

# Changing user details on your account

To change user 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.

## This pack contains the following:

- Change of User Notification Terms
- How to request a change of user guide
- Change of User Notification Form

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

## Change of 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 make a change to the account.
- The account balance has to be zero to make changes to the account.
- By signing and returning this form to us, you confirm you're authorised to make these changes.
- To change the user of the account, **we'll require a signature from both parties.**
- 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). Everyone who needs to sign the forms must read and agree to our guidelines about our latest tariffs and charges at [uw.link/tariffs-charges](https://www.utilitywarehouse.co.uk/tariffs-charges) along with our full terms and conditions at [uw.link/terms-conditions](https://www.utilitywarehouse.co.uk/terms-conditions).
- A new account holder must be over 18 and must agree to potential credit checks. We recommend that the new account holder fills out the Direct Debit form attached in order to make payments.
- The new account holder(s) agrees to pay all bills, charges and early termination fees which accrue from the date that they become a named account holder.
- We reserve the right, at our sole discretion, to irrevocably reject certain changes to an account.
- We reserve the right to request additional proof where needed.
- If you'd like to transfer a service 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**. After the transfer of a service to a UW for Business account, you'll become and remain a customer of UW for Business.
- You understand that your personal data will be processed in accordance with the UK GDPR and Data Protection Act 2018 and UW's Privacy Policy, which can be found at [uw.co.uk](https://www.utilitywarehouse.co.uk/privacy-policy).
- 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 user guide

Simply complete, sign and return the Change of User Notification Form to the email or postal address provided. Please read the following information carefully as we'll also need you to include supporting documents.

**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
- Recent council tax bill
- Recent bank statement
- Recent 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:**  
Customer Onboarding Admin Team,  
Utility Warehouse,  
Network HQ, 508 Edgware Road,  
The Hyde, London, NW9 5AB

# 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**