



**Welcome to UW**  
Your top choice for energy



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# Hello, we're UW

We help people save time and money.

**Please take the time to read this guide as it contains important information about your energy service.**

If you have any queries,  
send us a message at  
[uw.link/contact-us](https://uw.link/contact-us)



# Understanding your bill

Most customers receive a monthly bill from UW. It's a combined bill covering all of the services you've received from us and indicates the charges that apply for a one-month period. The following terms and details relate to the Energy section of your bill:

**Summary** – The first information you see each month is a summary of the costs for all the services we supply to you.

**Value Added Tax (VAT)** – is payable at the standard rate on business energy or at a reduced rate (5%) on domestic and certain charitable supplies, or where business usage is below the threshold described below. The VAT summary on the bill shows the rate applied to each individual service that we supply.

**Climate Change Levy** - is a government-imposed levy for commercial customers. If your commercial electricity usage for any month exceeds 1000 kWhs then that usage will be subject to the Climate Change Levy. The rate at which it's applied at the time of going to press is 0.00847p per kWh and is subject to standard VAT.

For gas, the monthly threshold is 4397 kWh. The rate at which it's applied at the time of going to press is 0.00339p per kWh and is subject to standard VAT.

All usage below these thresholds is exempt from the Climate Change Levy and will be subject to the lower VAT rate at 5%.

Domestic and certain charitable supplies are exempt from this levy. In order for us to determine which rate to charge, you'll have been asked to complete a self-declaration form at the point of contract signature.

**Standing charge** – Calculated daily, the standing charge covers the cost of maintaining the supply network, emergency services, metering, account administration and customer services.

**Energy usage** – The amount of energy you use is measured in kilowatts per hour (kWh) and recorded by your meter. If we have actual meter readings we'll use these to calculate your bill, otherwise we'll estimate your meter reading by using information based on the previous energy consumption for your property.

Additional information about understanding your bill can be found at [uw.link/bills](https://uw.link/bills)

# Calculating your bill

## Gas

1. We subtract last month's meter reading (as shown on your bill) from the current reading.
2. We multiply the result by 2.83 to obtain the volume used in cubic metres. If you already have a metric (m<sup>3</sup>) gas meter we miss out this step.
3. We multiply this number by the calorific value\* shown on your invoice in MJ/m<sup>3</sup>.
4. We multiply the result by the meter correction factor shown on your invoice.
5. We divide the result by 3.6 to obtain the number of kilowatt hours (kWh) used.
6. We multiply this number by the pence per kWh rate to arrive at the approximate cost of gas you've used.
7. A standing charge is applied on a daily basis for the period of your bill.

**\*Please note that calorific values change monthly based on information we receive from the National Grid.**

## Electricity

1. We subtract last month's reading from the current reading.
2. We multiply this figure by your electricity rate (pence per kWh) to give the electricity charge and then add the standing charge.
3. A standing charge is applied on a daily basis for the period of your bill.

# Paying for your energy

## Monthly in arrears

This is where you pay each month for the energy you've used the previous month.

With this payment method you should expect your energy bills to be higher in the winter and lower in the summer due to your property's typical heating and lighting requirements during these seasons.

## Save even more with Direct Debit

Save as much as 10% on the cost of your energy when you pay by Direct Debit each month.



You can pay your UW bill in a number of ways. For more information on paying for your energy, visit [uw.link/how-to-pay](https://uw.link/how-to-pay)

### By Direct Debit

If you pay by monthly Direct Debit you'll be on the cheapest tariff applicable for your services – and can save as much as 10% on the cost of your energy. It's also the most convenient method of payment. You'll receive each bill at least ten days before payment is taken from your bank account. If you haven't already set one up, switch to Direct Debit today at [uw.link/direct-debit-set-up](https://uw.link/direct-debit-set-up)

### By post

Send us a cheque in the post, as we can't take cash. Please make your cheque payable to Utility Warehouse and write your customer account number on the back. You can also pay by postal order.

### By phone

Call us on **0333 777 0218** to make payment by debit or credit card.

### At your bank

By cash or cheque payable to:  
**Utility Warehouse,**  
**Account number:** 80256684  
**Sort code:** 20-00-00

Quote your customer account number.

If you have trouble writing cheques, many banks now offer a telephone payments scheme. Ask your bank for details of payment services.

**Note:** If you're not paying by Direct Debit, we strongly recommend you pay each bill as soon as you receive it. This will help you avoid any late payment charges or any disruption to the supply of your services.

### Disconnection of supply

We'll only disconnect customers for non-payment as a very last resort. Usually, where a customer has difficulty in meeting bill payments, we'll try to help in any way we can. However, if the customer fails to cooperate, we'll be left with no choice but to pursue recovery of the unpaid debt via our appointed collection agencies.

# Gas and carbon monoxide safety

If you suspect a gas leak, can't turn off the supply or have no supply, you **MUST** call the National Grid Gas Emergency number immediately on **0800 111 999**. Calls are free and the line is open 24/7.

## What to do if you smell gas

- **DON'T** smoke or light matches.
- **DON'T** turn electrical switches on or off.
- **OPEN** doors and windows.
- **TURN OFF** the main gas supply tap at the control handle, unless it's in a cellar.
- **CALL** the National Grid Gas Emergency number right away on **0800 111 999** from outside your property. Calls to this number are free and the line is open 24/7. Visit [nationalgrid.com/uk](https://nationalgrid.com/uk) for more details.

## What is carbon monoxide?

Carbon monoxide is an odourless, invisible gas that can be given off by any appliance which burns a fossil fuel such as gas, coal or oil.

It can enter your property if your appliance is faulty or the room is not correctly ventilated, or the chimney or gas flue is blocked.

Carbon monoxide is a dangerous gas which prevents the flow of oxygen through your bloodstream. This can have seriously poisonous effects which can prove fatal. As it is a colourless gas and has no taste or smell, it is very difficult to detect.

## Symptoms to watch out for

- ⌚ If you develop any of the following unexplained symptoms switch off your appliances and see a doctor at once:

Drowsiness, headaches, chest pains, sudden dizziness when standing up, sickness, diarrhoea and stomach pains.

## How to avoid carbon monoxide problems

- Ensure your gas appliances are regularly checked for safety and serviced by a qualified Gas Safe Registered engineer.
- If an appliance is unsafe and condemned for your safety, you should contact a Gas Safe Registered engineer to repair or replace it.
- Ensure your business is correctly ventilated – never block vents or flues.
- Make sure all chimneys and flues are regularly swept and kept clear and clean.
- You can buy a carbon monoxide detector from some supermarkets and hardware stores. If you buy a detector, look for one which complies with EN50291, but never rely entirely on these devices.

## What are the danger signs?

- Gas flames that burn orange or yellow instead of blue.
- Sooty stains on or just above appliances.
- Solid fuel appliances that burn slowly or go out.
- Carbon monoxide sometimes makes people feel ill – but this is not always the case.

Your safety is our priority. Engineer call outs relating to gas leaks, repairing your meter or making it safe are carried out free of charge.

# Licensed Network Operators

To find your local operator, simply visit the below address and type in your postcode:

[energynetworks.org/operating-the-networks/whos-my-network-operator](http://energynetworks.org/operating-the-networks/whos-my-network-operator)

Area	Distribution Business	Emergency number	Enquiries
East England	UK Power Networks	Freephone number 105	0800 029 4285
East Midlands	National Grid Electricity Distribution	Freephone number 105	0800 096 3080
London	UK Power Networks	Freephone number 105	0800 029 4285
North Wales, Merseyside and Cheshire	Scottish Power Energy Networks	Freephone number 105	0330 101 0444
West Midlands	National Grid Electricity Distribution	Freephone number 105	0800 096 3080
North East England	Northern Powergrid	Freephone number 105	0800 011 3332
North West England	Electricity North West	Freephone number 105	0800 1954 141
North Scotland	Scottish and Southern Energy Power	Freephone number 105	08000 483 515
Central and Southern Scotland	SP Energy Networks	Freephone number 105	0330 101 0444
South East England	UK Power Networks	Freephone number 105	0800 029 4285
Southern England	Scottish and Southern Energy Power	Freephone number 105	0800 048 3516
South Wales	National Grid Electricity Distribution	Freephone number 105	0800 096 3080
South West England	National Grid Electricity Distribution	Freephone number 105	0800 096 3080
Yorkshire	Northern Powergrid	Freephone number 105	0800 011 3332

# Independent Network Operators

Status	Distribution Business	Emergency number	Enquiries
Independent	Independent Power Networks Ltd	Freephone number 105	01359 302255
Independent	ESP Electricity Ltd	Freephone number 105	01372 587 500
Independent	Energetics Electricity Ltd	Freephone number 105	01698 404949
Independent	The Electricity Network Company Ltd (GTC)	Freephone number 105	01359 302255
Independent	UK Power Distribution	Freephone number 105	0800 311 8074

# Power cut?

If you experience a power cut, notice a disturbance to your electricity supply or have an electricity emergency, you should contact the energy network operator in your area on 105.

There's also a handy postcode finder at [energynetworks.org](https://www.energynetworks.org) to help you identify your local operator.

Energy network operators own and operate the wires and pipes that carry electricity and gas into your property. They are different from your energy supplier.

Please dial  
**105**  
in case of an  
emergency



# Reading your meters

## Why it's important to submit regular readings

Submitting regular meter readings is the simplest way to make sure you only pay for the energy you're using. Estimated bills are never as accurate. Either charging you more, or less, than those calculated with an actual meter reading.

**If you have a smart meter**, your meter readings get sent to us automatically – saving you time and energy. In the rare case that you need to read a smart meter, you can find instructions in the user guides at [uw.link/smart-guides](https://uw.link/smart-guides)

**If you don't have a smart meter**, it's important that you get one as part of your contract with UW. Just ask us for a free smart meter upgrade. You can book one at [uw.link/smart-upgrade](https://uw.link/smart-upgrade)

Submit your meter readings calling our automated reading service on **0333 777 0999**. It only takes a moment!



# We're here to help

Please contact us if you need help or advice on any matter to do with your energy supply. Simply call **0333 777 3252** or message us via [uw.link/contact-us](https://www.uw.link/contact-us)

## **Our fuel mix**

If you'd like to know more about where the electricity we supply comes from, visit [uw.link/fuel-mix-disclosure](https://www.uw.link/fuel-mix-disclosure)

## **Should you ever need to raise a complaint**

If you're not satisfied with our advice, our services or the way a particular matter has been handled, please tell us so that we can try to resolve the issue.

## **Additional contact details**

Utility Warehouse  
508 Edgware Road  
The Hyde, London NW9 5AB

## **Get help with an energy problem**

You can get help with energy problems. This includes issues with your bills or meters, or if you're struggling to pay for your energy. Citizens Advice and Advice Direct Scotland are the official sources of free and independent energy advice and support for domestic consumers and for microbusiness energy consumers.

### **If you live in England or Wales:**

Go to: [citizensadvice.org.uk/energy](https://citizensadvice.org.uk/energy)

Or contact the Citizens Advice consumer service:

Call: **0808 223 1133**

Textphone: **18001** followed by **0808 223 1133**

Lines are open Monday to Friday, 9am to 5pm and calls are free of charge.

### **If you live in England or Wales:**

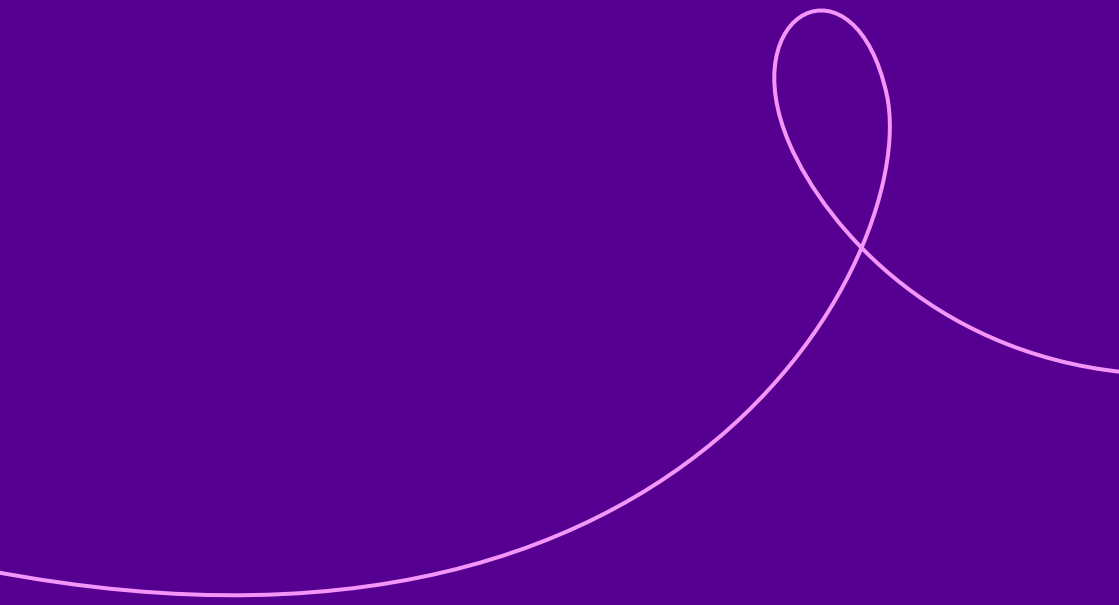
Go to: [energyadvice.scot](https://energyadvice.scot)

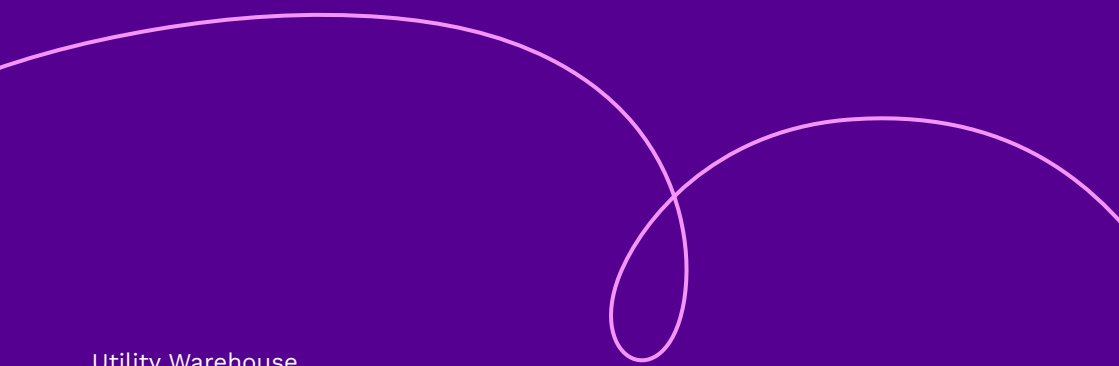
Or contact Advice Direct Scotland:

Call: **0808 196 8660**

Textphone: **18001** followed by **0808 196 8660**

Lines are open Monday to Friday, 9am to 5pm and calls are free of charge.



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Utility Warehouse  
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