

Your bill explained

Here's a handy guide to your Utility Warehouse bill

UTILITY WAREHOUSE
The Discount Club

Mr A Smith
67 Cedar Place
London W1 3TT

Membership number: 1234567
Date: 12-02-20XX
Reference number: S123456789

Contacting us:
Member Services: 0333 777 0 777
Technical Support: 0333 777 0 555
Moving home: 0333 777 0 888

You've earned £33.38 this month on your shopping using your CashBack card. Keep using to save even more!

Your Summary for February

Non-Energy Services	£37.97
Gas	£54.60
Electricity	£35.70
Total amount due	£128.27

The total amount due will be collected by Direct Debit on or after 28 February 20XX

Front page summary

Your monthly bill consists of a front page summary, followed by a detailed breakdown for each of your Utility Warehouse services: Gas, Electricity and Non-Energy Services (which include Home Phone, Broadband, Mobile, Insurance and CashBack card).

How often will I receive a bill?

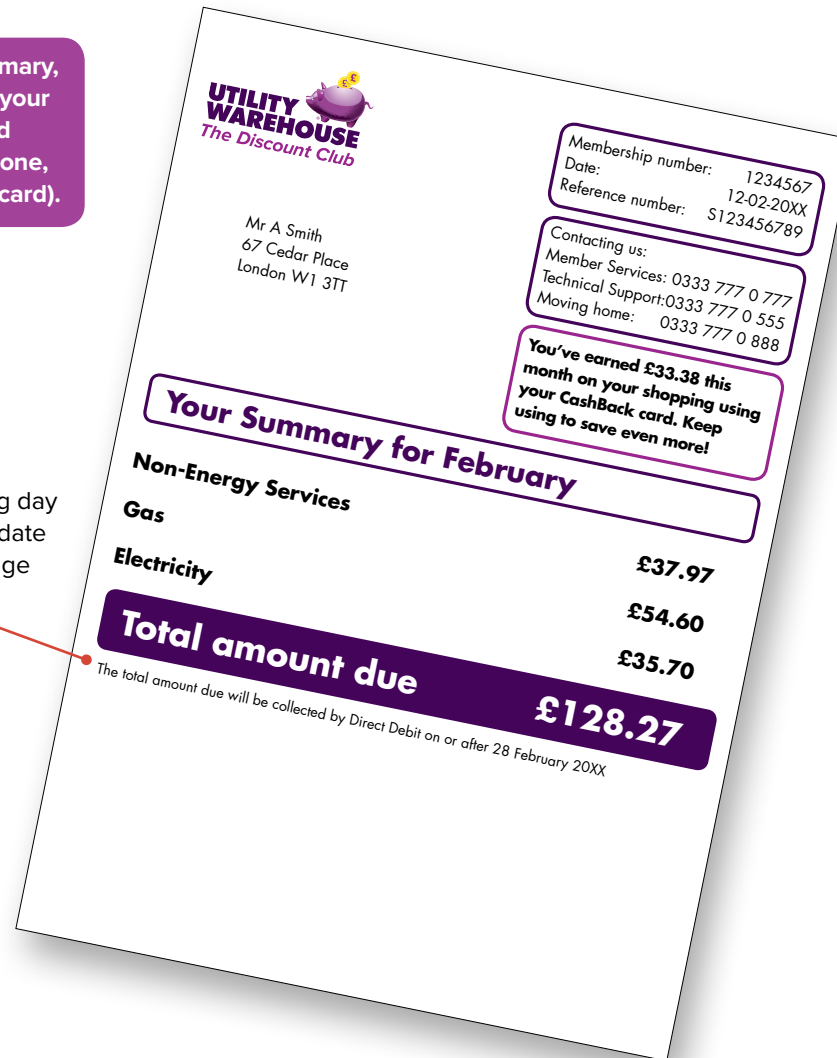
You will receive a bill every month.

When will my Direct Debit be taken?

Typically payments are taken on the last working day of the month. You'll find the payment collection date underneath the monthly balance on the front page of your bill.

Can I change my Direct Debit payment date?

It is possible to change your monthly payment date to the first day of the following month, from your second bill onwards. To do so, please call our Member Support team.



Why aren't all of my services showing on my bill?

It can take up to four weeks for services to switch over to us. Once the service is live, it will start appearing on your monthly bill.

What is Bill Protector?

Bill Protector provides you with £10,000 of accidental death cover and up to six months' payment of your utility bills from us - up to £150 per month - if you are unable to work through no fault of your own (eg. ill health, accident, redundancy).

You can add, remove, or change your level of cover at our Clubhouse.

You can manage all aspects of your account, give us a meter reading, access your webmail, organise a CashBack card top-up, find the latest special offers, and save money on your shopping, by visiting our online Clubhouse: uwdc.co.uk/clubhouse

Mobile

You can change to a different price plan or add a data bundle at any time by calling our Member Support team on 0333 777 0 777.

I joined mid-month. How many inclusive minutes did I have?

Your minutes are supplied on a 'pro rata' basis. So, if you sign up halfway through a month, you will only get half of your allocation of minutes for that month.

Our optional Budget Control option helps ensure you don't go over your monthly allowance of inclusive minutes. To find out more, give us a call on 0333 777 0 777.

How many inclusive minutes do I have left?

You can check your mobile usage - including minutes, texts and data used - at any time, online at the Clubhouse: uwdc.co.uk/clubhouse

Each mobile number on your account is shown separately, with a fully itemised breakdown of calls. And you can easily identify who each number belongs to by giving each one a name at our online Clubhouse.

Mobile phone	
National	£0.00
Mobile	£0.00
Texts	£0.00
Data (GPRS)	£0.08
International texts	£1.20
07123456789 - Value 500 Pay Monthly	
Price plan for February	£9.17
Mobile Total	
Net	£10.45
VAT	£2.09
Total	£12.54

Home Phone & Broadband	
Local	£2.03
National	£1.01
01234567891 - Home Phone & Broadband	
Residential Line Rental for February	£13.75
Standard Broadband for February	£8.32
Caller Display for February	£1.66
Peak Saver	£7.50
10% Gold Benefit Discount	-£2.20
Home Phone & Broadband Total	
Net	£32.07
VAT	£6.41
Total	£38.48

Call Itemisation			
Time	Dialled	Duration	Cost
Value 500 Pay Monthly			
13-01-20XX			
08:11:19	+Sms0123456789		
08:11:26	+Sms0123456789	0.20	
08:11:33	+Sms0123456789	0.20	
08:11:41	+Sms0123456789	0.20	
08:11:49	+Sms0123456789	0.20	
08:11:55	+Sms0123456789	0.20	
17-01-20XX			
19:27:52	+Data 0.001mb	0.20	
20-01-20XX			
10:37:55	+Data 0.001mb	0.04	
Total call cost: £1.20			
Total calls/texts: 182			
Home Phone & Broadband			
03-01-20XX			
16:30:30	01234567891	1.55	FREE
06-01-20XX			
13:33:42	01234567891	3.33	FREE
20:26:14	01234567891	1.456	FREE
10-01-20XX			
11:00:54	01234567891	0.49	FREE
11:11:19	01234567891	0.40	FREE
12:49:28	01234567891	0.40	FREE
11-01-20XX			
12:18:09	01234567891	3.47	FREE
12-01-20XX			
10:03:09	01234567891	8.47	FREE
16:38:19	01234567891	2.47	FREE
14-01-20XX			
20:23:19	01234567891	18.39	FREE
17-01-20XX			
17:20:01	01234567891	38.21	FREE
18:54:00	01234567891	1.21	FREE
18-01-20XX			
10:21:34	01234567891	1.32	FREE
Total call cost: £2.82			
Total calls/texts: 19			

Home Phone & Broadband

Do you offer any call bundles?

We offer a range of great value call bundles from just £3 per month. You can manage your options in the Clubhouse: uwdc.co.uk/clubhouse

With our Home Phone service you get unlimited free calls to other Club members on their Utility Warehouse mobile and landline (01, 02 and 03 numbers), at any time of day.

Why does my Home Phone service appear twice on my bill?

This can happen when your Home Phone service transfers to us before your Broadband. Don't worry, you won't be charged twice. One charge covers the time when we supplied you only with a Home Phone service, and the other charge covers the time when we supplied both Home Phone and Broadband.

Are there any connection charges for Home Phone calls?

Chargeable calls are subject to a set-up fee of 16.8p per call. Calls to service numbers beginning 08, 09 or 118 (excluding 0800/0808) are subject to an access charge of 9p per minute on top of the call charge set by the organisation you're calling. This replaces our standard call set-up fee.

CashBack

You can save even more money by using our exclusive CashBack card and Online Shopping service. Visit our website to find out more.

Why are there two sections for CashBack on my bill?

We offer two ways to earn CashBack; by using our CashBack card or by using our online shopping service. Transactions for each will be displayed separately on your bill.

You'll find your monthly CashBack itemised within the 'Non-Energy Services' section of your bill.

Why hasn't some of my CashBack shown up on my bill?

It can take between one and six weeks for our CashBack card partners to validate your order and the CashBack to show on your account. Online CashBack can take up to 90 days.

You can top-up your CashBack card, or check your balance, at any time by calling 0333 777 0 777 or visit the online Clubhouse: uwdc.co.uk/clubhouse

Clubhouse Shopping CashBack



Date	Description	Amount	CashBack
05-01	Base.com	£20.99	£0.15
15-01	eBay	£7.99	£0.40
15-01	eBay	£7.35	£0.37
15-01	eBay	£4.90	£0.25
15-01	eBay	£6.25	£0.31

Total you have earned £1.48

CashBack Card



Date	Description	Amount	CashBack
		£0.00	-£1.00
		£800.00	
	Card holder: A Smith Card account: 12345678		
01-01	Monthly Fee	£175.54	£5.27
01-01	Top-Up Reference 12345678901	£103.50	£5.18
06-01	Sainsburys - Sample Street London Reference 1234567890	£25.26	£1.26
06-01	Cafe Rouge - Sample Street London Reference 123456789	£109.20	£5.46
07-01	Marks & Spencer - Sample Street London Reference 1234567891	£21.05	£1.05
09-01	Cafe Rouge - Sample Street London Reference 123456789	£105.64	£3.17
14-01	Zizzi - Sample Street London Reference 012345678	£130.85	£3.93
15-01	Sainsburys - Sample Street London Reference 1234567890	£200.00	
20-01	Sainsburys - Sample Street London Reference 1234567890	£108.43	£3.25
20-01	Top-Up Reference 12345678901	£10.57	£0.32
21-01	Sainsburys - Sample Street London Reference 1234567890	£25.55	£1.28
22-01	Sainsburys - Sample Street London Reference 1234567890	£150.00	
24-01	Cafe Rouge - Sample Street London Reference 123456789	£66.09	£1.98
28-01	Top-Up Reference 12345678901	£44.34	£1.33
29-01	Sainsburys - Sample Street London Reference 1234567890	£30.13	£0.90
31-01	Sainsburys - Sample Street London Reference 1234567890		
31-01	Sainsburys - Sample Street London Reference 1234567890		

Total you have earned £33.38

I purchased an Online Shopping item via the Clubhouse or CashBack Wizard but the percentage promised as CashBack on your website differs from the amount I have received on my invoice. Why is this?

For Online Shopping transactions, the percentage that you are credited as CashBack will be calculated based on the ex-VAT purchase price amount.

You can order an additional CashBack card for yourself, or add an extra card for a family member. Just call our Member Support team on 0333 777 7 563.

How much does the Cashback card cost?

It's £10 for each new card, which you get back if you activate your card within two weeks of receiving it. There's also a £1 fee each month and 35p for each top-up using a debit card. These charges can be easily outweighed by the savings you make every month.

How do I get 3% CashBack on my fuel at Sainsbury's?

Simply spend £50 in a single transaction, either at a till instore or online, within the previous 14 days. You must also use the same CashBack card, or two cards with the same card account number, for both transactions.

Energy

How have you calculated my energy usage?

We use meter readings to calculate how much energy you've used during the previous month. This will have been provided by you, read by one of our meter readers, or estimated by us. You may even see a combination of all three. Your total energy usage is added to your monthly standing charge to give your total energy cost for the month.

The more regularly you provide us with a meter reading, the more accurate your bill will be. At a minimum, please try to give us a meter reading every three months; you can do so 24/7 by phone on 0333 777 0 999, using our App or online at: uwdc.co.uk/clubhouse

What is a Standing Charge?

A Standing Charge is a fixed amount that is applied to your gas and electricity bill daily. It pays for our fixed costs, such as enabling a supply of gas/ electricity to your home through distribution and metering services.

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The Discount Club

Membership number: 1234567
Date: 12-02-20XX
Bill number: G123456789

Contacting us:
Member Services: 0333 777 0 777
Technical Support: 0333 777 0 555
Moving home: 0333 777 0 888

Mr A Smith
67 Cedar Place
London W1 3TT

Your Gas Bill for February

Gas £54.60
Total £54.60

Could you pay less?
This is based upon your actual consumption for your tariff and current prices.
Your personal projection
You could save £0 per year
Our cheapest similar tariff is Double Gold (Direct Debit)
You could save £0 per year
Our cheapest alternative tariff is Double Gold (Direct Debit)
You could save £0 per year

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 £34.35 per month. Optional upgrades are available for an additional cost. If the savings above are £0 you are already on our cheapest applicable tariff, if this changes we will let you know. All projections and savings above are inclusive of VAT. Remember - it might be worth thinking about switching your tariff or supplier.

Membership number: 1234567
Date: 12-02-20XX
Reference number: E123456789

Contacting us:
Member Services: 0333 777 0 777
Technical Support: 0333 777 0 555
Moving home: 0333 777 0 888

Mr A Smith
67 Cedar Place
London W1 3TT

Your Electricity bill for February

Electricity £35.70
Total £35.70

Could you pay less?
This is based upon your actual consumption for your tariff and current prices.
Your personal projection is £480 per year
You could save £0 per year
Our cheapest similar tariff is Double Gold (Direct Debit)
You could save £0 per year
Our cheapest alternative tariff is Double Gold (Direct Debit)
You could save £0 per year

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 £34.35 per month. Optional upgrades are available for an additional cost. If the savings above are £0 you are already on our cheapest applicable tariff, if this changes we will let you know. All projections and savings above are inclusive of VAT. Remember - it might be worth thinking about switching your tariff or supplier.

Why doesn't the meter reading you've used match my opening meter reading?

The opening meter reading we use to start your account is agreed between us and your previous supplier.

We do this to ensure there is no cross-over, so that you're not double charged. This may differ slightly to your actual meter reading. If, however, the difference is large please let us know.

Why are you charging me when there is no energy use showing on my bill?

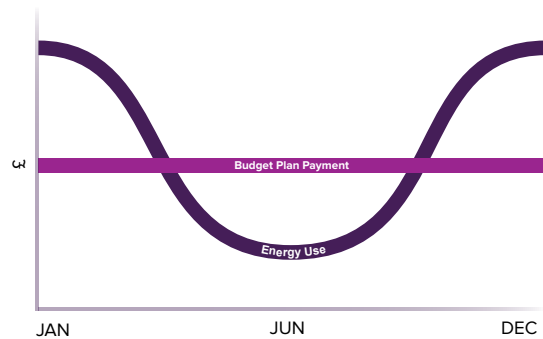
The charge on your bill is for the Standing Charge. There is sometimes a delay on agreeing the opening meter reading with your old supplier, which is why we've not charged you for any units of energy used yet. Usage will appear on your next bill.

This section gives you an estimated cost of your energy usage over the next 12 months, and lets you know whether you could save money by switching to a different tariff.

Energy

What is a Budget Plan?

With Budget Plan, we work out the total cost of the energy we think you will use over a year, then we divide it into 12 equal monthly payments. This means you pay the same amount every month, which helps you to manage your household budget. That's why most members choose this payment method. Usually, this means you pay for less energy than you actually use in the winter months, and then you catch up over the summer. But it should all balance out over the course of each year.



We've made it easy for you to keep track of your Budget Plan against your actual usage. It's important that you pay attention to your credit or debit balance, as it could indicate whether you are paying too little or too much each month. We'll keep an eye on this for you too.

Gas 🔥

Supply details

Property address	W1 3TT 67 Cedar Place
Gas reference number	G1234567
Meter point number	0123456789
Meter serial number	G4A12345678912
Tariff: Double Gold	

Estimated Meter reading: 01-01-20XX	6567
Estimated Meter reading: 31-01-20XX	6776
Units used	209
Calorific value	39.2
Kilowatt-hours used	2327
Pence per kilowatt-hour	4.171
Total cost of gas used (excluding VAT)	£96.16
Standing charge for January	£6.16

Keeping track of your budget plan

Debit balance from last month	
Cost of gas you have used this month	
Your budget plan payment this month	
Debit balance after this bill is paid	

Your budget plan payment

Net budget plan	
VAT @ energy rate	
Total	£34.00

Electricity 💡

Supply details

Property address	W1 3TT 67 Cedar Place
Electricity reference number	G1234567
Supply number	0123456789
Meter serial number	G4A12345678912
Tariff: Double Gold	

Estimated Meter reading: 01-01-20XX	80576
Customer Meter reading: 31-01-20XX	80867
Units	291
Kilowatt-hours used	12,970
Pence per kilowatt-hour	£37.74
Total cost of electricity used (excluding VAT)	£6.62
Standing charge for January	£25.67

Keeping track of your budget plan

Credit balance from last month	
Cost of electricity you have used this month	
Your budget plan payment this month	
Credit balance after this bill is paid	

Your budget plan payment

Net budget plan	
VAT @ energy rate	
Total	£35.70

IF YOU HAVE A POWER CUT

Please contact your electricity distribution company on 0800 328 1111. This number is also in the front of The Phone Book. Your electricity distribution company is Central Networks West plc. Customer Liaison Team, Herald Way, Paganus Business Park, Castle Donington, DE74 2TU.

This information helps you compare your current tariff with others. You can also keep track of your energy consumption and see how much energy you are using this year compared to the previous year.

About your tariff

Some information about your tariff to help you to compare it to others available.

Gas

Tariff name:	Double Gold
Payment method:	Direct Debit
Tariff ends on:	No end date
Exit fees:	Not applicable

Your usage in the last 12 months (Estimated) 19423 kWh

Comparison with this time last year

Consumption January 20XX:	2584 kWh
Consumption January 20XX:	2327 kWh

About your TCR

Tariff Comparison Rate (TCR)	4.63 pence per kWh
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This is the TCR for your Double Gold tariff. You can use your TCR only as a guide to compare the price of your gas. For more information on your tariff and the calculation of your TCR please visit our website at www.uwdc.co.uk or call our Member Services team.

The TCR is not an actual price for you and is based on a typical user of gas (12,500 kWh a year). The actual cost will depend on how much gas you use.

What is a Tariff Comparison Rate (TCR)?

This can be used to compare the cost of the tariff you are on against alternative tariffs from us or other suppliers. It's not based on your personal consumption and should be used as a guide only.

Getting in touch

For more help and support, and answers to lots more frequently asked questions, please go to uwdc.co.uk/help

If you have any concerns about your bill, or if we can help in any other way, please contact us:

Manage your account online:

Register at uwdc.co.uk/clubhouse

Member Support (for all general queries):

0333 777 0 777

Monday to Friday: 9am–5.30pm. Saturday: 9am–4.30pm

Technical Support:

0333 777 0 555

Monday to Friday: 8am–8pm. Saturday: 9am–4.30pm

Meter readings:

All day, every day. Online: uwdc.co.uk/clubhouse or using our App
Automated phone system – call **0333 777 0 999**

Moving home?

Call our Home Movers team on:

0333 777 0 888

Calls to these 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.

