



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



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

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 them.

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.

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

The amount you need to pay for your energy services.

Your charges this bill

Electricity: £XX.XX

Gas: £XX.XX

Energy Meters

£XX.XX

XX.XX

£XXX.XX

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.

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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.

Tariff information

This shows which tariff you are on and if you're on a fixed tariff, when it ends and any exit fees should you change supplier or tariff before the end date.

Usage

Your estimated usage over the last 12 months can be seen here.

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

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 electricity 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.

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

Account number: XXXXXXXX

Bill number: 123456789

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Our service icon

The icon for each of our services can be found at the top of each page.

Energy credits and debits

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

Checking your tariff

You can scan this QR code to check if you are the best available tariff.

Service and bill amount

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

Supply details

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

Checking your tariff

You can scan this QR code to check if you are the best available tariff.

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

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.

Check if you're on the best tariff for you

Scan this image to download your key energy data to your smartphone or tablet.

Bill date: 1 Month 202X

Account number: XXXXXXXX

Bill number: 123456789

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Budget plan

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

Available tariff

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

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 Customer Resolutions team on 0333 003 5 648 or at [customerescalations@uw.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 0808 223 1133.

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](#).

Bill date: 1 Month 202X

Account 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.

Your charges this bill

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

Account number: XXXXXXXX

Bill number: 123456789

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Your charges

This section shows exactly what you're 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

Registered in England. Company number: 04594421. Utility Warehouse Limited is authorised and regulated by the Financial Conduct Authority.

Need to make a claim?

See your Policy Schedule for your personal claims number

Bill date: 1 Month 202X

Account 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.

Service and bill amount

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

Cashback

If you have a UW Cashback Card and have used it this month, your top cashback earnings 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 here how much Cashback you've earned through shopping with your Cashback card. You can also see your earnings via the UW app or via your account online.

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 earned. Top Ups will also appear here.