

UW Bundle Benefits

Terms and conditions

Our job is all about making your life easier and helping to give you the time and flexibility you need to forget about utilities and get on with the important things in life.

And with UW the more services you take the more you save. You can select the services you want and unlock some great benefits.

So how do our bundles work and what benefits can you get? We have explained all below.

These terms and conditions deal with our bundle benefits - if you want to know more about individual services see our [terms and conditions for residential products and services](#).

1. Definitions

Some words and phrases we have used in these terms and conditions mean certain things. In this section we have set out what we mean when we use these words and phrases .

When we say -

2 Service Bundle we mean Energy plus one Non Energy Service.

3 Service Bundle we mean Energy plus two different Non Energy Services. Multiple types of the same service (i.e. two mobile services or two insurance services) will be counted as one Service.

4 Service Bundle we mean Energy, Broadband, Mobile and Insurance. Multiple types of the same service (i.e. two mobile services or two insurance services) will be counted as one Service.

Benefits we mean the benefits you are eligible for depending on the Bundle Services you take and the eligibility criteria you meet. When we refer to specific benefits we mean specific things, e.g. **10% Broadband Discount** see section 6, **£50 Cashback Card Credit** see section 10, **£400 To Switch** see section 11, **30 Days to Change Your Mind** see section 12,

Free ‘Anytime’ UW Calls see section 13 and **Refer A Friend** see section 14.

Bill we mean a bill produced by us for one (or more) of the services we are supplying to you.

Broadband we mean our broadband services. Where line rental (i.e. Home Phone) is required for a Broadband connection, Home Phone is included when we say Broadband.

Broadband Discount we explain this in section 6.

Bundles we mean 2 Service Bundle, 3 Service Bundle or 4 Service Bundle.

Bundle Services we mean the services you need to take to be eligible for a Bundle or the 10% Broadband Discount. Some services are excluded, see section 17.3.

Cashback Card we mean our UW cashback card.

Double Gold Tariff / Gold Tariff we are talking about energy tariffs. These are the names of some of the tariffs we offer. We explain what we mean when we talk about these in section 6.

Energy we mean gas and/or electricity.

Fixed Tariff we mean our fixed energy tariff.

Insurance we mean Boiler & Home Cover, Home Insurance and/or Income Protector. Home Insurance is not included in the definition of Insurance when we are talking about £400 To Switch or £50 Cashback Card Credit.

Mobile we mean our SIM only mobile services apart from our legacy Value Pay and Mobile Extra tariffs.

Non Energy Service we mean Broadband, Mobile and/or Insurance.

Owner-Occupier we explain what we mean by this in section 15.4.3.

Property we mean the address where we supply the services.

Renewable Electricity we mean that 100% of your electricity demand is matched by an equivalent volume of Renewable Energy Guarantee of Origin certificates (‘REGO’ certificates), to be submitted into our account on the Ofgem register.

2. How does it work?

- 2.1. Take or add the services that suit you.
- 2.2. Depending on which services and the number you take you can unlock certain Benefits. Check out the *What benefits can you unlock?* section below.
- 2.3. You need to have the right number of different Non Energy Services for each Bundle. For example, if you take two types of Insurance products these will be counted as one Non Energy Service - Insurance. So in addition to Insurance you’d also need to take a Mobile or Broadband Service as well as Energy to access the 3 Service Bundle.
- 2.4. For as long as the required number of Bundle Services are live on your account, and you meet the eligibility criteria and conditions, you’ll receive the Benefits. The Benefits will be shown on your Bill. Make sure

you check out the individual Benefit sections numbered 5 to 14 and the *General Eligibility* section below.

3. What benefits can you unlock?

- 3.1. If you take a 2 Service Bundle you can get our Gold Tariff.
- 3.2. If you take a 3 Service Bundle you can get our Double Gold Tariff or our Fixed Energy Tariff - with both you get Renewable Electricity as standard, plus you can get £400 To Switch and 30 Days to Change Your Mind.
- 3.3. If you take a 4 Service Bundle you can get our Double Gold Tariff or our Fixed Energy Tariff - with both you get Renewable Electricity as standard, plus you can get £400 To Switch and 30 Days to Change Your Mind. And, if you also take a cashback card when you sign up to UW, you could get a £50 Cashback Card Credit when you first top up to spend in your first six months.

And there's more

- 3.4. If you take Broadband and Mobile, together or as part of any of the combinations above, you'll get a 10% Broadband Discount.
- 3.5. And if that wasn't enough all UW customers can take advantage of our Free 'Anytime' UW Calls and our Refer a Friend scheme.

4. Will I always get these benefits?

- 4.1. Yes - as long as you have the required Bundle Services (number and type) live on your account and you meet the eligibility and Benefit criteria.

5. What are the benefits and how do they work?

- 5.1. We've set out all you need to know about the Benefits in the handy sections below.
- 5.2. Each benefit has its own terms so we recommend you take a look at the information below. Don't forget you need to meet the conditions and the eligibility criteria to get the Benefits so please read the *General Eligibility* section below as well.

6. 10% Broadband Discount

- 6.1. If you take Broadband and Mobile with us you can receive a 10% discount off the cost of your Broadband service (as set out in the definition section above, Broadband includes Home Phone if it is required as part of your Broadband connection).
- 6.2. You must be an Owner-Occupier at the Property. Or alternatively, if you're a tenant you can benefit from the discount if you're an established tenant - meaning you have been a UW customer for a continuous period of at least two years and have no outstanding amounts on your UW account.

- 6.3. If you have more than one Broadband service on your account, you'll only receive the 10% Broadband Discount on one Broadband service.
- 6.4. The 10% Broadband Discount is applied to the standard monthly charge for your Broadband service and does not include any call charges, call bundles or any other Broadband charges.

7. Double Gold tariff and Gold tariff

- 7.1. If you take a 2 Service Bundle, you can get our Gold tariff. With our Gold Tariff you could get a discount of 2.5% on the Government's energy price cap (Energy Price Guarantee).
- 7.2. If you take a 3 Service Bundle or 4 Service Bundle, you can get our Double Gold tariff. With our Double Gold tariff you could get a discount of 5% on the Government's energy price cap.
- 7.3. The discount is calculated at a flat rate using the typical domestic consumption values (as set by Ofgem) on payment by Direct Debit, compared to the Government's energy price cap level (Energy Price Guarantee) for default energy tariffs. Therefore, if your usage is the same or less than industry typical domestic consumption values you will get at least the applicable % discount. Whereas, if your usage is higher you will get a lower % discount and the actual % discount will depend on your usage. The Energy Discount is applied to your daily standing charges.
- 7.4. To be able to take our Gold tariff or Double Gold tariff you must take, or be switched onto, a variable tariff, be supplied on a credit meter and pay by Direct Debit.
- 7.5. If you aren't eligible for our Gold tariff or Double Gold tariff (because your Energy was provided by someone else, you only had one service or you were on our Fixed Energy tariff) and you later become eligible (because you switch your Energy to us or your fixed tariff with us comes to an end), we'll automatically move you onto the tariff you are eligible for from the 1st day of the month in which you became eligible.
- 7.6. You can benefit from our Gold tariff or Double Gold tariff on a maximum of one gas meter and up to three electricity meters at your Property.
- 7.7. If you are benefiting from our Gold tariff or Double Gold tariff and cease to be eligible (for example, by cancelling a service or Direct Debit, or if a Bundle Service you applied for fails to become live with us within 42 days), we will automatically transfer your Energy to the cheapest alternative variable tariff which you are eligible to receive from us at that time. This change will take effect from the 1st day of the month following the date on which you ceased to be eligible for our Gold tariff or Double Gold tariff.
- 7.8. The Government's energy price cap level for default energy tariffs sets maximum prices, not maximum bills. The amount you will pay under the cap will depend on how much energy you use and how you pay for your energy. When any changes to the Government's energy price cap

level are made, we will adjust our own tariffs to ensure we still offer the discounts from the date the new price cap level is introduced.

- 7.9. Owner-Occupier requirements do not apply to this benefit.

8. Fixed Energy Tariff

- 8.1. If you take a 3 Service Bundle or a 4 Service Bundle you can get a Fixed energy tariff. Our Fixed energy tariffs are subject to availability.
- 8.2. Our Fixed Energy tariff is subject to its own terms which you can find at [UW terms and conditions](#). To get this benefit you must meet the eligibility criteria in those terms and be supplied on a credit meter.
- 8.3. Owner-Occupier requirements do not apply to this benefit.

9. Renewable Electricity

- 9.1. Our Double Gold tariff and Fixed Energy tariff come with Renewable Electricity as standard.

10. £50 Cashback Card Credit

- 10.1. This benefit is for new Cashback Card customers only and is subject to its own terms which you can find at [UW terms and conditions](#).
- 10.2. This benefit only applies if you take Boiler and Home Cover and/or Income Protector as your Insurance service, it does not apply if you only take Home Insurance.
- 10.3. If you take a 4 Service Bundle and take our Cashback Card (subject to the points at 10.1 and 10.2 above) you can get a £50 credit to use within your first six months when you first top up your cashback card. To get the credit, the required services must be live on your account when you first top up the cashback card.

11. £400 To Switch

- 11.1. If you switch to UW and take a 3 Service Bundle or 4 Service Bundle, if you are charged any early termination fees from your existing suppliers for switching those Bundle Services (excluding Home Insurance) to us we will credit the amount you were charged to your account, up to a maximum of £400 in total (or £200 if you signed up before 30 Dec 2022).
- 11.2. To apply for this credit, you must:
- 11.2.1. be a new UW customer;
 - 11.2.2. have the Bundles Services required for our 3 Service Bundle or 4 Service Bundle live on your account on the date that we verify your claim; and
 - 11.2.3. be an Owner-Occupier. Alternatively, if you're a tenant of the Property you'll only be eligible for the credit after a fully functioning smart meter has been installed in the Property.

- 11.3. You can only claim the early termination fee credit for Bundle Services (excluding Home Insurance) that you switched to us and which are live on your account at the time we verify your claim.
- 11.4. You'll need to send us: (i) evidence of the early termination fees from your previous suppliers (the supplier or suppliers providing your services immediately before you switched them to us), and (ii) a cover message requesting reimbursement and including your name, account, number, and address, within six months of the date you signed up to UW, either by using our Contact Us form or by sending a letter to: Early Termination Fee Offer, Utility Warehouse, Network HQ, 508 Edgware Road, The Hyde, London NW9 5AB. Evidence of the early termination fees can be your final bill or anything that clearly shows the fees you have paid your previous supplier. An extract from your bank statement would not qualify.
- 11.5. You can only make one claim, so make sure you wait until you have evidence of all the charges you have incurred and submit it altogether.
- 11.6. A claim will only be verified by us after all applicable cancellation periods have expired. If your claim, or any part of it, is not successfully verified the early termination fees won't be credited to your account.
- 11.7. Once verified by us, we'll credit the amount of any reimbursement to your account. We'll usually do this within eight weeks and it'll appear on the next monthly bill we process - you'll see it as a credit against the non-energy part of your Bill.
- 11.8. We won't reimburse any early termination fees in respect of services which are cancelled within cancellation periods.
- 11.9. The £400 To Switch is not available if:
 - 11.9.1. you've previously had a home phone, broadband and/or mobile and where applicable, Boiler & Home Cover or Income Protector from us (either on the same or a different account);
 - 11.9.2. you've previously received an early termination fee refund from us (either on the same or a different account); or
 - 11.9.3. you didn't apply for all required Bundle Services (3 Service Bundle or 4 Service Bundle) on the same date (or, for the purpose of this benefit, within 30 days of the date you applied for your first service).
- 11.10. For the purpose of this benefit, members of the same household shall all be deemed to be the same person.
- 11.11. If you cease to qualify for a 3 Service Bundle or 4 Service Bundle within 12 months of the bill date on which you received the credit from us (excluding any temporary interruption to your services caused solely by your moving home), then you will need to repay the full amount of the early termination fee credit we applied to your account; this will appear as a debit charge on a subsequent Bill.
- 11.12. Customers who signed up before 21 March 2022, who are eligible and have not already made a claim, can get £200 To Switch if they switched just Mobile and Broadband.

- 11.13. Customers who signed up before 30 December 2022 can get up to £200 To Switch.

12. 30 Days to Change Your Mind

- 12.1. If you take a 3 Service Bundle or 4 Service Bundle you have 30 days to change your mind and cancel any of the following services - Broadband, Mobile, Energy, Boiler & Home Cover.
- 12.2. You can cancel with immediate effect and without penalty by notifying us within 30 days of entering the agreement for the service you wish to cancel.
- 12.3. You'll just need to pay for any installation costs and costs you have incurred by using these services (either up to the date of cancellation or the date you switch your services away, whichever is the latest).
- 12.4. Further information on cancelling your Boiler & Home Cover is set out in your policy documents including the amount payable if you have made a claim within this period.
- 12.5. You must also return any equipment (complete, undamaged and in its original packaging) that was provided by us to enable you to use or associated with the services you want to cancel within 30 days of the date it was supplied to you. If you don't, then we'll charge you for such equipment at our then prevailing retail price.
- 12.6. Further information on how to notify us that you want to cancel is set out in the early cancellation rights section in our Residential Terms and Conditions at [UW terms and conditions](#).
- 12.7. Remember, if you cancel any services you may no longer meet the requirements for a 3 Service Bundle or 4 Service Bundle, in which case you will no longer receive the associated Benefits.
- 12.8. You will still have your required 14 day cooling off period to cancel other services. See our terms and conditions for residential products and services at [UW terms and conditions](#), and policy documents for insurance, for information on how to cancel services not listed in this section.

13. Free 'Anytime' UW Calls

- 13.1. UW customers can make unlimited free 'anytime' local and/or national calls using our Home Phone service (or legacy fixed line telephony services, Internet Phone and/or our FreeCall app) to the landline telephone number(s) of any other UW customer, provided we are supplying the other UW customer with a fixed line telephony service on that landline number.
- 13.2. UW customers are also entitled to make free 'anytime' calls using our Home Phone service (or legacy fixed line telephony services, Internet Phone and/or our FreeCall app) to the mobile telephone number(s) of any other UW customers, provided we are supplying the other UW customer with the Mobile service that is receiving the call. Free calls to mobiles are subject to a maximum of 1,000 minutes per month in

aggregate; we reserve the right to charge for any excess at our published tariff for calls to mobiles.

14. Refer a Friend

- 14.1. Full Terms and Conditions for our 'Refer a Friend' scheme are available on our website at [UW terms and conditions](#).

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15. General Eligibility

- 15.1. £400 To Switch and 30 Days to Change Your Mind are available to new UW customers only.
- 15.2. All other Benefits are available to new and existing customers. So, if (after the 10th of the following month in which you signed up) you add a service or make changes on your account which means you become eligible for a Benefit then we'll update your account to ensure you get the Benefits you qualify for. Likewise, if (after the 10th of the following month in which you signed up) you cancel a service or make changes on your account which means you are no longer eligible for any of the Benefits we'll update your account to remove the Benefits you no longer qualify for.
- 15.3. Put simply, as long as you have the required Bundle Services on your account and meet the eligibility criteria and conditions you will continue to receive the Benefits.
- 15.4. The Benefits are available to customers who meet the following eligibility criteria (remember you also need to meet the individual conditions for each Benefit - we've set these out above in sections 5 to 14):
- 15.4.1. the Bundle Services for each Bundle (as shown above) must be live on your account at the time your Bill is processed.
 - 15.4.2. you must pay by direct debit and valid direct debit must be in place on your account at the time your monthly bill is processed (unless stated otherwise in these terms and conditions).
 - 15.4.3. you must be an Owner-Occupier (unless stated otherwise in these terms and conditions). This means you can only receive Benefits if the first named account holder matches the name shown on the proprietorship register on the Land Registry Title for the Property. If you have just purchased and moved into the Property, we may, at our discretion, allow you to receive the Benefits for up to 90 days in order to allow time for the Land Registry to be updated with your ownership details. If you tell us as part of the sign up process that you are the Owner-Occupier of the Property, and we are unable to verify this with the Land Registry, we may ask you to provide alternative satisfactory evidence that you own the Property (e.g. by

supplying us with a copy of a recent mortgage statement). If we have requested such evidence, and you don't send it to us, or we are unable to verify that you are a Owner-Occupier and you have not advised us that you wish to cancel your order for the services before the end of any cooling off period, then we shall proceed with transferring all services you have requested to us - in these circumstances you will not receive any Benefits which require you to be an Owner-Occupier (until you have provided such evidence to us or the status has been verified), and your energy will be supplied on the cheapest variable energy tariff available from us which you are eligible to receive. If you move into a property you don't own you will no longer receive the Benefits.

- 15.4.4. you pay each Bill in full when they become due (other than where we have acknowledged there is a valid dispute) or by the agreed due date for your direct debit.
- 15.4.5. you agree to these terms.
- 15.4.6. you are not in breach of these terms, our terms and conditions for residential products and services or any other terms applicable to the products, services or benefits.
- 15.4.7. only Energy services being supplied using a standard credit meter (i.e. not prepayment or a meter which measures electricity being generated by you) will be counted as a Bundle Service.
- 15.4.8. all the Bundle Services must be supplied at the same Property and be on the same UW account. If you have two Properties on the same UW account, provided the account billing address matches one of the Property addresses, we'll allocate the services on the account to the properties based on the supply address we have recorded on the account, or at our sole discretion for services without a supply address. Depending on the number and type of services, and how they are allocated to each Property, provided you meet the eligibility and Benefit criteria you may still be eligible for the Benefits.
- 15.5. Our Benefits that require an energy service are not available to customers living in Northern Ireland.
- 15.6. Eligibility for the Benefits is reviewed when we process your Bill each month.
- 15.7. If you fail to meet the eligibility requirements and the conditions (including conditions set out in the terms and conditions for residential products and services) you will no longer receive the Benefits and will be charged our standard price, as set out in our Tariff Guide and Charges Guide.

16. New Customers

- 16.1. For new customers, the Benefits will automatically be applied to your account from the date you sign up. In the event the Bundle Services have not become live with us within 42 days of the date you sign up to UW, you will immediately cease to be eligible for any further Benefits associated with that Bundle (until such time as you have the requisite live Bundle Services with us), and we reserve the right to reclaim any Benefits provided to you.

17. Availability

- 17.1. Our Benefits are subject to status and availability. We may remove, replace or change any of these Benefits, at any time at our sole discretion, but we'll give you 14 days notice of any material changes.
- 17.2. If we are aware or have reason to believe that any credit or Benefit has been obtained fraudulently or we are satisfied that you have provided inaccurate or incorrect information or withheld information, then you will be required to repay the full amount of credit that was applied to your account and we may disconnect or suspend your services, without notice, in accordance with our terms and conditions for residential products and services.
- 17.3. The following are not included as Bundle Services: Internet Phone, dial-up internet, the FreeCall app, CallMe(0800), ValuePay Mobile, and our MobileXtra tariff. For the avoidance of doubt, Mobile Broadband is treated as a Mobile service (not a Broadband service).

18. Agreement

- 18.1. These additional terms and conditions relate to our Bundle Benefits and are in addition to other applicable terms including, terms and conditions for residential products and services, Fixed terms and conditions, tariff information label, Cashback Card terms and conditions, Insurance Terms and Charges Guide.
- 18.2. These terms and conditions form part of your contract with us.

19. Legacy benefits

- 19.1. Some legacy benefits still apply to certain existing customers. These are set out in our terms and conditions for residential products and services.