Free Energy Day(s) achieved but not yet credited to the customer's account shall be forfeited and shall not be paid.
- 6.2. If a customer is in breach of these terms (for example they did not meet the Eligibility Criteria) and/or is in breach of the UW Residential Terms and Conditions, the customer will not be eligible for any Free Energy Day(s) Credits and any Free Energy Day(s) Credits already paid out will be debited from their account.
- 6.3. If a customer account is in debt, UW will not pay any Free Energy Day(s) Credits for the period the account remains in debt. Once any debt is paid off, at UW's discretion, any remaining Free Energy Day(s) Credits may be paid, but the Free Energy Day(s) Credits lost will not be added retrospectively.

7. General Conditions

- 7.1. UW reserves the right to:
- 7.1.1. add, remove or change any Free Energy Day(s) Grant / Awards / Credits;
 - 7.1.2. change the value and/or how Free Energy Day(s) Credit is calculated;
 - 7.1.3. amend these terms and conditions at any time;
 - 7.1.4. withdraw this promotion at any time;
 - 7.1.5. refuse to apply the Free Energy Day(s) and Free Energy Day(s) Credits to anyone in breach of these terms and conditions or anyone exploiting, in any way, the Free Energy Day(s) promotion; and
 - 7.1.6. make the final decision on any disputes arising from this promotion.
- 7.2. This promotion is governed by English Law, and customers submit to the jurisdiction of the English Courts.
- 7.3. UW and Utility Warehouse Limited means Utility Warehouse Limited, Network Hq 508 Edgware Road, The Hyde, London, NW9 5AB. Customer means the customer of Utility Warehouse (or associated group companies).