

Ms C Hamlett-Ledger
10 Wisdom Walk
Sandbach
Cheshire
CW11 3SA

Manage your account anytime,
anywhere, online or via the UW app

Download our free app for iOS and Android,
or visit uw.link/login

Visit our online help centre at uw.link/bills
or call us on **0333 777 0 777**

Your account number: 7746957

Bill date: 9 June 2022

Bill number: 182886507

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

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

 Energy	page 2	£99.91
 Phone & Broadband	page 6	£41.97
 Credits & Debits	page 7	£2.00

Total charges **£143.88**

£132.14 + £11.74 VAT

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

30 June 2022

£143.88



Energy: £99.91

Your charges this bill



Electricity: £79.42

See page 3 →



Gas: £20.49

See page 4 →

Energy Meters

E3011539

£79.42

G3004293

£20.49

Your payment this bill

£99.91

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 08:00 - 19:45, Sat: 09:00 - 16:30.

Technical Support: 0333 777 0 555

Opening hours: Mon-Fri: 08:00 - 19:45, Sat: 09:00 - 16:30.

Home Moves team: 0333 777 0 888

Opening hours: Mon-Fri 08:00 - 19:45, 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.

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.



10 Wisdom Walk CW11 3SA

Meter serial number: 19M1091302

D

Electricity charges this month

	start	end	kWh charged	unit rate (p)
30/04/22 to 31/05/22 Meter reading				
Smart meter	7003	7229	226	28.175
Electricity usage charged				£63.68
Standing charge for May				£11.96
VAT @ 5%				£3.78
Total charged this month				£79.42

Supply details

Property address **10 Wisdom Walk CW11 3SA**

Electricity reference number **E3011539**

Supply number

S

01	801	101
13	0005 3224	997

About your electricity tariff

Tariff **Gold**

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) **2882kWh in the last 12 months**

Your electricity distribution company is SP Energy Networks Customer Service, Prenton Way, Prenton, Merseyside, CH43 3ET In the event of a power cut please call your distributor on 105

Could you switch and pay less? Your personal projection is £959.65 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 (Direct Debit), which could save you £25.79 per year.

Comparison with this time last year

You used 33 kWh more this May than you did in May 2021

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 tariff you must also 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.

**10 Wisdom Walk CW11 3SA**

Meter serial number: G4F91356421900

Gas charges this month

	start	end	units usage	calorific value	kWh charged	unit rate (p)
30/04/22 to 31/05/22 Meter reading						
Smart meter	3194	3211	17	39.7	192	7.014
Gas usage charged					£13.47	
Standing charge for May					£6.05	
VAT @ 5%					£0.97	
Total charged this month					£20.49	

Supply detailsProperty address **10 Wisdom Walk CW11 3SA**Gas reference number **G3004293**Meter point number **7510558409****About your gas tariff**Tariff **Gold**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) **9137kWh in the last 12 months**

Could you switch and pay less? Your personal projection is £807.40 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 (Direct Debit), which could save you £24.58 per year.

Comparison with this time last year

You used 767 kWh less this May than you did in May 2021

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 tariff you must also 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.

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 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.

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

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)

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.



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

01270768356	£41.97
Your payment this bill	£41.97



01270768356

Wireless Router for June	£1.67
Residential Line Rental for June	£17.49
Ultra+ Broadband for June	£15.82
Subtotal	£34.98
VAT @ 20%	£6.99
Total plan charges	£41.97

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

Your Cashback Fee VAT exempt	£2.00
Your payment for this bill	£2.00

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