



Single supplier for all your utilities

Award-winning customer service

Value that's unbeatable

Easy to switch

Your membership booklet



Welcome to our unique Discount Club

Our goal is to become the Nation's most trusted utility supplier by providing outstanding customer service, helping our members save money every day, and treating them fairly. This booklet explains how we can do the same for you.

Although we are already a major British business, you may not have heard of us before, as we don't waste money on expensive TV advertising or in the national press. Instead we rely on our existing customers and business partners to tell others about our exciting new approach. Then we share the money we save with our members, which means they benefit from the best value in the UK.

We have received numerous 'Best Buy' and 'Recommended Provider' awards from *Which?* magazine, and been named by them as one of the UK's best energy suppliers for six years in a row! Perhaps it's not surprising that in our latest survey, 93% of our members said they would recommend us to a friend.

Over 600,000 satisfied customers have already discovered our unique Discount Club, and are benefiting from the convenience, great value and award-winning customer service we provide.

We hope you enjoy your membership. Welcome to the Club.



Charles Wigoder, Executive Chairman



An altogether better deal for your utilities



Savings

The more great value services you take, the more you save



Simplicity

Helping you keep a track of your utility spend with one monthly bill



Service

Award winning customer service from our UK-based team

‘Our goal is to become the Nation’s most trusted utility supplier – the one you’d recommend to your mum!’

The benefits of Club membership

Savings, Simplicity and Service

5-Star customer service

Our call centre teams are based here in the UK, and really care about looking after you. That's why *Which?* magazine has regularly given us top marks for customer service over the last six years!

Our 'Double the Difference' Price Promise*

This is your guarantee of saving money when you join our Discount Club as a Double Gold member. We are so confident you will save money overall, compared with your current suppliers, that we'll give you back 'Double the Difference' if you don't!

One supplier for all your utilities

- ✓ Easier to budget
- ✓ Unbeatable value
- ✓ One direct debit

Remember, our best prices are reserved for our best customers. So the more services you switch to us, the more money you'll save!

£200 to help you switch

When you switch your Home Phone, Broadband and Mobile to us, we'll give you up to £200 towards any termination fees you have to pay your current telephony suppliers*.



A supplier you can trust

We're committed to becoming 'the Nation's most trusted utility supplier – the one you'd recommend to your mum'. That means treating our customers fairly and rewarding long-standing customers for their loyalty. So once you've joined our Discount Club, you can be confident that if we reduce our prices for new members taking the same services, then we'll automatically reduce your prices too. It's not just a better way of doing business... it's the only way to build a successful long-term future.

*Terms and conditions apply.

The Clubhouse

Make sure you visit us at www.utilitywarehouse.co.uk/clubhouse

Save £££ on your shopping

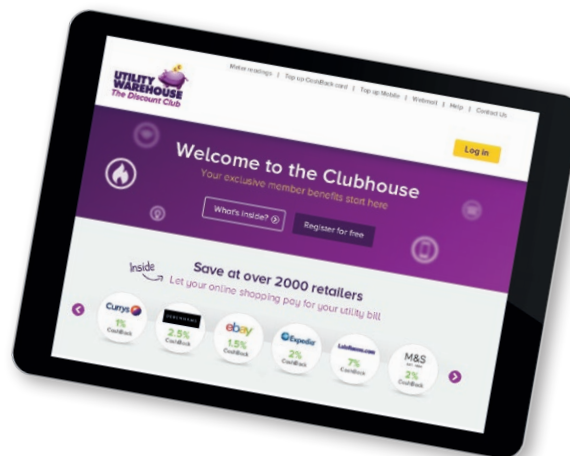
- ✓ Find the cheapest prices for your shopping
- ✓ Earn CashBack when you buy online
- ✓ Full list of our CashBack card partners

Get instant access to your services

- ✓ Top up your CashBack card
- ✓ Top up your mobile
- ✓ Access your @uwclub.net email

Manage your account

- ✓ Give us a meter reading
- ✓ Update your personal details
- ✓ View your bills online



Name My Services

‘Name My Services’ allows you to name each service you take from us.

For example, if you have several mobile phones on your account, you can call them ‘Dawn’s BlackBerry’ or ‘the iPhone’ and make your bill even easier to understand. It’s easy to do – and doesn’t cost anything either.

Our unique CashBack card



Save 3%-7% on your shopping, with the UK's most generous CashBack card!

Earn CashBack every time you shop at a wide range of leading retailers – this can quickly add up to big savings!

- ✓ **CashBack is on top of special offers and sale prices**
- ✓ **Safe and secure – use your card in-store and online**
- ✓ **Add cards for other family members, and multiply your savings!**

Your CashBack card works just like a 'Pay-as-you-Go' mobile – you top it up with money, then go shopping! It's not a credit card, so there's no interest to pay and you can't get into debt.

Many customers receive CashBack equivalent to 25% of their monthly household bills.

Example

Spend: £500 per month

CashBack: £25 per month

Plus retailer loyalty points



Retail partners include:

Sainsbury's

Toys R Us



wilko



M&S
EST. 1884

Argos

TOPSHOP

halfords

EVANS
CYCLES

DEBENHAMS

B&Q

UK's cheapest online shopping

Find the cheapest prices online

We have built our very own search engine – called **findmethecheapest** – which scours the internet for the cheapest prices. Then it takes account of any CashBack or other discounts available, to make sure you pay the lowest possible price.

Simply search for the item you're looking to buy, and **findmethecheapest** will do the rest. You won't find it cheaper anywhere else!

The screenshot shows the homepage of the FindMeTheCheapest website. It has a purple header with the text "What are you looking for?" and a subtext "Select your search below and we'll find you the best deals...". Below this are two buttons: "Find a store" and "Find a product". The main section is titled "Findmethecheapest" and contains a search bar with the text "Simply enter the item you're looking for within the search bar (eg. Nike Air Zoom Pegasus 4 Trainers)". The search bar contains the text "Hotpoint RLFM171P fridge" and a "min price (£)" field with the value "200". To the right of the search bar is a yellow button that says "FindMeTheCheapest". Below the search bar, there are checkboxes for "Include results from:" with "Amazon" and "Ebay" selected. At the bottom, there are "Search tips" and a "Terms and Conditions" link.

The screenshot shows the search results for "Hotpoint RLFM171P fridge". A red arrow points from the search bar in the previous screenshot to the first result. The results are listed in a table-like format with three rows. Each row shows the product name, a "More details" link, the "Your price", the "Check out Price", the "CashBack" amount, and a "Visit store" button.

Product	More details	Your price	Check out Price	CashBack	Visit store
Hotpoint RLFM171P 1.75m High Freestanding Fridge in White	More details	£191.09	£194.00	£2.91	Visit store
Hotpoint RLFM171P 1.75m High Freestanding Fridge in White	More details	£193.98	£199.97	£5.99	Visit store
Hotpoint RLFM171P Tall Larder Fridge - White	More details	£211.68	£215.99	£4.31	Visit store

Plus extra savings at over 2,000 online retailers

You can receive an extra discount (typically between 5% and 10%) when you visit our website and shop online at over 2,000 retailers, including many major household names. All the convenience of buying online, plus the pleasure of getting even more CashBack; we've even got a 'wizard' you can install on your PC or laptop, that will automatically tell you when you could be earning CashBack on a site you are visiting!

Home Phone and Broadband

Our Home Phone service offers amazing value



UK's Lowest line rental*



Guaranteed call savings†

And you can make **UNLIMITED FREE CALLS** to other Club members on their mobile and landline numbers, at any time of the day!

Is your phone line or broadband in contract?

No problem! With our Double Gold bundle, new members joining our Club can receive an allowance of up to £200 towards any cancellation costs they incur.

Are you a Sky customer?

If so, you can get the best of both worlds! Keep your TV package with them but switch to us for your Home Phone and Broadband, and make substantial extra savings every month! Your existing phone number stays the same, and there won't be any interruption to your services.

International Saver Option

If you have friends or family living abroad, this option gives you 250 minutes of inclusive calls every month to 25 of our most popular destinations, and cheaper calls to all other countries too!



Unlike other major providers, all our members can make unlimited FREE calls to UK landlines at evenings AND weekends!



*UK's Lowest line rental' and 'Guaranteed call savings' based on comparing our standard prices with the equivalent prices charged by BT, Sky, Virgin Media, and Talk Talk.

Award-winning Broadband

We have been *Which?* magazine's Best Buy or Recommended Provider for Broadband since December 2008. Simply choose whichever service is right for you!

Standard Broadband

- ✓ Up to 16 Mbps
- ✓ Free wireless router
- ✓ Unlimited data
- ✓ No minimum contract
- ✓ Free connection



Ultra and Ultra+ Broadband

- ✓ Up to 38/76 Mbps
- ✓ Free wireless router
- ✓ Unlimited data
- ✓ 18 month contract
- ✓ Connection charge £30

Massive extra savings with Gold Talk and Double Gold!

Homeowners switching their Home Phone, Broadband and Mobile services to us can make even greater savings by choosing one of the following extra* benefits:

- ▶ Avios
- ▶ 25% off Broadband
- ▶ Free International Saver
- ▶ Gourmet Society membership



Standard Broadband for customers on our extended (BT) network is subject to a monthly data allowance of 100GB.

*Terms & conditions apply; see clause (c) on page 20 and the detailed terms & conditions on our website for more information.

Mobile

Great value price plans

Value250 £8	Value500 £11	Value1000 £14	Value1500 £17	ValueMax+ £22
<ul style="list-style-type: none">• 250 minutes• Unlimited texts	<ul style="list-style-type: none">• 500 minutes• Unlimited texts	<ul style="list-style-type: none">• 1,000 minutes• Unlimited texts	<ul style="list-style-type: none">• 1,500 minutes• Unlimited texts	<ul style="list-style-type: none">• Unlimited minutes• Unlimited texts
100MB Data	1GB Data	2GB Data	3GB Data	4GB/6GB Data

Smartphone data

All our price plans include a monthly data allowance – simply choose the one which matches your needs.

On ValueMax+ the 6GB data allowance only applies to Gold Talk or Double Gold members; in addition, all members on this price plan can purchase as much extra data as they need for just £2.50 per GB.



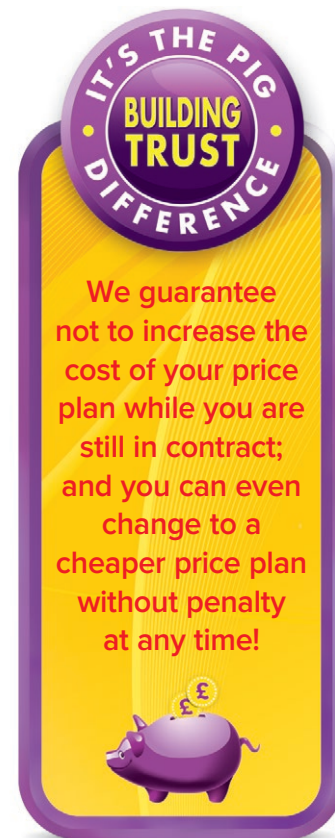
Massive extra savings with Gold Talk and Double Gold!

- Free protection against breakdown, theft, loss and damage on each mobile phone supplied by us*
- 2GB extra data allowance on our ValueMax+ tariff

*Terms and conditions apply.

Five unique benefits to save you even more

- 1 Loyalty Discount** – unlike other suppliers, we stop charging for your handset at the end of your minimum contract; that will reduce your mobile bill by up to 75%!
- 2 Budget Control** – this exclusive option (available on any price plan) combines:
 - (i) Any ‘free’ handset (no upfront payment);
 - (ii) A monthly allowance of calls and data plus unlimited free texts; and
 - (iii) Complete control over your monthly bill – you can’t spend more than the cost of your price plan unless you choose to add a top-up.It’s the perfect replacement for expensive ‘Pay-as-you-Go’ tariffs.
- 3 Flexibility** – if you find you are on the wrong price plan, we’ll allow you to switch to a different price plan at any time; even if you haven’t finished your contract yet! And there’s no minimum contract on any of our price plans unless you choose a new mobile handset.
- 4 No price rises** – unlike other major suppliers, we guarantee not to increase the monthly cost of your price plan during your minimum contract term.
- 5 Low call charges** – our ‘out of bundle’ charges are up to 75% cheaper than other suppliers, which can really make a difference to your mobile bill.



Gas and Electricity

Guaranteed savings on your energy

When you switch your gas and electricity to us, we guarantee you'll save money FOREVER compared with the average of the CHEAPEST VARIABLE tariffs available from the 'Big 6' suppliers.

Our Tariff	Compared to 'Big 6'
Value	Cheaper (at least 0.5%)
Gold	Even Cheaper (at least 2.5%)
Double Gold	Much Cheaper (at least 5%)

So once you've switched your energy to us, you'll never need to switch again!

Our Gold Energy tariffs

The more services you take, the more you'll save:

- take Home Phone and Broadband with your energy for Gold;
- add Mobile as well for Double Gold.



The Small Print

- The 'Big 6' are SSE, EDF, Scottish Power, E.ON, npower and British Gas.
- Savings and Guarantee are based on payment by direct debit with paper billing for typical household consumption of 3,100 kWh electricity and 12,500 kWh gas, including dual-fuel discounts.
- When any changes to competitors' relevant variable tariffs are announced, we will adjust our own tariffs to ensure they comply with our Guarantee within a maximum of 90 days.



We guarantee to always let you know about our cheapest available tariff, and allow you to change if you want!



Additional services

Mobile Broadband

Get internet access from your laptop or tablet almost anywhere, with our great value mobile broadband service.

If you already have the equipment you need, then you can take advantage of our cheapest SIM-only rates. If not, we have a mobile Pocket Wireless Router available at no up-front cost, on a 24 month contract.

New phone lines

If you have just moved into your new home or are currently a Virgin Media customer, we can install a new phone line to enable you to benefit from even greater savings with our Home Phone and Broadband services.

We can arrange this for you with no up-front payment, spreading the standard installation cost over an optional 24 month contract term.

And with typical annual savings of over £100 compared with BT, there has never been a better time to switch!

CallMe(0800)

Your own personal 0800 number enables your friends and family to call you from a payphone – but without having to pay!

Peace of mind with Bill Protector

With optional payments starting from just £2 per month, you'll benefit from up to £100,000 accidental death cover, and up to six months payment of your utility bills from us if you are unable to work through no fault of your own (eg. ill health, accident or redundancy).

That's a fraction of the price you'd pay for similar cover elsewhere, and provides reassurance that, if the worst should happen, there's a useful safety net in place to protect your family.

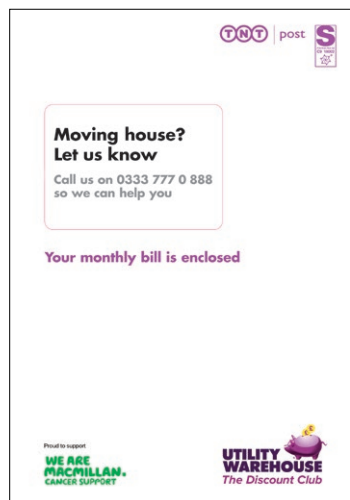
Simply choose the level of cover that's right for you:

Monthly cost	Guaranteed sum insured	Bill Protection
£2	£10,000	Six monthly payments of your Utility Warehouse bill, up to a maximum of £150 per month
£3	£30,000	
£5	£50,000	
£7	£75,000	
£9	£100,000	

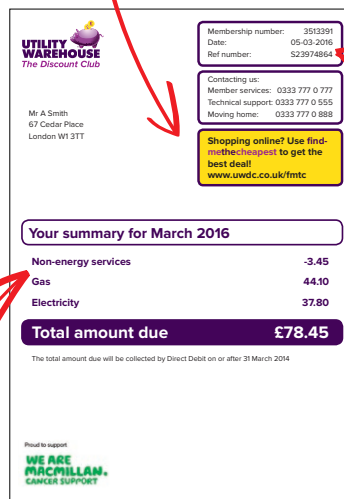
Introducing your Bill

We've worked hard to make your bill clear and easy to understand

Your monthly bill will arrive in an envelope like this, the same size as this booklet

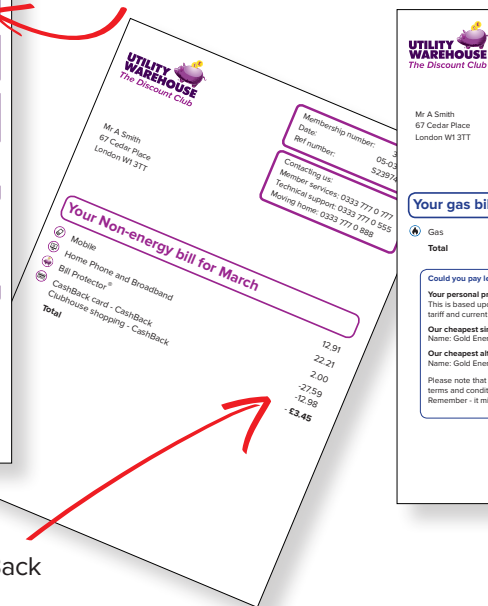


This shows the free calls you have made as a member, or other useful information



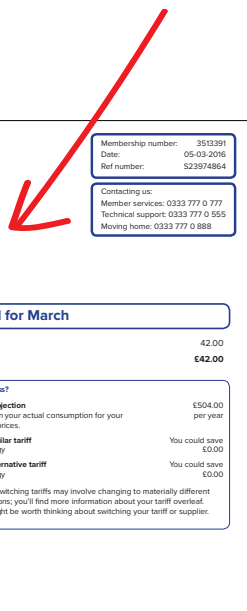
The front page is a summary, listing each of your services and how much they have cost

This is your membership number. We will ask you for this if you call us, so that we can find your details more quickly



Your total CashBack for the month

After the summary page, there are separate pages giving a detailed breakdown of the charges for each service



Membership number: 3513391
Date: 05-03-2016
Ref number: 523974864

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

for March

42.00
£42.00

£504.00 per year
You could save £0.00
You could save £0.00

switching tariffs may involve changing to materially different ones; you'll find more information about your tariff overload.
It might be worth thinking about switching your tariff or supplier.

CashBack Card 

New transactions for card account

Card holder	Amount £	Cashback
01-08 Monthly Fee	-1.00	-1.00
01-08 Sainsbury's/Mkt - 31 Essex Place Chiswick Amount: £134.78	134.78	4.04
05-08 TOP-UP Amount: £200.00	200.00	
04-08 Homelogs Ltd 002 - Warwick Road London W14 Amount: £118.76	118.76	5.94
06-08 Boots London - 43 King St Hammersmith London Amount: £15.57	15.57	0.78
07-08 Muthwerys Ltd 184 - Kings Mall Shopping Centre Hammersmith Amount: £29.97	29.97	1.80
15-08 Sainsbury's/Mkt - 31 Essex Place Chiswick Amount: £156.03	156.03	4.68
16-08 TOP-UP Amount: £200.00	200.00	
16-08 Boots 1607 - 254 Earls Court Road London Amount: £8.19	8.19	0.41
21-08 Sainsbury's/Mkt - Hyde Estate Road Hendon Amount: £80.37	80.37	2.42
22-08 Sainsbury's/Mkt - 31 Essex Place Chiswick Amount: £121.55	121.55	3.65
23-08 Iceland - Sainsbury's/Mkt - 31 Essex Place Chiswick Amount: £5.86	5.86	0.18
25-08 TOP-UP Amount: £200.00	200.00	
25-08 Homelogs Ltd 312 - Western Avenue London W3 Amount: £25.96	25.96	1.30
27-08 Sainsbury's/Mkt - 31 Essex Place Chiswick Amount: £122.09	122.09	3.66
30-08 Sainsbury's/Mkt - Kilburn High Road London W5 Amount: £3.04	3.04	0.09
Total CashBack: £27.59		

This is how we show the extra savings you have made using your CashBack card, with a complete list of all your transactions

Paying your bill

We collect your direct debit payment on the last working day of each month.

Managing your bill online

We store your bills online forever. So you can download and view them whenever you like, free of charge.

To view your bill, name a service, or update your payment details, simply visit

www.utilitywarehouse.co.uk/clubhouse

Home Phone and Broadband charges

All call prices shown are in pence per minute; chargeable calls are subject to a call set-up fee of 16.8p except where otherwise stated

Fixed Monthly Charges

Standard residential line rental	£17.35
Service fee (where we are not providing line rental)	£3

UK Calls

Call Types	Peak	Off-Peak
Club members (landlines)	FREE	FREE
Club members (mobiles)	FREE	FREE
UK local/national numbers (01, 02 and 03)	8p	FREE
UK mobile numbers	10p	5p

(i) Peak rate applies from 7am to 7pm Monday to Friday for calls to UK local/national numbers (01, 02 and 03), and from 7am to 7pm Monday to Sunday for calls to UK mobiles.

(ii) Calls to UK non-mobile numbers beginning '07' are charged at between 1p and 50p per minute depending on the time of call and type of service. For full details of our prices for all other call types and destinations, please refer to our website.

(iii) Calls to service numbers beginning 08, 09 or 118 (excluding 0800/0808) are subject to an access charge of 9p per minute; this replaces our standard call set-up fee of 16.8p for these calls.

(iv) Free calls are subject to a maximum duration of 75 minutes (1.5p per minute thereafter).

(v) Calls to the Channel Islands and the Isle of Man are charged at 6.5p per minute between 7am and 7pm on weekdays, 3.5p per minute at all other times, and are not included in any free or inclusive call allowances.

Calls to Directory Enquiry numbers

The cheapest directory enquiry service available is **118 383** which costs just 50p per call. If you have multiple enquiries, **118 338** is just 70p per call, and for international enquiries, **118 830** is £1.55 per minute. All calls to 118 numbers are subject to an additional access charge set by your phone provider (ours is 9p per minute). Other directory enquiry services are likely to cost significantly more; the latest pricing is shown on our website.

Call Discount Options (per month)

International Saver Includes an allowance of 250 minutes every month (in total) to 25 international destinations, and cheaper calls to other countries too.	£2.50
Peak Saver Provides free calls at any time of day to UK landline numbers beginning 01, 02 and 03.	£6

Broadband

	Minimum contract	Monthly charge	Speed (up to)	Inclusive data
Standard (main LLU network)	None	£9	16 Mbps	Unlimited
Standard Ultra	18 months	£14.99	38 Mbps	Unlimited
Standard Ultra+ (with fibre speed boost)	18 months	£19.99	76 Mbps	Unlimited
Standard (extended BT network)	None	£16.99	16 Mbps	100GB

- (i) To use any of our Standard broadband services, the monthly line rental on your Home Phone service must be billed by us.
- (ii) Our Standard Ultra services are currently available to around 65% of the UK, and may require one of our engineers to visit your home. You will need a compatible n-range router to use this service. Our Standard (main LLU) broadband service must be installed and working before we can process an order to upgrade to one of our Standard Ultra services. Our Standard Ultra services are effectively a speed upgrade to our Standard (main LLU) broadband service for an additional £5.99 or £10.99 per month, making a total price of £14.99 or £19.99 per month as shown above, with a £30 one-off connection charge.
- (iii) A free n-range wireless router is available on request subject to a postage and packing charge of £5.99 which will be shown on your first monthly bill; if we have provided a free router (or premium router upgrade) and your broadband service is disconnected for any reason within the first 12 months, you must pay us £20 towards the cost of the router we provided. We can also provide a premium router alternative, subject to a non-refundable additional up-front payment of £20 plus p&p.
- (iv) A termination fee of £10 is payable if your broadband service is disconnected from our service at any time; this is in addition to any early termination charges payable relating to cancellation of Standard Ultra or Standard Ultra+ during the minimum contract term.

Value Calling Features (per month)

Caller Display Shows the telephone number of the person calling you	£2
Call Waiting Lets you know if someone is holding for you	£2
Call Diversion Diverts incoming calls to another number	£2
Choose to Refuse Prevents unwanted callers from getting through	£2
Ring Back Automatically connects you to engaged numbers when they finish their call	£2
Reminder Call Lets you use your phone as an alarm clock	£2
3-Way Calling Allows three people to take part in the same call	£2
Call Minder Our standard voicemail service (similar to BT 1571)	£2
Call Minder Plus Our enhanced voicemail service with remote access and the ability to record a personalised message	£2.75

*Additional call charges apply when using these services.

Home Phone - International call charges

Prices shown are in pence per minute and subject to a call set-up fee of 16.8p

Country	INTERNATIONAL SAVER	HOME PHONE SERVICE
Andorra	1p	25p
Anguilla	25p	42p
Argentina	1p	25p
Ascension Islands	59p	67p
Australia	Free/1p	12p
Austria	1p	10p
Bahamas	5p	25p
Bahrain	55p	63p
Bangladesh	5p	24p
Barbados	20p	22p
Belgium	Free/1p	10p
Bermuda	18p	22p
Bosnia-Herzegovina	25p	29p
Botswana	25p	30p
Brazil	1p	30p
Brunei	1p	47p
Bulgaria	1p	34p
Cameroon	55p	65p
Canada	Free/1p	9p
Canary Islands	12p	19p
Cayman Islands	22p	38p
Chile	1p	20p
China	Free/1p	20p
Colombia	1p	40p
Croatia	1p	31p
Cuba	55p	58p
Cyprus	5p	20p
Czech Republic	5p	20p
Denmark	Free/1p	9p

Country	INTERNATIONAL SAVER	HOME PHONE SERVICE
Ecuador	29p	35p
Egypt	58p	63p
Estonia	1p	27p
Ethiopia	65p	75p
Finland	1p	10p
France	Free/1p	8p
Gambia	40p	50p
Germany	Free/1p	10p
Ghana	38p	45p
Gibraltar	1p	19p
Greece	Free/1p	11p
Grenada	19p	20p
Guyana	60p	68p
Honduras	47p	54p
Hong Kong	Free/1p	9p
Hungary	1p	20p
Iceland	1p	27p
India	Free/2p	24p
Indonesia	32p	55p
Iran	25p	74p
Iraq	70p	75p
Ireland	Free/1p	10p
Israel	Free/1p	12p
Italy	Free/1p	10p
Jamaica	18p	22p
Japan	Free/1p	9p
Jordan	63p	70p
Kenya	59p	62p
Korea (South)	Free/1p	29p

Country	INTERNATIONAL SAVER	HOME PHONE SERVICE
Latvia	33p	35p
Lebanon	45p	60p
Liechtenstein	11p	16p
Lithuania	25p	32p
Luxembourg	1p	12p
Madeira	1p	15p
Malawi	35p	56p
Malaysia	1p	20p
Malta	10p	21p
Mauritius	30p	63p
Mexico	18p	22p
Monaco	1p	18p
Morocco	34p	35p
Nepal	7p	8p
Netherlands	Free/1p	8p
New Zealand	Free/1p	13p
Nicaragua	50p	65p
Nigeria	60p	62p
Norway	1p	10p
Oman	62p	65p
Pakistan	5p	24p
Peru	1p	44p
Philippines	12p	35p
Poland	Free/1p	22p
Portugal	Free/1p	15p
Puerto Rico	1p	12p
Qatar	30p	63p
Romania	20p	35p
Russia	1p	30p

Country	INTERNATIONAL SAVER	HOME PHONE SERVICE
Saudi Arabia	48p	59p
Serbia	29p	35p
Sierra Leone	62p	79p
Singapore	Free/1p	16p
Slovakia	1p	22p
Slovenia	1p	33p
South Africa	Free/2p	40p
Spain	Free/1p	10p
Spain - Balearics	9p	10p
Sri Lanka	55p	69p
St Lucia	19p	20p
Sweden	Free/1p	8p
Switzerland	Free/2p	8p
Syria	55p	65p
Taiwan	1p	25p
Tanzania	45p	62p
Thailand	1p	38p
Trinidad & Tobago	20p	22p
Tunisia	35p	36p
Turkey	18p	20p
Uganda	35p	50p
Ukraine	35p	46p
UAE	39p	48p
Uruguay	49p	62p
USA	Free/1p	8p
Venezuela	1p	25p
Vietnam	82p	87p
Zambia	1p	62p
Zimbabwe	35p	51p

Calls to non-UK mobile numbers (excluding USA and Canada) will be charged at the appropriate international rate plus a surcharge of up to 36p per minute.

International Saver includes 250 minutes each month to landline numbers in the countries printed in red above for members who are paying the £2.50 additional monthly charge for International Saver or who have selected 'Free International Calls' as their Gold Talk extra benefit; no set-up fee applies to these calls. If you exceed the free monthly allowance, or make calls to destinations not included, these will be charged at the International Saver rates shown above (from 1p per minute) and are subject to our standard call set-up fee.

Mobile charges

Call prices shown are in pence per minute except where stated; chargeable calls are subject to a call set-up fee of 5p except where otherwise stated

	Value250	Value500	Value1000	Value1500	ValueMax+
Fixed monthly charges					
Price plan (per month)	£8	£11	£14	£17	£22
Optional extra data bundles (per GB)					£2.50
Inclusive monthly allowance					
- Anynet minutes (incl. voicemail)	250	500	1,000	1,500	Unlimited
- Anynet texts	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
- Smartphone Data	100MB	1GB	2GB	3GB	4GB/6GB
Call charges outside bundle					
Local/National (01,02,03)	30p	24p	18p	12p	Free
UK mobile numbers	30p	24p	18p	12p	Free
Voicemail retrieval - per call	12p	12p	12p	12p	Free
Texts (SMS)					
Non-UK mobiles	24p	24p	24p	24p	24p
Picture messages to UK mobiles	30p	30p	30p	30p	30p
Other charges					
Customer Services (150) - per call	FREE	FREE	FREE	FREE	FREE
Top 50 International destinations	15p	15p	15p	15p	15p
Freephone (eg. 0800/0808)	FREE	FREE	FREE	FREE	FREE
Mobile internet (dial-up WAP)	15p	15p	15p	15p	15p
Data (per MB) in the UK	5p	5p	5p	5p	2p
Access charge to 08 (excluding 0800/0808), 09 and 118 numbers (in addition to the service charge for the number dialled)	30p	30p	30p	30p	30p

Top 50 International Destinations			
Andorra	Denmark	Japan	Russia
Argentina	Estonia	Korea (South)	Singapore
Australia	Finland	Luxembourg	Slovakia
Austria	France	Madeira	Slovenia
Belgium	Germany	Malaysia	Spain
Brazil	Gibraltar	Monaco	Sweden
Brunei	Greece	Netherlands	Taiwan
Bulgaria	Hong Kong	New Zealand	Thailand
Canada	Hungary	Norway	USA
Chile	Iceland	Peru	Venezuela
China	Ireland	Poland	Zambia
Colombia	Israel	Portugal	
Croatia	Italy	Puerto Rico	

Mobile Broadband (up to 7.2 Mbps)		
	Monthly charge	Inclusive monthly data
Standard		
- SIM only	£9	1GB
- with Pocket Wireless Router	£13	1GB
Max		
- SIM only	£12	3GB
- with Pocket Wireless Router	£16	3GB

(i) 'Anynet' means calls to any UK mobile network or UK landline number (starting 01, 02, 03) and includes voicemail retrieval. (ii) Where we have supplied you with a handset, you will need to pay a monthly handset charge (as shown in our mobile handset guide) for the duration of your minimum contract term, in addition to the charge for your chosen price plan as shown above; thereafter your monthly payment will automatically reduce to the cost of your underlying chosen price plan. (iii) Members on ValueMax+ who are also taking their Home Phone and Broadband services from us receive a data allowance of 6GB (otherwise 4GB); (iv) For details of other International call prices, roaming costs, and all other charges, please refer to our website.

Gas and Electricity charges

Prices and TCR shown are for payment by direct debit; Unit Rates and Daily Standing Charges do not include dual fuel discount

Your supply region		Gas (Daily Standing Charge 20.548p)									Electricity (General Domestic) (Daily Standing Charge 21.37p)									Electricity (Economy 7) (Daily Standing Charge 13.699p)		
	Region ID	VALUE			GOLD			DOUBLE GOLD			VALUE			GOLD			DOUBLE GOLD			VALUE	GOLD	DOUBLE GOLD
		Unit Rate	Gas TCR	Dual Fuel TCR	Unit Rate	Gas TCR	Dual Fuel TCR	Unit Rate	Gas TCR	Dual Fuel TCR	Unit Rate	Electricity TCR	Dual Fuel TCR	Unit Rate	Electricity TCR	Dual Fuel TCR	Unit Rate	Electricity TCR	Dual Fuel TCR	Day/Night Unit Rate	Day/Night Unit Rate	Day/Night Unit Rate
Eastern	10	3.750	4.57	4.46	3.673	4.49	4.38	3.566	4.37	4.27	12.854	16.14	15.72	12.554	15.82	15.40	12.179	15.43	15.01	17.569/6.3	17.025/6.3	16.346/6.3
East Midlands	11	3.697	4.51	4.41	3.621	4.43	4.33	3.515	4.32	4.22	12.842	16.13	15.71	12.543	15.81	15.39	12.169	15.42	15.00	17.525/6.3	16.983/6.3	16.304/6.3
London	12	3.792	4.61	4.51	3.715	4.53	4.43	3.606	4.42	4.31	13.185	16.49	16.07	12.879	16.16	15.75	12.496	15.76	15.34	17.943/6.3	17.392/6.3	16.703/6.3
Manweb	13	3.723	4.54	4.44	3.647	4.46	4.36	3.540	4.35	4.24	14.184	17.54	17.12	13.858	17.19	16.77	13.451	16.77	16.35	19.957/6.3	19.365/6.3	18.627/6.3
Midlands	14	3.770	4.59	4.48	3.693	4.51	4.40	3.585	4.39	4.29	13.136	16.43	16.02	12.830	16.11	15.69	12.449	15.71	15.29	17.975/6.3	17.423/6.3	16.733/6.3
Northern	15	3.738	4.55	4.45	3.661	4.47	4.37	3.554	4.36	4.26	13.103	16.40	15.98	12.799	16.08	15.66	12.418	15.68	15.26	18.061/6.3	17.507/6.3	16.815/6.3
Norweb	16	3.711	4.53	4.42	3.635	4.45	4.34	3.529	4.34	4.23	13.425	16.74	16.32	13.114	16.41	15.99	12.725	16.00	15.58	18.463/6.3	17.901/6.3	17.199/6.3
Scottish Hydro	17	3.671	4.48	4.38	3.596	4.41	4.30	3.490	4.29	4.19	14.129	17.48	17.06	13.804	17.14	16.72	13.397	16.71	16.29	21.059/6.3	20.445/6.3	19.678/6.3
Scottish Power	18	3.666	4.48	4.38	3.590	4.40	4.30	3.485	4.29	4.19	12.706	15.98	15.56	12.409	15.67	15.25	12.039	15.28	14.86	17.993/6.3	17.441/6.3	16.751/6.3
Seeboard	19	3.787	4.61	4.50	3.710	4.53	4.42	3.601	4.41	4.31	13.306	16.61	16.19	12.998	16.29	15.87	12.612	15.88	15.47	18.101/6.3	17.546/6.3	16.853/6.3
Southern	20	3.838	4.66	4.56	3.760	4.58	4.47	3.650	4.46	4.36	13.229	16.53	16.11	12.922	16.21	15.79	12.538	15.81	15.39	17.874/6.3	17.324/6.3	16.637/6.3
Swalec	21	3.704	4.52	4.42	3.627	4.44	4.33	3.521	4.33	4.22	13.756	17.09	16.67	13.438	16.75	16.33	13.041	16.34	15.92	18.823/6.3	18.254/6.3	17.543/6.3
Swelb	22	3.754	4.57	4.47	3.677	4.49	4.39	3.570	4.38	4.27	14.024	17.37	16.95	13.701	17.03	16.61	13.297	16.60	16.18	19.620/6.3	19.035/6.3	18.304/6.3
Yorkshire	23	3.669	4.48	4.38	3.593	4.40	4.30	3.488	4.29	4.19	12.927	16.22	15.80	12.626	15.90	15.48	12.250	15.50	15.09	17.625/6.3	17.081/6.3	16.400/6.3

Your supply region ID number can be found in the supply number printed on your latest electricity bill. In this example of a supply number, the **XX** represents your Region ID number.

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XX	0000	0000

Important notes

- All Unit Rates are shown in pence per kWh (ex VAT).
- Tariff Comparison Rates ('TCR') shown are calculated using the Ofgem defined levels for typical household consumption (3,100 kWh for electricity and 12,500 kWh for gas) and include VAT. The TCR is a figure that is designed to help you compare the cost of different tariffs; as it is not based on your personal consumption, it should only be used as a guide.
- Different rates apply for customers not paying by direct debit or with a prepayment meter; full details are available on our website.

Save an extra £26 per year (incl. VAT) when you take both gas and electricity from us on all our tariffs; this will be shared equally between each type of energy and is included in the Dual Fuel TCR shown above.

DUAL FUEL DISCOUNT

The Small Print (applies to all members)

The Utility Warehouse is a discount club offering savings on a wide range of essential household services. Membership is free of charge to domestic customers using our services, and provides a wide range of benefits. Prices charged may vary depending on which (and how many) of our services you are using, and your choice of payment methods; our Gold Talk benefits and cheapest energy prices on each tariff are only available to customers who are paying by direct debit. All telephony charges within this booklet are shown in pence per minute unless otherwise stated; minimum call, access and set-up charges do not apply to 'free' or fixed-price calls, except where stated. Certain benefits (where stated) are only available to homeowners. If we have not received payment of your monthly bill by the last working day of the month in which your bill is produced (or your agreed direct debit collection date if later), a late payment or direct debit rejection fee of £6 will be charged on your next monthly bill. We reserve the right to waive any charges at our sole discretion at any time.

- a) This booklet should be read in conjunction with our Terms and Conditions; taken together, these contain full details of all the costs and benefits associated with membership and the various services we provide, and you can find them on our website at www.utilitywarehouse.co.uk. In the event of any discrepancy between the pricing on our website, and any other published price information, the web pricing will take precedence. Prices in this brochure are effective from 1 November 2016 and include VAT at the prevailing rate except where stated; VAT is applied to the ex VAT total of all charges for each service and is mathematically rounded to the nearest penny. Comparisons are based on the latest published competitor information available on the date of going to press and payment by direct debit with paper billing.
- b) Claimed 93% customer recommendation is based on responses to a customer satisfaction survey carried out in March 2014. Claimed saving of 25% on household bills is based on the actual savings made by cardholders on their Utility Warehouse bills in January 2016 when over 5,000 members achieved savings of between 20% and 50%; thousands more achieved even greater savings.
- c) The extra benefits available to Double Gold owner-occupiers are subject, amongst other things, to the following conditions: 25% saving on Broadband applies to our Standard LLU service at £9 per month; members taking alternative broadband services from us receive a discount of £2.25 per month. Members choosing 'Free International Calls' will receive our International Saver option free of charge, which includes an allowance of 250 minutes every month (in total) to 25 popular destinations. Gourmet Society cards are strictly non-transferable and dining discounts are subject to change without notice. Full Terms & Conditions for all these benefits (including Avios) are available on our website.
- d) Where applicable, the £200 allowance to help you switch cannot be claimed in respect of any amounts charged by your previous energy supplier(s).
- e) To benefit from free calls to other Club members on their landline or mobile numbers, a member must be making the call using our Home Phone service (includes Internet Phone), and the number being called must be connected to us.
- f) Consumption levels quoted of 3,100 kWh for electricity and 12,500 kWh for gas used in our Energy Guarantee are the Ofgem defined levels for typical domestic consumption.
- g) Members choosing our peace of mind 'Bill Protector' option referred to on page 13 will receive £10,000 of Accidental Death benefit (which covers each named person on the account but subject to a maximum of one claim per household), and will not have to pay their utility bills from us for up to six months (subject to a maximum of £150 per month) in the event a named account holder loses their main income through no fault of their own (eg. redundancy, accident or long-term ill health). Full details of this cover, and the conditions and exclusions which apply, are available on our website.
- h) Our 'Double the Difference' price promise applies to members who have switched all their utilities (Energy, Home Phone, Broadband and Mobile) to us; this includes members who do not have a mains gas supply provided that they have switched all the other required services to us. The key terms of this price promise are:
 - i) All the services you have applied for must have been successfully transferred to us within 75 days of you becoming a member, and then remain live with us for a minimum of one year from the date each service is successfully transferred or connected by us (as applicable);
 - ii) You must pay all your bills by monthly direct debit, and your bank must not have rejected any direct debit requests made by us (unless this is directly due to our mistake);
 - iii) You must be a domestic customer with no business use, being supplied on residential tariffs by your previous suppliers;
 - iv) You cannot make a claim if, since you became a member, you have notified us of a change in your supply address;
 - v) Any claim must be received within 18 months of the date you became a member;
 - vi) Only one claim can be made per member, and the total amount payable to any member under our Price Promise is subject to a maximum of £500;
 - vii) Any refund will be based on the total amount charged by us for all the services switched to us, compared with the prices being charged by your previous suppliers, and will be compared (as far as possible) on a like-for-like basis taking account of any change in prices or the way you use the services;

More Small Print (applies to each service as shown)

viii) We reserve the right to withdraw or vary our Price Promise at any time, however this will not affect the rights of any customer whose membership application has been successfully processed prior to that date. Full details of how this Price Promise works are included in our main Terms and Conditions booklet and on our website.

Home Phone (and landline telephony provided using Internet Phone)

- a) Calls to mobile numbers are charged at the same price irrespective of which network originally allocated the number dialled.
- b) International prices are flat rate and apply anytime, any day. Calls to international ISDN data, international Premium rate or Audiotext numbers may be charged at higher rates than the standard international call charge.
- c) Calls to numbers beginning 08, 09 or 118 (excluding 0800 and 0808) made using our Home Phone service (eg. 0845/0870/09XXX) will be charged by adding the service charge set by the organisation you are calling, to our published access charge for these types of calls. The access charge will be calculated on a 'per second' basis subject to a minimum of one minute per call, rounded up to the nearest whole penny.
- d) Chargeable calls with a duration of less than three seconds are subject to a minimum call charge of 4.8p; with the exception of calls to numbers beginning 08, 09 and 118, the duration of other chargeable calls is rounded up to the nearest whole minute, charged at the 'per minute' rate for that type of call, the call set-up fee of 16.8p is then added, and then the ex VAT price of each call is rounded up to the nearest whole penny.
- e) 'Free Calls to other members', free off-peak local/national calls, and our Call Discount Options are not available to business users and are subject to a maximum of 200 different numbers being called in any calendar month; any excess will be charged at 8p per minute. If we have reason to believe a customer is using any Call Discount Option or inclusive call allowance, partly or wholly for business purposes, for accessing the internet or a data service, we reserve the right to withdraw this benefit from the customer. Any individual free call (except 0500/0800/0808) is subject to a maximum duration of 75 minutes, after which a charge of 1.5p per minute will apply.
- f) 'Peak Saver' does not include any calls made to local rate (eg: 0844/0845), national rate (eg: 0870), personal (eg: 070XX) or premium rate (eg: 09XXX) numbers.
- g) If your line rental service is transferred to us from BT, you will be charged at our published rates for any Value Calling Features we provide, whether previously provided by BT as a Select Service or specifically requested from us; these will be invoiced by us on your monthly bill in accordance with our published tariff.
- h) A monthly service fee of £3 and a minimum monthly call spend of £4 applies to each landline number connected to our Home Phone service (excludes Internet Phone numbers) unless we are billing the line rental to you.
- i) All Call Discount Options and Value Calling Features are charged per line.
- j) For our International Saver option, the duration of calls to eligible destinations is rounded up to the nearest whole minute and deducted from the inclusive call allowance; the balance of any inclusive allowance remaining at the end of a month is lost and does not 'roll over' to the subsequent month. Occasionally, for technical reasons beyond our control, a call that is made very close to the end of a billing period may be deducted from your inclusive calls allowance for the following billing period.
- k) Any non-standard residential fixed telephone lines will be charged at BT standard retail prices less a 5% discount.
- l) For our Internet Phone Service a monthly line rental charge applies of £2 (per line) if we are billing both your fixed line rental and landline internet service, otherwise the monthly line rental will be £4 (per line).

Energy

- a) We have a range of tariffs available to domestic customers; availability of these is dependent on your payment method and which other services we are supplying to you. If you cease to pay by direct debit, or cancel any of the services required to be on our Gold or Double Gold energy tariffs, the price you pay for your energy will increase.
- b) If you are on one of our variable tariffs, you may transfer to any available fixed price tariff at any time, subject to you meeting the eligibility requirements of that tariff.
- c) Our Fixed Energy tariffs (where available) are subject to an exit fee, which will apply if you transfer any of your energy services to another supplier, or if it is transferred to an alternative energy tariff available from us, for any reason.
- d) If you have a prepayment meter, it will always be charged on our Value tariff irrespective of which other services you are taking from us.
- e) For gas customers, the regional gas price which applies is determined by the electricity region in which your home is situated.
- f) Where multiple supply points are being billed on the same account, our dual fuel discount is only payable where both types of energy are being provided by us to each property, and is subject to a maximum of £26 per property.
- g) Our domestic tariffs are not available to any property where the proportion of business use exceeds 50%; such properties will be supplied on one of our applicable business tariffs, and will be charged Climate Change Levy and VAT at the prevailing business rate.

More Small Print (continued)

Mobile (includes Mobile Broadband)

- a) If we have supplied you with a handset on any of our price plans it will be subject to a 24 month minimum contract term, and you will have to pay an early termination fee if, before the expiry of the minimum contract term:
 - i) the service is disconnected for any reason; or
 - ii) you ask us to port your number to an alternative provider; or
 - iii) you lose the handset we have provided and wish to terminate the service rather than sourcing an alternative handset to use in its place.Please refer to our Terms and Conditions for details on how early termination fees are calculated.
- b) Any mobile handsets supplied may be locked to our network and are subject to credit checking and availability.
- c) There is no charge for switching between price plans, although you may only request one price plan change in any consecutive six-monthly period. If we agree to transfer you to a different price plan, then the new price plan will become effective on the 1st of the month following the date on which we process your request, or at your option if you are moving to a price plan with a higher fixed monthly charge, the 1st of the month preceding the date on which we process your request. If you are on Budget Control, all price plan changes will become effective on the 1st of the month following the date on which we process your request.
- d) If you are on our ValueMax+ price plan, any 1GB bolt-on data bundles you wish to add will be effective (at your option) on the 1st of the month following or immediately preceding the date on which we process your request. If you wish to reduce the number of 1GB bolt-on data bundles you are taking, any reduction will take effect from the 1st of the month following the date on which we process your request.
- e) Except where explicitly stated, our charges and inclusive allowances exclude calls made or texts sent: (i) to non-UK numbers; (ii) to premium rate numbers in the UK (eg. 09xxx); (iii) while roaming outside the EU; and (iv) to Call Access numbers. Any calls or texts which use data (eg: WhatsApp) will be charged at the applicable data rate, and any roaming usage in the EU is subject to a surcharge.
- f) You will not be charged for calls diverted to your voicemail, or to set up or cancel the call divert facility, except while roaming.
- g) With the exception of calls to numbers beginning 08, 09 or 118, the duration of each call is rounded up to the nearest whole minute and deducted from any inclusive call allowance or charged at the 'per minute' rate for that type of call, as applicable, then the ex VAT price of each chargeable call is subject to a set-up fee of 5p and rounded up to the nearest whole penny.
- h) Any inclusive allowance remaining at the end of a month is lost and does not 'roll over' to the subsequent month; occasionally, for technical reasons beyond our control, a call that is made very close to the end of a billing period may be included in your inclusive calls allowance for the following billing period.
- i) International calls are subject to a call set-up charge of 10p.
- j) Calls to non-UK mobile numbers are subject to a surcharge of up to 36p per minute on our international landline call charges from mobiles.
- k) Inclusive free texts only applies to text messages sent while you are within the UK to other UK mobiles and is subject to you not sending text messages to more than 200 different numbers during any calendar month; if you exceed this limit we reserve the right to charge individually for each text you have sent at a price of 4p per text message.
- l) While roaming, calls to our '150' customer service number are charged at standard roaming rates for the country you are in.
- m) For customers who have selected our Budget Control option, international calls will be charged on your monthly bill.
- n) All SIM cards are supplied with an international and roaming bar for your protection which can be lifted on request, however we reserve the right not to lift the international and/or roaming bar at our sole discretion, and/or to require a deposit where you have not yet established a satisfactory payment history with us.
- o) Budget Control is not available on BlackBerry handsets.
- p) While roaming inside the EU, calls, text messages and data usage will be deducted from your inclusive allowance or charged at the applicable out of bundle cost for your price plan, but subject to a surcharge in all cases; details of our EU roaming surcharges (and any fair use policy which applies) are shown on our website.
- q) While roaming outside the EU, calls made (or received) and text messages sent are chargeable at international call and SMS rates; these vary depending on the country you are in, duration, type of call/text, and destination (where applicable). Picture messages are chargeable at higher rates. Any data used while roaming outside the EU will cost from £1.20 per MB dependent on the country in which it is being used, rounded up to the nearest whole MB.
- r) Calls to numbers beginning 08 (but excluding 0800 and 0808), 09 or 118 made using our mobile service (eg: 0845, 0870, 09XXX) will be charged by adding the service charge set by the organisation you are calling to our published mobile service access charge for these types of calls. The access charge is calculated on a 'per second' basis subject to a minimum of one minute per call, rounded up to the nearest whole penny.

More Small Print (continued)

- s) You will be charged for each call on the network that provided the service, even if this was not your intended Communications Provider; to prevent this from happening, you should turn off 'automatic network selection' on your handset and manually select the preferred network - this is particularly important in areas close to national borders (where calls may be charged as if you were roaming) and when travelling outside the UK.
- t) A call ends when:
 - i) you end the call on your device; or
 - ii) 16 seconds after your calling device loses signal for any reason (note: we continue to maintain the call in case your device re-establishes a signal with our network within this period); or
 - iii) you do not end the call on your device, up to 30 seconds after the last third party you were connected to has ended their call.
- u) Text messages that are over 160 characters in length may be split by your mobile device into smaller messages and recombined by the recipient's mobile device. In this event, each individual message is deducted from any inclusive allowance or charged at the appropriate rate for the text message.
- v) Some Smart Phone Applications (Apps) send text messages to the App Developer when first used or activated, and/or subsequently, and you may not be aware that such text messages have been sent. Any such messages will be deducted from any inclusive allowance or charged at the appropriate rate for the text message.
- w) Replacement SIM cards (if required) will be charged at £5 each.
- x) All claims under our Mobile Phone Protection Scheme are subject to an excess; for full details please refer to our Terms and Conditions booklet.
- y) Our Mobile service is subject to 30 days' notice, in addition to the minimum contract term which applies where we have supplied a handset; if you give us notice and subsequently port your number to another provider, then you will need to pay us your fixed monthly charges for the remainder of the notice period.
- z) On our Mobile Broadband tariffs:
 - i) early termination fees apply if we have provided a Pocket Wireless Router, calculated in the same way as for mobile handsets supplied by us; the monthly charge for a Pocket Wireless Router is £4;
 - ii) any data used in excess of your inclusive allowance will be charged at 1.5p per MB within the UK; any overseas data used will cost from £1.20 per MB dependent on the country in which it is being used, rounded up to the nearest whole MB (see website for details).

Broadband

- a) Only one free wireless router will be provided to any fixed line broadband customer. If we agree to replace it under warranty, then you must return the faulty router back to us at your expense; if it develops a fault after the end of the warranty period then you will need to purchase a replacement. If you subsequently ask us to supply a premium router, and we agreed to do so, then you must return any other router(s) we have previously provided to you.
- b) If your broadband is being provided on our extended (BT) network, then any excess data you upload and/or download in excess of 100GB in any calendar month will be charged at 25p per GB (or part thereof).

CashBack card

- a) Each CashBack card is supplied subject to a one-off application fee of £10 which is collected when your order is processed, using the debit card details provided to us; this amount will be credited to your CashBack card if you activate it within 14 days of receiving it.
- b) CashBack from our retail partners varies between 3% and 7% on qualifying spend only; there is no CashBack if you use your card at non-participating retailers.
- c) There is a monthly fee of £1 per card which applies from the date each card is issued, and there is a charge of 35p per top-up using a debit card.
- d) Detailed terms and conditions are available on our website, and a printed copy will be sent to you with your card.
- e) The Utility Warehouse prepaid MasterCard® is issued on behalf of PrePay Technologies Ltd pursuant to license by MasterCard International Incorporated. This card is an electronic money product. The electronic money associated with this card is provided by PrePay Technologies Ltd, a company regulated by the Financial Conduct Authority (FRN 900010) for the issuance of electronic money. MasterCard and the MasterCard Brand Mark are registered trademarks of MasterCard International Incorporated.

How to contact us

Customer service: 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: 0333 777 0 999 (at any time)

You can also submit meter readings using our Smartphone App or in the Clubhouse.

CashBack card top-ups and Mobile top-ups are available at any time using our automated phone system on the customer service number above, online at www.utilitywarehouse.co.uk/clubhouse, or via our Smartphone App.

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.

