

Changing details on your account

To change any details on your account, we'll need you to complete the following form, and in some cases provide supporting documents to make sure we assign responsibility to the right person.

Before you get started, please read our terms below to make sure you're eligible to change account details. Our 'How to request a change of details guide' will then help you fill out the form.

Change of Name/User Notification Terms

- You must currently live in the property and be legally responsible for it through ownership or a tenancy agreement.
- You must be an account holder to be able to add, remove or make a name change to the account.
- The account balance has to be zero to remove or make changes to the account.
- By signing and returning this form to us, you confirm you are authorised to make these changes.
- If your request is to remove a name from a joint account, **we'll require a signature from both parties.**
- If your request is to change the user of the account, **we'll require a signature from both parties.**
- By completing the details of an additional account holder or change of user, you are authorising UW to disclose any information or personal data we hold relating to your UW account to that person. In addition we will accept any instructions they may give us relating to the management of your account, until you notify us in writing that you'd like them to be removed as an additional holder.
- The original terms and conditions and contract agreed when you first became a customer will continue to apply to the newly named account holder(s).
- **We reserve the right, at our sole discretion, to irrevocably reject certain changes to account names, and won't enter into correspondence on this subject.**
- We reserve the right to request additional proof where needed.
- If you'd like to change the name of a residential UW account to a business name, you'll need to request a transfer of your account to UW for Business. To do this, you'll need to call our Customer Services team on **0333 777 0777.**
- For any change of details made to a UW for Business account, you'll remain a customer of the UW for Business, regardless of the changes made.
- You understand that your personal data will be processed in accordance with the UK GDPR and Data Protection Act 2018 and the UW's Privacy Policy, which can be found at **uw.co.uk.**
- Once we've received a completed and signed form with the relevant supporting documents, it can take up to five working days to update our records. These changes will appear on the next monthly bill we send to you.

How to request a change of details guide

Simply complete, sign and return the **Change of Name or Change of User Notification Form** to the email or postal address provided on page 3. Please read the following instructions carefully as not all sections apply to everyone, and we may need you to include supporting documents.

Changing your name on your UW account

If you'd like to change your name on your account please complete, sign and return the **Change of Name Notification Form**. We'll need your signature and to confirm your identity via a copy of **one** of the following documents. It'll need to show your new name at the address you have on your UW account:

- Utility bill
- Driving licence
- Passport
- Marriage certificate
- Deed poll
- Recent (no more than three months old) credit card bill
- Recent bank statement
- Recent water bill

If you've also changed the name on your bank account, please complete the **Direct Debit form** and return it with the **Change of Name Notification form**.

Removing a person from your UW account

If you'd like to remove a name from a joint account, the account balance needs to be zero.

We'll also need a signature from both account holders. If you'd like to remove a name from a joint account please complete, sign and return the **Change of Name Notification Form**. The account balance needs to be zero.

Adding a person to your UW account

If you'd like to add an additional person to your account please complete, sign and return the **Change of Name Notification Form**. We'll need a signature from both parties. We'll also need proof that the person being added lives at the property we supply, so you'll need to send a copy of **one** of the following documents. It'll need to show the person's name at the address you have on your UW account:

- Driving licence
- Council tax bill
- Bank statement
- Utility bill

Changing the user of your UW account

A Change of User Notification Form can only be completed for a property based service such as; **Gas, Electricity, Home Phone and Broadband**. We can't complete a change of user for the following services; Mobile, Home Insurance, Boiler & Home Cover, Bill Protector and Cashback Card. We would need to update the address details for these services. This would require the new mailing address for the person giving up responsibility.

If you'd like to remove your name from your account and pass on responsibility to another person at the property, we'll need proof that the person being added lives at the property we supply. You'll need to send a copy of one of the following documents. It'll need to show the person's name at the address you have on your UW account:

- Driving licence
- Council tax bill
- Bank statement
- Utility bill

Please send us photocopies or scans of your documents. Don't send us the original documents as these will be difficult for us to return to you.

How to submit your completed forms

Sending a scanned copy via email to:

namechange@uw.co.uk

Posting to:

Home Moves, Utility Warehouse,
Network HQ, 508 Edgware Road,
The Hyde, London, NW9 5AB

If you also need to change the bank details on the account, please complete the Direct Debit form and return it along with your applicable Notification Form(s) via one of the return options above.

Change of Name Notification Form

Please complete the form in **CAPITAL** letters

By signing, I confirm that the information being provided on this form is true and accurate and UW reserves the right to reverse any changes to the account where we have received the incorrect information.

Nature of your request (please tick one option only)

Add name Remove name Change of name

Current account holder(s) details

To be completed and signed by the account holder(s)

Account number

Full name
(as it appears on your bills)

First person
date of birth

Additional named person
(as it appears on your bills)

Second person
date of birth

Signature
(First name account holder)

Date signed

Details to be removed

To be completed and signed by the person being removed

Full name
(as it appears on your bills)

Date of birth

Signature

Date signed

New Account Details

To be completed and signed by the person with the new details

Full name	
Email	
Mobile	
Date of birth	
Signature	Date signed
Reason for change	

Change of User Notification Form

Please complete the form in **CAPITAL** letters

By signing, I confirm that the information being provided on this form is true and accurate and UW reserves the right to reverse any changes to the account where we have received the incorrect information.

Current account holder(s) details

To be completed and signed by the account holder(s)

Account number	
Full name (as it appears on your bills)	
First person date of birth	
Additional named person (as it appears on your bills)	
Second person date of birth	
Property status (tick as appropriate)	<input type="checkbox"/> Rented <input type="checkbox"/> I own the property
New mailing address	
Signature (first name account holder)	Date signed

New Account Details

To be completed and signed by the person with the new details

Full name	
Date of birth	
Email	
Mobile	
Billing address	
Postcode	
Signature	Date signed

Service Details

Please complete for each applicable service

Supply address

Postcode

Electricity - Transfer meter read (Day, Night - if applicable)
Don't include the numbers in red / after the decimal point

Read 1

Read 2

Meter Point Administration Number (MPAN)

Electricity - Payment method (tick as appropriate)

Budget Plan
(Your estimated annual energy spend divided equally over 12 months)

Monthly in Arrears
(Pay for the energy you actually used during the previous month)

Gas - Transfer meter read
Don't include the numbers in red / after the decimal point

Meter Point Reference Number (MPRN)

Gas - Payment method (tick as appropriate)

Budget Plan
(Your estimated annual energy spend divided equally over 12 months)

Monthly in Arrears
(Pay for the energy you actually used during the previous month)

Existing services will be transferred (please tick current services at property)

Home phone

Broadband

To make additional savings with us, please tick if you'd like us to get in touch about adding Mobile to your bundle

If you're interested in our Defaqto 5-star-rated home insurance, please tick the box and add the date you would like your cover to start and we'll contact you

Start date of cover

Signature

Date signed

Reason for change

The Direct Debit Guarantee



This guarantee should be detached and retained by the payer.

This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.

If there are any changes to the amount, date or frequency of your Direct Debit, Utility Warehouse Limited will notify you three working days in advance of your account being debited or as otherwise agreed. If you request the Utility Warehouse Limited to collect a payment, confirmation of the amount and date will be given to you at the time of the request.

If an error is made in the payment of your Direct Debit, by the Utility Warehouse Limited or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society. If you receive a refund you are not entitled to, you must pay it back when the Utility Warehouse Limited asks you to.

You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify Utility Warehouse Limited.

Instructions to your Bank or Building Society to pay by Direct Debit

Please fill in the whole form including official use box using a ball point pen and send it to:

**Finance Department, Utility Warehouse Limited,
Network HQ, 508 Edgware Road, London NW9 5AB**

Service user number
728396



Reference

Name(s) of account holder(s)

Bank/Building Society account number

Branch sort code

Name and full postal address of your Bank/Building Society

To: The Manager	Bank/building society
Address	

Postcode	

For Utility Warehouse Limited official use only (this is not part of the instruction to your bank/building society)

Customer name:
Account number:

Instruction to your Bank or Building Society:

Please pay Utility Warehouse Limited Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with Utility Warehouse Limited and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)

Date

D	D	M	M	Y	Y	Y	Y

Banks and Building Societies may not accept Direct Debit Instructions for some types of account