

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 10 November 2024

Bill number 226083772

## Everything in one place

# Here's your monthly bill



### Your answers are closer than you think...

If you've got a question head to [uw.link/support](https://uw.link/support)

Simply type your question in the search bar and find answers in an instant.



**Energy**

page 2 **£130.00**

**Total charges** **£130.00**

£123.81 + £6.19 VAT

Other debits page 7 **£3.00**

**Utility Warehouse Ltd**

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

VAT Number: 135 5949 86.

Total amount due  
will be collected by  
Direct Debit on or  
after **29 November 2024**

**£133.00**







# 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](#) to learn more.

## Your budget plans

 <b>Electricity</b> E6455914	October balance	+£85.56
	November total charges	£40.28
	November budget plan payment	+£64.76
	<b>After payment you're in credit</b>	<b>+£110.04</b>
 <b>Gas</b> G6455915	October balance	+£67.33
	November total charges	£80.20
	November budget plan payment	+£59.05
	<b>After payment you're in credit</b>	<b>+£46.18</b>

## Your charge breakdown

 <b>Electricity</b> E6455914	Electricity usage charged	£20.15
	Standing charge for October	£20.13
	<b>Total electricity charges</b>	<b>£40.28</b>



# Energy (continued)

## Your charge breakdown (continued)



**Gas**  
G6455915

Gas usage charged	£70.87
<hr/>	
Standing charge for October	£9.33
<hr/>	
<b>Total gas charges</b>	<b>£80.20</b>



## Supply details

Address8 HX3 5ET

Meter serial no.24P0418989

Reference no.E6455914

DistributorNorthern 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 £64.05 per year by switching to our UW Fixed Saver 30 (Direct Debit) tariff.

To be eligible for our Fixed Saver 30 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			
30 Sept 24 (Estimate) to 31 Oct 24 (Estimate)	165	255	90	22.387	£20.15
Total electricity usage			90 kWh		£20.15



# 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 £32.16 per year by switching to our UW Fixed Saver 30 (Direct Debit) tariff.

To be eligible for our Fixed Saver 30 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		units used	calorific value	kWh used	unit rate (p)	Total
	Start	End					
30 Sept 24 (Estimate) to 31 Oct 24 (Estimate)	379	485	106	39.8	1198	5.916	£70.87
Total gas usage					1198 kWh		£70.87

# Energy FAQs

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

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## 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>

# Get help with an energy problem

If you're struggling to pay your energy bill or have an energy problem, contact Citizens Advice in England and Wales, and Advice Direct Scotland in Scotland. These organisations are the official sources of free and independent energy advice, and they can refer you directly to the Extra Help Unit service if you need additional support to resolve your energy complaint.

## If you live in England or Wales



[citizensadvice.org.uk/energy](https://citizensadvice.org.uk/energy)



**Citizens Advice consumer service**

Call:

**0808 223 1133**

Relay UK:

**18001 followed by 0808 223 1133**

To speak to a Welsh-speaking adviser call:

**0808 223 1144**

Monday to Friday, 9am to 5pm

Calls are free



Speak to an energy adviser online at

[citizensadvice.org.uk/energychat](https://citizensadvice.org.uk/energychat)

Monday to Friday, 9am to 5pm

## If you live in Scotland



[energyadvice.scot](https://energyadvice.scot)



**Advice Direct Scotland**

Call:

**0808 196 8660**

Monday to Friday, 9am to 5pm

Calls are free

For British Sign Language Enquiries:

[contactscotland-bsl.org](https://contactscotland-bsl.org)

## Reducing your bills

You can save money on your energy bills by finding ways to improve your home's energy efficiency.



To find out more go to

[citizensadvice.org.uk/saveenergy](https://citizensadvice.org.uk/saveenergy)

### Energy efficiency for home owners on GOV.UK



[gov.uk/improve-energy-efficiency](https://gov.uk/improve-energy-efficiency)



**0800 098 7950 (England only)**

Monday to Friday, 8am to 6pm

Saturday, 9am to 12pm

Calls are free

### Nest (Wales only)



[nest.gov.wales](https://nest.gov.wales)



**0808 808 2244**

Monday to Friday, 9am to 6pm

Calls are free

### Home Energy Scotland (Scotland only)



[homeenergyscotland.org](https://homeenergyscotland.org)



**0808 808 2282**

Monday to Friday, 8am to 8pm

Saturday, 9am to 5pm

Calls are free



Produced by Citizens Advice and sent to you by your energy supplier to make sure you understand your rights in the energy market. June 2024.



# Important energy information

We want to make sure you have all the information you need available in case you ever need any help. Please read this document so you know the options available to you

## Simple ways to save energy at home

Find out how you could make energy savings with just a few simple steps at [uw.link/energy-tips](#)

## Struggling to pay your bills?

There are a number of ways we can help if you're finding it difficult to keep up with your payments. Find out more at [uw.link/bill-help](#)

## Need extra help?

If you're elderly, disabled, have a child under five, chronically sick, or think you need extra support, we can help make your life easier by adding you to our Priority Services Register. Find out more at [uw.link/priority-services-register](#)

## Have a complaint?

We aim to be the Nation's most trusted home service supplier. If we've let you down in any way, we'd like to know so we can improve our service. Find out more at [uw.link/customer-complaints-code](#)

## Gas safety

For your safety, please make sure your gas appliances are regularly checked. You could also be eligible for a free gas safety check. Find out more at

[uw.link/gas-safety](#)

## Carbon monoxide safety

### What is carbon monoxide?

Carbon monoxide is an odourless, invisible gas that can be given off by any appliance which burns a fossil fuel such as gas, coal, or oil. It can enter your home if your appliance is faulty or the room is not correctly ventilated, or the chimney or gas flue is blocked. Carbon monoxide is a dangerous gas which prevents the flow of oxygen through your blood stream. This can have seriously poisonous effects which can prove fatal. As it is a colourless gas and has no taste or smell, it is very difficult to detect.

### How can it be prevented?

- Ensure your gas appliances are regularly checked for safety and serviced by a qualified Gas Safe registered engineer.
- If an appliance is unsafe and condemned for your safety, you should contact a Gas Safe registered engineer to repair or replace it.
- Ensure your home is correctly ventilated – never block vents or flues.

- Make sure all chimneys and flues are regularly swept and kept clear and clean.
- You can buy a carbon monoxide detector from some supermarkets and hardware stores. If you buy a detector, look for one which complies with EN50291, but never rely entirely on these devices.

## What are the danger signs?

- Gas flames that burn orange or yellow instead of blue.
- Sooty stains on or just above appliances.
- Solid fuel appliances that burn slowly or go out.
- Carbon monoxide sometimes makes people feel ill – but this is not always the case.

If you develop any of the following unexplained symptoms – drowsiness, headaches, chest pains, sudden giddiness when standing up, sickness, diarrhoea and stomach pains – switch off your appliances and see a doctor at once.

## Where our electricity comes from and its environmental impact

Our electricity fuel mix supplied between 1 April 2023 to 31 March 2024

The electricity supplied has been sourced from the following fuels	UW Green tariffs*	All other UW tariffs
Coal	0%	15%
Gas	0%	68%
Nuclear	0%	11%
Renewable	100%	0.2%
Other	0%	7%
<b>Total</b>	<b>100%</b>	<b>100%</b>

As per Ofgem requirement, these numbers have been rounded and so they may not add up to 100%.

## Environmental impact

<b>CO2 emissions (weighted average)</b>	0g per kWh	466g per kWh
<b>Radioactive waste</b>	0g per kWh	0.0g per kWh

**You can find more about the minimum standards you should expect to receive from us here:**  
[uw.link/energy-performance-standards](#)