

Dr Rachel Hall & Mr Andrew Greenhalgh
Brindhurst Farm
Sutton
Macclesfield
SK11 0NA

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**

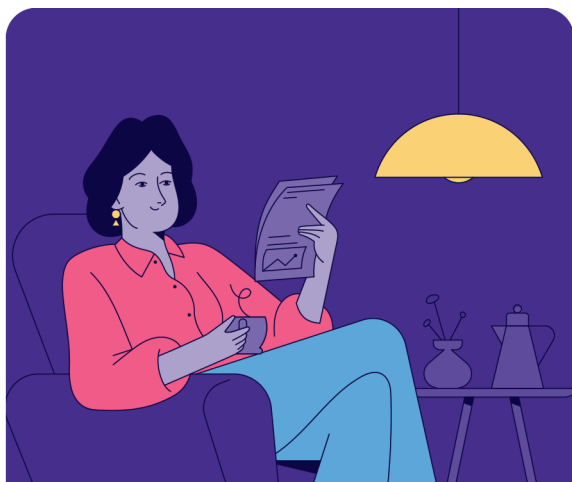
Your account number: 8458363

Bill date: 7 March 2023

Bill number: 194282683

Everything in one place

Here's your monthly bill



£400 Energy Bills Support Scheme

We've applied your March Energy Bills Support Scheme discount, funded by HM Government, to this bill. You can see your £67 bill discount on your energy summary page. **As this scheme is now coming to an end, this is your last EBSS discount.**

To find out more about the scheme visit
uw.link/ebss-bill



Energy

page 2

-£55.24

Total charges

-£55.24

-£65.32 + £10.08 VAT

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

The total amount due will
be credited to your
account by Direct Credit
on or after

31 March 2023. Please
don't cancel your Direct
Debit, we need it to credit
your account.

-£55.24



Your charges this bill

**Electricity:** £211.76

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Energy Meters

E5423913	£211.76
Charges total	£211.76
Credits & Debits	-£267.00
Your payment this bill	-£55.24

Energy Price Guarantee

Total Saving: £197.93

HM Government has introduced an Energy Price Guarantee which limits the amount you can be charged per unit of gas or electricity until the end of March 2024. This Energy Price Guarantee has already been applied to your bill, and you do not need to take any further action.

This is how much you have saved in total through the Energy Price Guarantee. This figure includes VAT.

Credits & Debits

16/02/23	Alternative Fuel Payment - E5423913 -£200.00 + £0.00 VAT @ 0%	-£200.00
02/03/23	Energy Bills Support Scheme - March -£67.00 + £0.00 VAT @ 0%	-£67.00
Total		-£267.00

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 08:30 - 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 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.



SK11 0NA

Meter serial number: 19S0014492

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Electricity charges this month

	start	end	kWh charged	unit rate (p)
31/01/23 to 28/02/23 Meter reading				
Estimated	25769	26361	592	31.741
Electricity usage charged				£187.91
Standing charge for February				£11.12

Total charged this month £199.03

EPG Saving: £188.50

This is how much you have saved on your energy usage through the Energy Price Guarantee. This figure excludes VAT.

Your budget plan payment

Net budget plan payment this month £201.68

VAT @ 5% £10.08

Your budget plan payment this month £211.76

Keeping track of your budget plan

Your electricity balance last month (in debit) £31.12

Electricity charges this month £199.03

Net budget plan payment this month £201.68

New balance after this bill is paid (in debit) £28.47

Supply details

Property address **SK11 0NA**

Electricity reference number **E5423913**

Supply number

S

01	801	511
16	1001 1687	788

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) **7238kWh 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 £2564.55 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 £50.60 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.

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.

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

Supply number – a unique number given to your electricity supply

Meter Serial Number – you will find this serial number on your meter(s)

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.
