

Mr Andrew Eames
15 Whitfield Drive
Milnrow
Rochdale
OL16 4BP

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 0777**

Your account number: 8532288

Bill date: 7 January 2024

Bill number: 208904644

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

£349.16

Total charges

£349.16

£332.53 + £16.63 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


£349.16

Scanned with CamScanner

Energy: £349.16

Your charges this bill

**Electricity:** £168.00
See page 3 →

**Gas:** £181.16
See page 4 →

Energy Meters

E5654684	£168.00
G5654689	£181.16
Your payment this bill	
£349.16	

Need help?

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

Customer Support: 0333 777 0777

Opening hours: Mon-Fri 08:30 - 17:30, Sat: 09:00 - 16:30.

Technical Support: 0333 777 0555

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

Home Moves team: 0333 777 0888

Opening hours: Mon-Fri 08:30 - 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.

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.

Electricity

Power cut? call 105



15 OL16 4BP

Meter serial number: Z16QL32609

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Electricity charges this month

	start	end	kWh charged	unit rate (p)
30/11/23 to 31/12/23 Meter reading				
Smart meter	38603	39184	581	25.916
Electricity usage charged				£150.57
Standing charge for December				£15.09
Total charged this month				£165.66

Your budget plan payment

Net budget plan payment this month	£160.00
VAT @ 5%	£8.00
Your budget plan payment this month	£168.00

Keeping track of your budget plan

Your electricity balance last month (in credit)	-£155.35
Electricity charges this month	£165.66
Net budget plan payment this month	£160.00
New balance after this bill is paid (in credit)	-£149.69

Any credit balance will be automatically refunded as part of your annual budget plan review.

Supply details

Property address	15 OL16 4BP
Electricity reference number	E5654684
Supply number	

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01	801	511
16	1001 2895	036

About your electricity 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)	7133kWh 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 £2215.19 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 £22.50 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 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.



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

15 OL16 4BP

Meter serial number: E6S11567381660

Gas charges this month

	start	end	units usage	calorific value	kWh charged	unit rate (p)
30/11/23 to 14/12/23 Meter reading						
Smart meter	16273	16435	162	40.2	1850	6.569
14/12/23 to 31/12/23 Meter reading						
Smart meter	16435	16636	201	40.3	2301	6.569
Gas usage charged					£272.68	
Standing charge for December					£8.54	
Total charged this month					£281.22	

Your budget plan payment

Net budget plan payment this month £172.53

VAT @ 5% £8.63

Your budget plan payment this month £181.16

Keeping track of your budget plan

Your gas balance last month (in credit) -£679.67

Gas charges this month £281.22

Net budget plan payment this month £172.53

New balance after this bill is paid (in credit) -£570.98

Any credit balance will be automatically refunded as part of your annual budget plan review.

Supply details

Property address **15 OL16 4BP**

Gas reference number **G5654689**

Meter point number **1588844007**

Could you switch and pay less? Your personal projection is £2034.03 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 UW Fixed Saver 11 (Direct Debit), which could save you £57.45 per year.

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) **25982kWh in the last 12 months**



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 Fixed Saver 11 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://www.uw.link/terms). Optional upgrades are available for an additional cost.

All projections and savings include your energy usage, standing charge and VAT.

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?

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. 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

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. 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 for up to date information or contact the Citizens Advice consumer service on 0808 223 1133.