



Mr T Uzunov  
46 Gilbert Street  
London  
E15 2AG

Membership number: 7509134  
Date: 06-04-2016  
Reference number: S969939815

Contacting us:  
Member services: 0333 777 0 777  
Technical support: 0333 777 0 555  
Moving home: 0333 777 0 888

Shopping online? Use  
**Findmethecheapest**  
to get the best deal!  
[www.uwdc.co.uk/fmtc](http://www.uwdc.co.uk/fmtc)

## Your Summary for April 2016

**Non-Energy Services** **£2.00**

**Gas** **£30.45**

**Total amount due** **£32.45**

The total amount due will be collected by Direct Debit on or after 29 April 2016

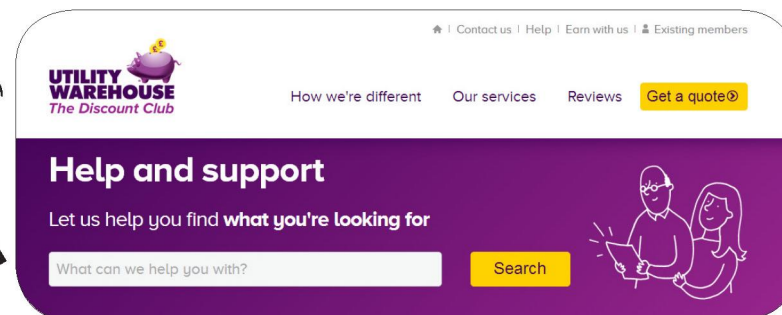
## Ask us a question, anytime, anywhere!

We've recently launched a new help page on our website, where you'll find answers to hundreds of common questions – 24 hours a day, 7 days a week.

### Here's how it works:

- 1 Go to: [uwdc.co.uk/help](http://uwdc.co.uk/help)
- 2 Type in your question and then click 'Search'

Enter  
your  
question  
here



- 3 Our help page will do all the work for you and return a list of questions that are most similar to the one you've asked. Just click on one of these questions to get your answer – simple!

**Ask a question today:**  
[uwdc.co.uk/help](http://uwdc.co.uk/help)

## Contacting us

For help and advice call our  
Customer Services team on

**0333 777 0 777**

Opening Hours:

9:00am to 5:30pm Monday-Friday

9:00am to 4:30pm Saturday

For technical help call

**0333 777 0 555**

Opening Hours:

8:00am to 8:00pm Monday-Friday

9:00am to 4:30pm Saturday

Line faults - 24 hours a day

### You can also contact us:

By UW mobile: 150 (free)

By fax: 0333 777 3239

By email: [memberservices@uwdc.co.uk](mailto:memberservices@uwdc.co.uk)

By post: Network HQ, 508 Edgware Road, The Hyde,  
London, NW9 5AB

By minicom: 0333 003 5643

Calls to these 03 numbers are free of charge from Utility Warehouse landlines,  
otherwise are charged at national rates.

## Moving house?

We can help! Call our Home Movers team on

**0333 777 0 888**

as soon as you know the date you are moving.

## VAT Summary

Gas supplied by Gas Plus Supply Limited, VAT No: 135 5949 86. VAT amount £1.45

All other services are supplied by Telecom Plus PLC, VAT No: 135 5949 86. VAT amount £0.00



Mr T Uzunov  
46 Gilbert Street  
London  
E15 2AG

Membership number: 7509134  
Date: 06-04-2016  
Bill number: T969939815

Contacting us:  
Member services: 0333 777 0 777  
Technical support: 0333 777 0 555  
Moving home: 0333 777 0 888

## Your Non-Energy Bill for April

<input checked="" type="checkbox"/> Bill Protector	£2.00
<b>Total</b>	<b>£2.00</b>

## Service information

### Who supplies your services?

Telecom plus PLC (trading as the Utility Warehouse) is responsible for the management and billing of your telephony services, (registered in England number 3263464). Registered Office: Network HQ, 508 Edgware Road, The Hyde, London, NW9 5AB. VAT No: 135 5949 86.

### If you need to complain about our service to you

If you are not satisfied with any part of our service to you, please call our Customer Service team on 0333 777 0 777 or email [memberservices@uwdc.co.uk](mailto:memberservices@uwdc.co.uk). We will try to deal with the matter to your satisfaction straight away. If you are not satisfied please ask to speak to a manager, or write to the Customer Services manager. They will assess your complaint and do all they can to resolve the situation to your satisfaction. We would very much hope that your complaint will have been resolved at this stage. However, if you are still not satisfied, you should write to our Chief Executive's office at: Network HQ, 508 Edgware Road, The Hyde, London, NW9 5AB.



Mr T Uzunov  
46 Gilbert Street  
London  
E15 2AG

Membership number: 7509134  
Date: 06-04-2016  
Bill number: G969939815

Contacting us:  
Member services: 0333 777 0 777  
Technical support: 0333 777 0 555  
Moving home: 0333 777 0 888

## Your Gas Bill for April

 Gas	£30.45
<b>Total</b>	<b>£30.45</b>

## Gas



### Supply details

Property address	E15 2AG 46 Gilbert Street
Gas reference number	G2257584
Meter point number	3232604706
Meter serial number	G4A00932350201
Tariff: Value	

### Could you pay less?

#### Your personal projection is £348.64 per year

This is based upon your estimated consumption for your tariff and current prices.

#### Our cheapest similar tariff is Value (Direct Debit)

You could save £0 per year

#### Our cheapest alternative tariff is Double Gold Fixed 5 (Direct Debit)

You could save £27.56 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 Fixed 5 tariff you must be taking Home Phone, Broadband and Mobile at a minimum cost of £33.20 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.

Estimated Meter reading: 29-02-2016	12220
Estimated Meter reading: 31-03-2016	12305
Units used	85
Calorific value	39.2
kWhs used	947
Unit Rate (p per kWh)	3.993
Total cost of gas used (excluding VAT)	£37.81
Standing charge for March	£5.32

### Keeping track of your budget plan

Debit balance from last month	£145.42
Cost of gas you have used this month	£43.13
Your budget plan payment this month	£29.00
Debit balance after this bill is paid	£159.55
Your revised budget plan payment will be	£27.55

## Your budget plan payment

Net budget plan	£29.00
VAT @ energy rate	£1.45
Total	<b>£30.45</b>

## About your tariff

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

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

Your usage in the last 12 months (Estimated)	12,469 kWh
--	------------

## Comparison with this time last year

Consumption March 2015: 880 kWh  
Consumption March 2016: 947 kWh

## About your TCR

Tariff Comparison Rate (TCR)	4.51 pence per kWh
------------------------------	--------------------

This is the TCR for your Value 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](http://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.



This square image known as a QR Code is like a barcode and be read by certain smartphone applications. The applications allow the data contained in the QR Code to be transferred into your smartphone. This QR Code holds information about your energy bill, such as your tariff name and how much energy you have used. If you have any questions relating to the QR Code and what it can be used for please visit [www.uwdc.co.uk/help](http://www.uwdc.co.uk/help)

## Gas Service Information

### Please give us meter readings

To help us bill you accurately, please give us your meter reading each month. You can give us a reading:

by phone, using our automated 24-hour service, on 0333 777 0 999  
online, at [www.utilitywarehouse.co.uk/clubhouse](http://www.utilitywarehouse.co.uk/clubhouse)

### Who do I contact in an emergency?

If you smell gas

Do not smoke or strike matches  
Do not turn electrical switches on or off  
Open doors and windows to ventilate the property  
Turn the gas off at the meter control  
Ring the gas Emergency Service immediately on 0800 111 999

### Who supplies my gas?

Telecom plus PLC (trading as the Utility Warehouse) 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 No: 135 5949 86.

### How do you calculate a kWh (kilowatt hour) on my gas bill?

Your gas meter measures the gas you have used in cubic metres or 100's of cubic feet. We convert this to kWh when we calculate your bill. To convert a cubic-foot 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. Finally we divide the result by 3.6 to reach your kWh figure. This is a standard calculation that all gas suppliers must follow.

Metric meter: kWh = ((Read2 - Read1) \* 1.02264 \* CV) / 3.6

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

### What do I do if I'm unhappy with your service and want to complain?

If you feel we've let you down regarding our energy services, please let us know on 0333 777 0 777 or at [energy@uwdc.co.uk](mailto:energy@uwdc.co.uk). 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 with 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 Member Resolutions team on 0333 003 5 648 or at [memberresolutions@uwdc.co.uk](mailto:memberresolutions@uwdc.co.uk). You can also write to them at Member Relations, 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](http://www.citizensadvice.org.uk/energy) for up to date information or contact the Citizens Advice consumer service on 03454 04 05 06.

If we haven't managed to resolve your complaint to your satisfaction within eight weeks, you may contact the Ombudsman Services: Energy on 0330 440 1624 or via [ombudsman-services.org/energy](http://ombudsman-services.org/energy). They offer a free, independent service for investigating complaints.

### **Jargon Buster**

- kWh - kilowatt hour - a standard measurement of energy
  - Meter Point Number - a unique number given to your gas 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
-