

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

UW for Business

Need help with your account?
Contact us on **0344 815 0506**

Your account number: 0000000

Bill date: 1 Month 202X

Bill number: 123456789

Everything in one place

Here's your monthly bill



Got a question or need a little help?

The answers are closer than you think...

Simply visit [uw.link/support](#) and type your query into the search bar.

It's where you'll find answers to frequently asked questions too.

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	

Total amount due
will be collected by
Direct Debit on or
after
XX Month 202X

£XXX.XX



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.

My VAT summary

VAT Summary

Service	Reference	Net Value	5% VAT	20% VAT	Total
Electricity	E1234567	£XXX.XX	£X.XX	-	£XXX.XX
Electricity	E1234567	£X,XXX.XX	£XX.XX	£XXX.XX	£X,XXX.XX
Mobile	07123456789	£X.XX	-	£X.XX	£X.XX
Landline & Broadband	01234567890	£XX.XX	-	£XX.XX	£XX.XX
Credits & Debits	Club membership	£X.XX	-	£X.XX	£X.XX
		£X,XXX.XX	£XX.XX	£XXX.XX	£X,XXXX.XX

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VAT summary

A full breakdown of the VAT applied for each of your services.

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.

UW help info

Useful contact numbers and opening hours for our support teams.

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

Your charges this bill

The amount you need to pay for your energy services.

Need help?

You'll find answers to most bill-related questions at [uw.link/bills](#)

Customer Support: 0344 815 0506

Opening hours: Monday to Friday, 08:30 - 18:00.

Technical Support: 0344 815 0506

Opening hours: Monday to Friday, 08:30 - 18:00.

Moving? Contact us on: 0344 815 0506

Lines are open Monday to Friday, 08:30 - 18:00

Calls to the above numbers are free from a Utility Warehouse landline, or from any mobile as part of an inclusive call bundle; otherwise 0333 numbers are charged at standard national rates.

Some great ideas for using less energy

For many people small lifestyle changes could help you use less energy, and save money each month. We've pulled together a few simple tips.

Visit [uw.link/energy-tips](#) to discover 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.

Electricity

Power cut? call 105

508 Edgware 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

Supply details

Property address **508 Edgware 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

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Service and bill amount

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

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

			units		calorific	kWh		unit
	start	end	usage	value	charged	rate	(p)	
D/M/YY to D/M/YY Meter reading								
Smart meter	X	XX	XX	XX.X	XXX	X.XXX		
Gas usage charged						£XX.XX		
Standing charge for January						£X.XX		
VAT @ 5%						£XX.XX		
Total charged this month						£XX.XX		

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)

Supply details

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

Calculating your use and charges

Help understanding how we calculate the cost of your gas or electricity.

Complaint details

We hope you will be very happy with your services but if you need to contact us - you can find key details here.

Energy

How do we calculate the cost of gas or electricity used?

We multiply each kWh you use by your unit rate.

How to work out your daily standing charge?

Divide the total standing charge displayed in your bill by the number of days in the period of your bill.

How do you calculate a kWh (kilowatt hour) on my gas bill?

Your gas meter measures the gas you've used in cubic metres or 100s of cubic feet. We convert this to kWh when we calculate your bill. To convert a cubic feet measurement into cubic metres, we multiply it by 2.83. We multiply the cubic metre figure by the correction factor and then by the Calorific Value (CV). Finally we divide the result by 3.6 to reach your kWh figure. This is a standard calculation that all gas suppliers must follow. Find out more about your calorific value at [uw.link/calorific](#).

- Metric meter: kWh = ((Read2 - Read1) * 1.02264 * CV) / 3.6
- Imperial meter: kWh = ((Read2 - Read1) * 2.83 * 1.02264 * CV) / 3.6

These figures are for example only, use the formula and your units used to calculate your bill.

Who supplies my electricity?

Utility Warehouse Limited is responsible for the management and billing of your electricity supply on behalf of our wholly owned subsidiary Electricity Plus Supply Ltd (registered in England number 5199935. Registered Office: Network HQ, 508 Edgware Road, The Hyde, London NW9 5AB), your licensed electricity supplier. VAT Number: 135 5949 86.

A few key terms

kWh – kilowatt hour - a standard measurement of energy
Meter Point Number – a unique number given to your gas supply
Supply number – a unique number given to your electricity supply
Meter Serial Number – you will find this serial number on your meter(s)

Who supplies my gas?

Utility Warehouse Limited is responsible for the management and billing of your gas supply on behalf of our wholly owned subsidiary Gas Plus Supply Ltd (registered in England number 5199935. Registered Office: Network HQ, 508 Edgware Road, The Hyde, London NW9 5AB), your licensed gas supplier. VAT Number: 135 5949 86.

Calorific value – this is measurement of the energy content of gas. National Grid gives us daily amounts, which we average over the period of your bill.
Correction factor – the amount we adjust to take account of standard temperature and pressure conditions

Not happy with your service?

If you feel we've let you down with our energy services, please let us know on 0333 777 0 777 or at [uw.co.uk/contact](#). We'll work to resolve your complaint within one working day. If you're unhappy with how we deal with your complaint, please ask to speak to a member of our management team or one of our specialist teams.
If your complaint isn't resolved within the expected timescale, please contact our Member Resolutions team on 0333 003 5 648 or at [memberresolutions@uwdc.co.uk](#). You can also write to them at Member Resolutions, Network HQ, 508 Edgware Road, The Hyde, London NW9 5AB.

It's easy to get free, independent advice so that you 'Know your rights' as an energy consumer. You might want to get a better deal, find out how to make a complaint, get advice about the quality of your energy supply, or ask for help if you're struggling to pay your bills. To 'Know your Rights' visit [www.citizensadvice.org.uk/energy](#) for up to date information or contact the Citizens Advice consumer service on 03454 04 05 06.

If we haven't managed to resolve your complaint to your satisfaction within eight weeks, you can contact the Ombudsman Services: Energy on 0330 440 1624 or via [ombudsman-services.org/energy](#). They offer a free, independent service for investigating complaints.

Electricity supplier and key terms

Supplier details and handy key terms for your energy supply.

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

XXXXXXXXXX	£XX.XX
Your payment this bill	£XX.XX



XXXXXXXXXX

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](#).

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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

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Account 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.

Credits and debits

This sections shows you any credits or debits including your UW for Business monthly membersip fee.

Credits & Debits: £X.XX

Credits & Debits

Club membership VAT exempt	£X.XX
Your payment for this bill	£X.XX

Find answers to FAQs in a flash

Simply go to the help section of our website [uw.co.uk/help](#)

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Account number: XXXXXXXX

Bill number: 123456789

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