



Utility Warehouse Ltd
508 Edgware Road
The Hyde
London
NW9 5AB

Manage your account, anytime,
anywhere, from the Clubhouse

Download our free app for iOS and Android,
or visit uw.co.uk/login

Visit our online help centre at uw.link/bills
or call us on **0333 777 0 777**

Your membership number: XXXXXXXX

Bill date: 1 Month 202X

Bill number: 123456789

Everything in one place

Here's your monthly bill








All your
home
services
in one

**You're with the UK's
only multiservice provider**

Only UW customers can save time
and money by getting all of their home
services in one, great value, monthly bill.

Find out more on our new website
uw.co.uk

Utility Warehouse Ltd.
Registered office: Network HQ, 508 Edgware Road, The Hyde, London, NW9 5AB.
VAT Number: 135 5949 86.

| | | |
|--|--------|---------|
|  Energy | page 2 | £XXX.XX |
|  Mobile | page 6 | £XXX.XX |
|  Phone & Broadband | page 7 | £XXX.XX |
|  Insurance | page 8 | £XXX.XX |
|  Credits & Debits | page 9 | £XXX.XX |

Total charges **£XXX.XX**
£XXX.XX + £XX.XX VAT

CashBack earnings page 9 -£XX.XX

Total amount due
will be collected by
Direct Debit on or
after

XX Month 202X

£XXX.XX



Managing your account

The easiest way to manage your
account is to download our app
via uw.link/mobile-app

Useful information

Your bill details, all in one place

Your charges

A breakdown of the amount you
need to pay for each service we
provide. The amounts include VAT.
We've also colour coded each
service for you

Total charges

A VAT breakdown of the total
amount you need to pay for
the services we provide

Your payment

How much you need to pay
and by when

Service and bill amount

The heading of each page shows which service is being covered and how much you need to pay for that service

Your charges this bill

The amount you need to pay for your energy services. This amount includes VAT

Energy: £XXX.XX

Your charges this bill



Electricity: £XX.XX

See page 3 →



Gas: £XX.XX

See page 4 →

Energy Meters

E4123456

£XX.XX

G4123456

£XX.XX

Your payment this bill

£XXX.XX

Here's a money saving tip to help shrink your energy bill

Taking a shower costs less than a bath.
You can have up to five 5 minute showers for the same cost as one bath.

Go to [uw.link/energy-tips](#) for more ways to save.

Service and bill amount

The heading of each page shows which service is being covered and how much you need to pay for that service

Your charges this bill

The amount you need to pay for your energy services. This amount includes VAT

Our service icon

You'll find the icon of each of our services at the top of each page

Electricity

Power cut? call 105

508 Edgeware Road NW9 5AB

Meter serial number: F12345678

K

Electricity charges this month

| | start | end | kWh charged | unit rate (p) |
|--------------------------------|-------|-------|-------------|---------------|
| D/M/YYtoD/M/YY Meter reading | | | | |
| Estimated | XXXXX | XXXXX | XX | 12.345 |
| D/M/YY to D/M/YY Meter reading | | | | |
| Customer's | XXXXX | XXXXX | | 12.345 |
| Electricity usage charged | | | | £XX.XX |
| Standing charge for January | | | | £X.XX |
| Total charged this month | | | | £XX.XX |

Your budget plan payment

Net budget plan payment this month

£XX.XX

VAT @ 5%

£X.XX

Your budget plan payment this month

£XX.XX

Keeping track of your budget plan

Your electricity balance last month (in credit)

-£XXX.XX

Electricity charges this month

£XX.XX

Net budget plan payment this month

£XX.XX

New balance after this bill is paid (in credit)

-£XXX.XX

Any credit balance will be automatically refunded as part of your annual budget plan review.

Supply details

Property address 508 Edgeware Road NW9 5AB

Electricity reference number E4123456

Supply number

S

| | | |
|----|-----------|-----|
| XX | XXX | XXX |
| XX | XXXX XXXX | XXX |

About your electricity tariff

Tariff Double Gold

Payment method Direct Debit

Tariff ends on No end date

Exit fees £X.XX (only if you change tariff/ supplier before expiry date)

Your usage (Estimated) 2136kWh in the last 12 months

Your electricity distribution company is Electricity North West Customer Relations, PO Box 218, 304 Bridgewater Place, Birchwood Park, Warrington, WA3 6XG In the event of a power cut please call your distributor on 105

Check if you're on the best tariff for you
Scan this image to download your key energy data to your smartphone or tablet.

The small print

Please note that switching tariffs may involve changing to materially different terms and conditions; you'll find more information about your tariff overleaf. To be eligible for our Double Gold Fixed 28 Boiler Cover tariff you must also be taking Home Phone, Broadband and Mobile at a minimum cost of £XX.XX per month together with our Boiler Cover. Optional upgrades are available for an additional cost. All projections and savings include your energy usage, standing charge and VAT.

Bill date: 1 Month 202X

Membership number: XXXXXXXX

Bill number: 123456789

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Energy credits and debits

This section shows any credits or debits being applied to energy, e.g. from a Budget Plan reconciliation

Service and bill amount

Your energy service details will appear here, including meter readings and monthly usage

Available tariff

Here you can see information confirming if you are on the cheapest available tariff, including any potential savings

Gas

Smell gas? call the gas Emergency Service immediately on 0800 111 999



508 Edgeware Road NW9 5AB

Meter serial number: E1E234567899101

Gas charges this month (including reductions)

| | start | end | units usage | calorific value | kWh charged | unit rate (p) |
|--------------------------------|-------|------|-------------|-----------------|-------------|---------------|
| D/M/YY to D/M/YY Meter reading | | | | | | |
| Estimated | XXXX | XXXX | XX | XX.X | XXX | X.XXX |
| D/M/YY to D/M/YY Meter reading | | | | | | |
| Customer's | XXXX | XX | XX | XX.X | XXXX | X.XXX |
| D/M/YY to D/M/YY Meter reading | | | | | | |
| Meter reader's | XX | X | X | XX.X | X | X.XXX |
| D/M/YY to D/M/YY Meter reading | | | | | | |
| Meter exchange | X | XX | XX | XX.X | XXX | X.XXX |
| Gas usage charged | | | | | £XX.XX | |
| Standing charge for January | | | | | £X.XX | |
| Total charged this month | | | | | £XX.XX | |

Your budget plan payment

| | |
|-------------------------------------|--------|
| Net budget plan payment this month | £XX.XX |
| VAT @ 5% | £X.XX |
| Your budget plan payment this month | £XX.XX |

Keeping track of your budget plan

| | |
|---|---------|
| Your gas balance last month (in credit) | -£XX.XX |
| Gas charges this month (including reductions) | £XX.XX |
| Net budget plan payment this month | £XX.XX |
| New balance after this bill is paid (in credit) | -£XX.XX |

Any credit balance will be automatically refunded as part of your annual budget plan review.

Supply details

| | |
|----------------------|---------------------------|
| Property address | 508 Edgeware Road NW9 5AB |
| Gas reference number | G1234567 |
| Meter point number | 1234567890 |

About your gas tariff

| | |
|------------------------|--|
| Tariff | Double Gold Boiler Cover |
| Payment method | Direct Debit |
| Tariff ends on | No end date |
| Exit fees | £X.XX (only if you change tariff/ supplier before expiry date) |
| Your usage (Estimated) | 15455kWh in the last 12 months |



Check if you're on the best tariff for you
Scan this image to download your key energy data to your smartphone or tablet.

Could you switch and pay less?

Your personal projection is £XXX.XX per year. This is based on your current tariff and estimation of how much gas you'll use. You're on our cheapest similar tariff already. Our cheapest alternative tariff is Double Gold Fixed 28 Boiler Cover (Direct Debit), which could save you £XX.XX per year.

The small print

Please note that switching tariffs may involve changing to materially different terms and conditions; you'll find more information about your tariff overleaf. To be eligible for our Double Gold Fixed 28 Boiler Cover tariff you must also be taking Home Phone, Broadband and Mobile at a minimum cost of £36.49 per month together with our Boiler Cover. Optional upgrades are available for an additional cost. All projections and savings include your energy usage, standing charge and VAT.

Budget plan

Our monthly Budget Plan will show here, followed by the up to date balance

Supply details

Information about your supply, including your tariff, supply details and annual usage

Service and bill amount


The heading of each page shows which service is being covered and how much you need to pay for that service

More information

Details about us as your supplier

Mobile: £XX.XX

For Help with a mobile plan call 0333 777 0 555




Dial 150 on your mobile to call us for free

If you need help you can call us for free, from anywhere in the UK, by dialing 150 on your mobile.

Your charges this bill

| | |
|------------------------|--------|
| 07912345678 | £XX.XX |
| Your payment this bill | £XX.XX |



07912345678

Tariff: Value 900 Budget Control

| | |
|---------------------------|---------------|
| Price plan for February | £XX.XX |
| Subtotal | £XX.XX |
| VAT @ 20% | £X.XX |
| Total plan charges | £XX.XX |

Looking after our customers

Our aim is to be the Nation's most trusted utility supplier – the one you'd recommend to your mum – and we are committed to treating our members fairly. So if we have let you down in any way, please let us know as soon as possible; we promise to investigate your complaint fully, and respond in a timely manner.

The easiest way to start this process is to call our customer service team on 0333 777 0 777 or contact us online [uw.co.uk/contact](#). If you are unhappy at any point, you can ask to speak with a member of our escalations team, who may refer the matter to a specialist team or a manager. Following this, if the issue still hasn't been resolved to your satisfaction, please write to our Chief Executive's Office at Utility Warehouse Network HQ, 508 Edgware Rd, The Hyde, London, NW9 5AB. You can find further information at [uw.co.uk/legal/codes-of-practice](#).

In the unlikely event we have been unable to resolve your complaint within 8 weeks of you having raised it with us, or if the above procedure has resulted in deadlock between us, then you have a right to ask Ombudsman Services Communications to independently review your complaint free of charge; you can contact them by phone on 0330 440 1614, by textphone on 0330 440 1600, or online at [www.ombudsman-services.org/communications.html](#).

Bill date: 1 Month 202X

Membership number: XXXXXXXX

Bill number: 123456789

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Your charges this bill

The amount you need to pay for your Mobile. This amount includes VAT

Detailed charges

Shows the total amount you're paying for your mobile services – this includes your price plan, handset fee, chargeable calls and any international calls.

Service and bill amount

The heading of each page shows which service is being covered and how much you need to pay for that service

Phone & Broadband: £XX.XX

Your calls to other UW customers are free

Calls between our customers are free on UW landline and mobile phone lines – at all times.

01234567890

£XX.XX

Your payment this bill

£XX.XX

01234567890

Residential Line Rental for February £XX.XX

10% Gold Benefit Discount for February -£X.XX

Ultra+ Broadband for February £XX.XX

Wireless Router for February £X.XX

Subtotal £XX.XX

VAT @ 20% £X.XX

Total plan charges £XX.XX

Bill date: 1 Month 202X

Membership number: XXXXXXXX

Bill number: 123456789

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Your charges

This section shows exactly what you are paying for Phone & Broadband.

- International calls and texts appear here under ‘International’
- All charges relating to Phone & Broadband are included here. E.g. routers and installation charges

Service and bill amount


The heading of each page shows which service is being covered and how much you need to pay for that service

Important contact details

Information on how to make an insurance claim

Insurance: £XX.XX

Need to make a claim? Check your policy



Boiler & Home Cover: £XX.XX

UWBU1234

24/7 claims support

Our claims team is always here for you to help get things sorted. Simply call **0333 777 0225** and have your Personal Claims Number handy.

Your charges this bill

| | |
|-------------------------|--------|
| January Monthly Premium | £XX.XX |
| Your payment this bill | £XX.XX |

Home Insurance: £XX.XX

UWHU12345

Cover you can count on

Unlike other providers, UW uses a panel of insurers to get you the best-possible price every year for your home insurance policy.

Your charges this bill

| | |
|--------------------------|--------|
| February Monthly Premium | £XX.XX |
| Your payment this bill | £XX.XX |

Utility Warehouse Limited is an Appointed Representative of Insurance Tailors Limited which is authorised and regulated by the Financial Conduct Authority under firm reference number 475691. Insurance Tailors Limited, registered in England and Wales number 5928330, registered offices at 1a May Road, Twickenham, London, TW2 6QW.

Need to make a claim?

See your Policy Schedule for your personal claims number

Bill date: 1 Month 202X

Membership number: XXXXXXXX

Bill number: 123456789

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Your charges

This section shows exactly what you're paying for. The insurance charge is broken down so you can see each element of the charge

Bill protector

If Bill Protector is on your account, this is where you'll see an overview of what's included in your policy.

More information

Details about us as your insurance provider

Service and bill amount

This section will show any additional charges or credits on your bill

CashBack

Your CashBack earning transactions will be listed here

Credits & Debits: £X.XX



Find answers to FAQs in a flash

Simply go to the help section of our website uw.co.uk/help

Credits & Debits

| | |
|---------------------------------|-------|
| Your CashBack Fee VAT exempt | £X.XX |
| Your payment for this bill | £X.XX |

Credits and debits

Any individual monthly charges will appear here

CashBack: £XX.XX



You topped up £XXX.XX this month uw.co.uk/login

Top CashBack Earnings

| Description | CashBack earned |
|-------------|-----------------|
| Store 1 | £X.XX |
| Store 2 | £X.XX |
| Store 3 | £X.XX |
| Store 4 | £X.XX |
| Store 5 | £X.XX |
| Store 6 | £X.XX |
| Store 7 | £X.XX |
| Store 8 | £X.XX |
| Store 9 | £X.XX |
| Store 10 | £X.XX |
| Store 11 | £X.XX |

This month's CashBack

| | |
|-------------------------|--------|
| CashBack Card | £XX.XX |
| Your CashBack this bill | £XX.XX |

Make the most of your CashBack card

Earn between 3 and 7% CashBack at dozens of major high street retailers, both in store and online. See all retailers at uw.link/cashback

This month's CashBack

You'll be able to see how much CashBack you've earned here through shopping with your CashBack card or online through the Clubhouse

My itemisation

Here's where you'll find your mobile, landline and CashBack services listed together.

Mobile

Each type of mobile charge will be identified by type, eg, SMS, Data, Calls, Premium SMS

Phone & broadband

Each call charge will appear here, including the length of the call. Any additional international charges will be broken down by call

My itemisation

See page 6 for summary

07123456789 Unlimited

| Date | Time | Number | Type | Length | Cost | Date | Time | Number | Type | Length | Cost |
|----------|-------|-------------|-------|----------|-------|----------|-------|-------------|-------|----------|-------|
| 01/06/2X | 10:31 | 07123456789 | Calls | 00:01:12 | £X.XX | 19/06/2X | 13:13 | 07123456789 | Calls | 00:00:13 | £X.XX |
| 01/06/2X | 17:12 | 07123456789 | Calls | 00:00:50 | £X.XX | 05/06/2X | 13:22 | 07123456789 | Calls | 00:00:33 | £X.XX |
| 01/06/2X | 17:17 | 07123456789 | Calls | 00:01:37 | £X.XX | 21/06/2X | 15:33 | 07123456789 | Calls | 00:00:45 | £X.XX |
| 01/06/2X | 17:32 | 07123456789 | Calls | 00:00:09 | £X.XX | 22/06/2X | 9:08 | 07123456789 | Calls | 00:00:09 | £X.XX |
| 02/06/2X | 12:11 | 07123456789 | Calls | 00:04:46 | £X.XX | 22/06/2X | 17:45 | 07123456789 | Calls | 00:08:51 | £X.XX |
| 02/06/2X | 12:12 | 07123456789 | Calls | 00:00:30 | £X.XX | 23/06/2X | 10:22 | 07123456789 | Calls | 00:00:21 | £X.XX |
| 02/06/2X | 9:02 | 07123456789 | Calls | 00:00:11 | £X.XX | 23/06/2X | 10:34 | 07123456789 | Calls | 00:00:32 | £X.XX |
| 02/06/2X | 14:21 | 07123456789 | Calls | 00:00:16 | £X.XX | 23/06/2X | 10:45 | 07123456789 | Calls | 00:00:43 | £X.XX |
| 02/06/2X | 14:22 | 07123456789 | Calls | 00:00:14 | £X.XX | 23/06/2X | 11:12 | 07123456789 | Calls | 00:01:08 | £X.XX |
| 05/06/2X | 14:22 | 07123456789 | Calls | 00:00:14 | £X.XX | 23/06/2X | 17:51 | 07123456789 | Calls | 00:01:58 | £X.XX |

CashBack

See page 10 for summary

Clubhouse Shopping CashBack

| Date | Description | Amount | CashBack | Date | Description | Amount | CashBack |
|----------|-------------|--------|----------|----------|-------------|--------|----------|
| 18/06/2X | Store 1 | £X.XX | £X.XX | 10/06/2X | Store 9 | £X.XX | £X.XX |

Mr Sam Smith CashBack

| Date | Description | Amount | CashBack | Date | Description | Amount | CashBack |
|----------|-------------|--------|----------|----------|-------------|--------|----------|
| 18/06/2X | Store 2 | £X.XX | -£X.XX | 16/06/2X | Store 10 | £X.XX | -£X.XX |
| 01/06/2X | Store 3 | £X.XX | -£X.XX | 17/06/2X | Store 11 | £X.XX | -£X.XX |
| 04/06/2X | Store 4 | £X.XX | -£X.XX | 17/06/2X | Store 12 | £X.XX | -£X.XX |
| 01/06/2X | Store 5 | £X.XX | -£X.XX | 17/06/2X | Store 13 | £X.XX | -£X.XX |
| 10/06/2X | Store 6 | £X.XX | -£X.XX | 18/06/2X | Store 14 | £X.XX | -£X.XX |
| 11/06/2X | Store 7 | £X.XX | -£X.XX | 31/06/2X | Store 15 | £X.XX | -£X.XX |
| 13/06/2X | Store 8 | £X.XX | -£X.XX | 31/06/2X | Store 16 | £X.XX | -£X.XX |

Phone & Broadband

See page 7 for summary

01234567890 "0" Box / £0.00 paid

| Date | Time | Number | Type | Length | Cost | Date | Time | Number | Type | Length | Cost |
|----------|-------|--------------|-------|----------|-------|----------|-------|-------------|-------|----------|-------|
| 08/03/2X | 14:34 | 079123456789 | Calls | 00:00:04 | £X.XX | 18/03/2X | 16:11 | 02081234567 | Calls | 00:00:01 | £X.XX |
| 11/03/2X | 08:57 | 02081234567 | Calls | 00:18:54 | £X.XX | 18/03/2X | 16:14 | 02081234567 | Calls | 00:00:06 | £X.XX |
| 11/03/2X | 10:11 | +12345678901 | Calls | 00:21:29 | £X.XX | 20/03/2X | 9:21 | 02081234567 | Calls | 00:17:34 | £X.XX |
| 11/03/2X | 20:48 | 01293820925 | Calls | 00:04:05 | £X.XX | 20/03/2X | 16:32 | 02081234567 | Calls | 00:01:21 | £X.XX |
| 16/03/2X | 17:16 | 02081234567 | Calls | 00:04:58 | £X.XX | 22/03/2X | 14:45 | 02081234567 | Calls | 00:06:15 | £X.XX |
| 17/03/2X | 12:36 | 02081234567 | Calls | 00:07:46 | £X.XX | 22/03/2X | 14:51 | 02081234567 | Calls | 00:13:21 | £X.XX |
| 16/03/2X | 12:54 | 02081234567 | Calls | 00:04:18 | £X.XX | 23/03/2X | 16:45 | 02081234567 | Calls | 00:00:28 | £X.XX |
| 16/03/2X | 14:54 | 02081234567 | Calls | 00:02:01 | £X.XX | 24/03/2X | 15:45 | 02081234567 | Calls | 00:09:26 | £X.XX |
| 16/03/2X | 17:19 | 02081234567 | Calls | 00:01:25 | £X.XX | 24/03/2X | 17:45 | 02081234567 | Calls | 00:01:00 | £X.XX |
| 16/03/2X | 17:20 | 02081234567 | Calls | 00:00:17 | £X.XX | 25/03/2X | 14:45 | 02081234567 | Calls | 00:01:37 | £X.XX |

CashBack

All of your CashBack transactions will be listed here, including where the purchase took place, amount spent and CashBack earnt. Top Ups will also appear here