

Mr Remigus Ekwugha  
8 Rushworth Street  
Halifax  
HX3 5ET

Easily manage your account online at [uw.link/login](https://uw.link/login) or via the UW app.

Get billing help and support at [uw.link/bills](https://uw.link/bills) or contact us at **0333 777 0777**.

**Your account number** **2104468**

Bill date 08 October 2024

Bill number 224380922

# Everything in one place

# Here's your monthly bill



## Get your questions answered 24/7

Save time with our online help pages

Our help and support pages let you find answers to FAQs in an instant.

Simply go to [uw.link/support](https://uw.link/support)



**Energy**

page 2 **£130.00**

**Total charges** **£130.00**

£123.81 + £6.19 VAT

Other debits page 7 **£3.00**

Total amount due  
will be collected by  
Direct Debit on or  
after **31 October 2024**

**£133.00**



**Utility Warehouse Ltd**

Registered office: Network HQ, 508 Edgware Road, The Hyde, London, NW9 5AB.


VAT Number: 135 5949 86.



# Energy: £130.00

## Your charges this bill

Electricity budget plan	£64.76
Gas budget plan	£59.05
VAT @ 5%	£6.19
<b>Your payment this bill</b>	<b>£130.00</b>

 **Could you use less energy?**  
We've pulled together a few simple money saving tips. Visit [uw.link/energy-tips](http://uw.link/energy-tips) to learn more.

## Your budget plans



**Electricity**  
E6455914

September balance	+£59.63
October total charges	£38.83
October budget plan payment	+£64.76
<b>After payment you're in credit</b>	<b>+£85.56</b>



**Gas**  
G6455915

September balance	+£52.56
October total charges	£44.28
October budget plan payment	+£59.05
<b>After payment you're in credit</b>	<b>+£67.33</b>

## Your charge breakdown



**Electricity**  
E6455914

Electricity usage charged	£19.60
Standing charge for September	£19.23
<b>Total electricity charges</b>	<b>£38.83</b>



# Energy (continued)

## Your charge breakdown (continued)



**Gas**  
G6455915

Gas usage charged	£35.31
<hr/>	
Standing charge for September	£8.97
<hr/>	
<b>Total gas charges</b>	<b>£44.28</b>



## Supply details

Address

8 HX3 5ET

Meter serial no.

24P0418989

Reference no.

E6455914

Distributor

Northern Powergrid

Supply no.

S

01	801	100
23	2058 8820	518

## Your tariff

Tariff	Value
Payment method	Direct Debit
Tariff end date	None
Early exit fees	£0.00
Past 12 months' usage	1093kWh



### You're on our cheapest electricity tariff for your payment method and current live UW services

You could save £72.88 per year by switching to our UW Fixed Saver 27 (Direct Debit) tariff.

To be eligible for our Fixed Saver 27 tariff you must take a three or more service bundle (excl. Bill Protector; Boiler & Home Cover also excluded for tenants). Full details, eligibility and terms are available at [uw.link/terms](https://uw.link/terms). Optional upgrades are available for an additional cost.



## Electricity usage this month

Date range (reading type)	Meter readings		kWh used	unit rate (p)	Total
	Start	End			
24 Aug 24 (Opening) to 31 Aug 24 (Estimate)	68	85	17	20.206	£3.44
31 Aug 24 (Estimate) to 30 Sept 24 (Estimate)	85	165	80	20.206	£16.16
Total electricity usage			97 kWh		£19.60



# Gas

**Smell gas?** Call the Gas Emergency Service immediately on **0800 111 999**

## Supply details

Address	8 HX3 5ET
Meter serial no.	E6P04205362400
Reference no.	G6455915
Meter point no.	1856112710

## Your tariff

Tariff	Value
Payment method	Direct Debit
Tariff end date	None
Early exit fees	£0.00
Past 12 months' usage	16612kWh



### You're on our cheapest gas tariff for your payment method and current live UW services

You could save £40.99 per year by switching to our UW Fixed Saver 27 (Direct Debit) tariff.

To be eligible for our Fixed Saver 27 tariff you must take a three or more service bundle (excl. Bill Protector; Boiler & Home Cover also excluded for tenants). Full details, eligibility and terms are available at [uw.link/terms](https://uw.link/terms). Optional upgrades are available for an additional cost.



## Gas usage this month

FYI - Your gas meter measures usage in units, but like all suppliers we have to do a bit of maths to turn it into kWh, see [uw.link/gas-calculation](https://uw.link/gas-calculation) for more.

Date range (reading type)	Meter readings Start	Meter readings End	units used	calorific value	kWh used	unit rate (p)	Total
31 Aug 24 (Estimate) to 30 Sept 24 (Estimate)	319	379	60	39.9	680	5.193	£35.31
Total gas usage					680 kWh		£35.31

# Energy FAQs

For more energy FAQs visit [uw.link/energy-help](https://uw.link/energy-help)

---

## 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.

Your distribution company is Northern Powergrid, Customer Relations, Manor House, Station Road, Penshaw, Houghton-le-Spring, DH4 7LA.

## 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.

## Power cut?

If you experience a power cut or have an electricity emergency, **call 105 for free** from England, Scotland or Wales. It doesn't matter where you get your electricity from, anyone can call this number in an emergency.

## Smell gas?

If you smell gas or suspect carbon monoxide, immediately call the gas emergency number on **0800 111 999**. Only call this number if you smell gas or suspect carbon monoxide.

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

**Metric meter:** kWh = ((Read2 - Read1) \* 1.02264 (correction factor) \* Calorific Value) / 3.6.

**Imperial meter:** kWh = ((Read2 - Read1) \* 2.83 \* 1.02264 (correction factor) \* Calorific Value) / 3.6 This is a standard calculation that all gas suppliers must follow. Find out more about your calorific value at [uw.link/calorific](https://uw.link/calorific).

## Not happy with your service?

If you wish to make a complaint about our energy services, please let us know on **0333 777 0777** or at [uw.co.uk/contact](https://uw.co.uk/contact). We'll work to resolve your complaint within one working day. Most complaints are resolved at this stage. If you're not happy at any point you may ask to speak with a member of our escalations team. You can find more details on our complaints procedure at [uw.link/customer-complaints-code](https://uw.link/customer-complaints-code)

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

It's important to know your rights as a customer. 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](https://www.citizensadvice.org.uk/energy) for up to date information or contact the Citizens Advice consumer service on 0808 223 1133.

## Struggling to pay?

If you're experiencing financial difficulties, please visit [uw.link/payment-help](https://uw.link/payment-help) to find out more about how Utility Warehouse can support you with your bill and how you can also seek free, independent, financial advice.

## A few key terms

**Meter serial no. (MSN)** – a unique number to identify your meter(s).

**Supply no. (MPAN)** – a unique number given to your electricity supply.

**Meter point no. (MPRN)** – a unique number given to your gas supply.

**Kilowatt hour (kWh)** – a standard measurement of energy, equivalent to a power consumption of one thousand watts for one hour.

**Calorific value** – this is the measurement of the energy content of gas. The 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.

# My Itemisation

## Other credits & debits

Date	Description	Cost
	Your Cashback Fee	£3.00
	£3.00 VAT exempt	
	<b>Total debits</b>	<b>£3.00</b>