



Utility Warehouse
Utility Warehouse Network H Q
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 account number: 0000000

Bill date: 7 March 2021

Bill number: 164868366

Everything in one place

Here's your monthly bill






Relax, you're with the Which? Utilities Brand of the Year

Only UW saves you time and money
by bundling your energy, broadband,
landline, mobile and insurance
into one, great value, monthly bill.

Find out how you can refer your
friends and save up to £50 at

uw.link/refer-friends

 Energy	page 2	£7.12
 Phone & Broadband	page 5	£18.70
 Credits & Debits	page 6	£4.40

Total charges	£30.22
£26.76 + £3.46 VAT	

Bill Protector Claim	-£1.00
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Earn money off your bill each month with cashback.
Visit uw.link/cashback to find out more.

Total amount due
will be collected by
Direct Debit on or
after

31 March 2021

£29.22



Energy: £7.12

Your charges this bill



Gas: £7.12

See page 3 →

Energy Meters

G0000000

£7.12

Your payment this bill

£7.12

Need help?

You'll find answers to most bill-related questions at uw.link/bills

Customer Support: 0333 777 0 777

Opening hours: Mon-Fri: 09:00 - 17:30, Sat: 09:00 - 16:30.

Technical Support: 0333 777 0 555

Opening hours: Mon-Fri: 08:00 - 20:00, Sat: 09:00 - 16:30.

Home Moves team: 0333 777 0 888

Opening hours: Mon-Fri: 09:00 - 17:30, Sat: 09:00 - 16:30.

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.

Shrink your bills with this energy-saving tip

Turning down your central heating by as little as 1°C can save you around £60 a year.

For more tips visit uw.link/energy-tips

Gas

Smell gas? call the gas Emergency Service immediately on 0800 111 999



Finance Dept /Network H Q NW9 5AB

Meter serial number: 00000000

Your charges this bill

	start	end	units usage	calorific value	kWh charged	unit rate (p)
Standing charge for February						£6.78
VAT @ 5%						£0.34
Total charged this month						£7.12

Supply details

Property address **Finance Dept /Network H Q NW9 5AB**

Gas reference number **G0000000**

Meter point number **00000000**

About your gas tariff

Tariff **Value**

Payment method **Direct Debit**

Tariff ends on **No end date**

Exit fees **£0.00** (only if you change tariff/ supplier before expiry date)

Your usage (Estimated) **0kWh in the last 12 months**

Could you switch and pay less? Your personal projection is £139.63 per year. This is based on your current tariff and estimation of how much gas you'll use. Our cheapest similar tariff is Value (Direct Debit), which could save you £20.51 per year. Our cheapest alternative tariff is Green Fixed 10 (Direct Debit), which could save you £53.42 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 Green Fixed 10 tariff you must be taking Home Phone, Broadband and Mobile at a minimum cost of £36.49 per month. 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.

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: $\text{kWh} = ((\text{Read2} - \text{Read1}) * 1.02264 * \text{CV}) / 3.6$
- Imperial meter: $\text{kWh} = ((\text{Read2} - \text{Read1}) * 2.83 * 1.02264 * \text{CV}) / 3.6$

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

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.

A few key terms

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

Meter Point Number – a unique number given to your gas supply

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 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.

Phone & Broadband: £18.70



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

01200000000	£19.20
Charges total	£19.20
Credits & Debits	-£0.50
Your payment this bill	£18.70

Credits & Debits

09/02/21	Broadband Credit (01200000000)	-£0.50
	-£0.42 + -£0.08 VAT @ 20%	
Total		-£0.50



01200000000

Analogue Line Rental for March	£16.00
Subtotal	£16.00
VAT @ 20%	£3.20
Total plan charges	£19.20

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 customers 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.

Credits & Debits: £4.40



Credits & Debits

04/03/21	Bank Charge -£1.00 + £0.00 VAT @ 0%	-£1.00
04/03/21	Bill Protector Charge £1.00 + £0.00 VAT @ 0%	£1.00
04/03/21	DD Rejection Charge £1.00 + £0.00 VAT @ 0%	£1.00
09/02/21	Goodwill Gesture -£0.10 + £0.00 VAT @ 0%	-£0.10
	Bill Protector £3.50 + £0.00 VAT @ 0%	£3.50

Your payment for this bill

£4.40

Your account at your fingertips

Use our app to view and pay your bills, manage your Direct Debit, submit meter readings and more. Download today at uw.link/mobile-app