

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

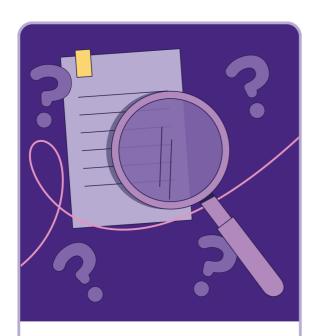
Your account number: 8532288

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.

Utility Warehouse Ltd.

Registered office:Network HQ, 508 Edgware Road, The Hyde, London, NW9 5AB. VAT Number: 135 5949 86.



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£349.16

£349.16

## **Total charges**

£332.53 + £16.63 VAT

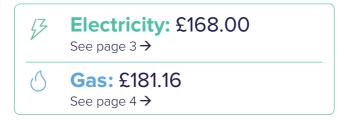
Earn money off your bill each month with cashback. Visit **uw.link/cashback** to find out more.

Total amount due will be collected by Direct Debit on or

£349.16

Scanned with CamScanner

### Your charges this bill



## **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



### **Electricity charges this month**

	start	end	kWh charged	unit rate (p)
30/11/23 to 31/12/23	Meter re	ading		
Smart meter	38603	39184	581	25.916
Electricity usage cha		£150.57		
Standing charge for l		£15.09		

Total charged this month
--------------------------

£165.66

### Your budget plan payment

00
.00
.00

#### Keeping track of your budget plan

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

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



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  $\mathfrak{L}2215.19$  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  $\mathfrak{L}22.50$  per year.



Bill date: 7 January 2024

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  $\mathfrak{L}36.49$  per month. Optional upgrades are available for an additional cost.

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

£281.22



#### 15 OL16 4BP

Meter serial number: E6S11567381660

#### Gas charges this month

	start	end	units o usage	alorific value c		unit rate (p)
30/11/23 to 14	l/12/23	Meter re	eading			
Smart meter	16273	16435	162	40.2	1850	6.569
14/12/23 to 31	/ <b>12/23</b>	Meter re	eading			
Smart meter	16435	16636	201	40.3	2301	6.569
Gas usage cha	arged				£2	72.68
Standing char	ge for D	ecembe	er			£8.54
						( <u>=</u> )

#### Your budget plan payment

Your budget plan payment this month	£181.16
VAT @ 5%	£8.63
Net budget plan payment this month	£172.53

#### Keeping track of your budget plan

New balance after this bill is paid (in credit)	-£570.98
Net budget plan payment this month	£172.53
Gas charges this month	£281.22
Your gas balance last month (in credit)	-£679.67

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

#### Supply details

Property address 15 OL16 4BP

Total charged this month

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



Bill date: 7 January 2024

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. Optional upgrades are available for an additional cost.

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

# **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: kWh = ((Read2 Read1) \* 1.02264 \* CV) / 3.6
- Imperial meter: kWh = ((Read2 Read1) \* 2.83 \* 1.02264 \* 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.

#### 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)

#### 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.

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.