



91451 071514 0654 E 38900

Mr S & Mrs M Dicks
2 Careg Lhwyd
Bridgend
Mid Glamorgan
CF31 5EH



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Membership Number 5966263
Bill Date 09-12-2013
Bill Number B949374374

Contacting us:
Member services: 0800 781 7777
Technical support: 020 8955 5555
Moving home: 0800 781 4100

Not a valid receipt for VAT purposes
This bill is not a valid receipt for VAT purposes
It is a bill for the supply of goods and services
and is not a receipt for the payment of money
or the discharge of a liability

Your December bill

Gas		70.97
Electricity	Freeport RSCZ-XTBU-UEEZ	73.06
Subtotal	Wealthmasters	£144.03
VAT	Atlantic House	£7.20
Bill Protector	Charnwood Park	£2.00
CashBack card - CashBa	Waterton	£1.00
	Bridgend	
	CF31 3PL	
Total amount due		£154.23

The total amount due will be collected by Direct Debit on or after 31 December 2013

I certify that this is a true copy of the original document and any photograph bears a good likeness to the applicant

Signature  Date 12/02/14

Adviser Name Adam Smith Title LGA

Wealthmasters Financial Management Ltd
Atlantic House, Charnwood Park
Bridgend, CF31 3PL

FSA number: 536087
Telephone: 0845 88 00 787
Fax: 08706 22 02 19



WE NEED YOUR METER READINGS...

Good News - We're Cutting Our Energy Prices!

You may have heard the Chancellor's recent announcement about how the Government are cutting some of the "green costs" that have played a big part in pushing up everyone's energy bills over the last few years.

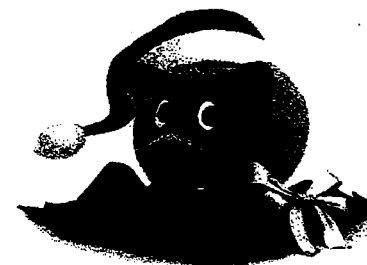
This is great news for all UK households, and the reduction of these charges is something for which we have long campaigned.

We're delighted to confirm that we will be passing the full benefit of this saving on to our customers - pound for pound - although individual savings will depend on what tariff you're on and how much energy you use.

We're currently busy working out our new tariffs, and will tell you about our new, cheaper energy prices in next month's bill.

Wishing you all the best for the festive season, and a very happy New Year.

From all the team here
at the Utility Warehouse.



Seasonal opening hours

Our call centres will be open as usual during the festive season except:
Wednesday 25 December - Closed
Thursday 26 December - Technical Support open 10am - 4:30pm.
All other departments closed
Wednesday 1 January - Closed

Gas



Supply details

Property address CF31 5EH 2 Careg Llwyd
 Gas reference number G1161723
 Meter point number 7408034301
 Meter serial number 635218
 Tariff High User Gas

Estimated Meter reading: 31-10-2013 16201
 Estimated Meter reading: 30-11-2013 16348
 Units used 147
 Calorific value 39.3
 Kilowatt-hours used 1641
 Pence per kilowatt-hour 3.999
 Total cost of gas used (excluding VAT) £ 65.62
 Standing charge (£) from 01-11-2013 to 30-11-2013 5.35

Gas total

Net £70.97
 VAT @ Energy Rate £3.55
 Total £74.52

Electricity



Supply details

Property address CF31 5EH 2 Careg Llwyd
 Electricity reference number E1161724
 Supply number
 Tariff Standard User Electricity
 Meter serial number 2794474

Estimated Meter reading: 31-10-2013 72314
 Estimated Meter reading: 30-11-2013 72815
 Units 501
 Kilowatt-hours used 501
 Pence per kilowatt-hour 13.985
 Total cost of electricity used (excluding VAT) £ 70.06
 Standing charge (£) from 01-11-2013 to 30-11-2013 3.00

Electricity total

Net £73.06
 VAT @ Energy Rate £3.65
 Total £76.71

IF YOU HAVE A POWER CUT

Please contact your electricity distribution company on 0800 052 0400.
 This number is also in the front of The Phone Book.
 Your electricity distribution company is Western Power Distribution (South Wales) plc.
 Business Support, Phoenix Way, Swansea Enterprise Park, Swansea, SA7 9HW.

Gas supply company

Telecom plus PLC (trading as The Utility Warehouse) is responsible for the management and billing of your gas supply on behalf of Gas Plus Supply Ltd (registered in England number 5199935. Registered Office: Network HQ, 333 Edgware Road, London, NW9 6TD), your licensed gas supplier.

How we calculate kWh (kilowatt hour) on your gas bill

We use the industry standard formula for this calculation. We take the difference between the present and previous readings, and multiply by 2.83 to convert it from 100's of cubic feet to cubic metres (this step is not necessary if you have a metric meter.) We multiply the cubic metres by the Volume Conversion Factor (1.02264) and then by the Calorific Value (CV). Finally we divide the answer by 3.6 to give the number of kilowatt-hours.

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

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

Volume Conversion Factor - is the adjustment that the Gas Regulations require us to make to the volume of gas recorded by your meter, to take account of standard temperature and pressure conditions.

Calorific Value - this is a measurement of the energy content of gas, which varies throughout the year. National Grid provides us with daily values, which we average over the period of your bill.

Electricity supply company

Telecom plus PLC (trading as The Utility Warehouse) is responsible for the management and billing of your electricity supply on behalf of Electricity Plus Supply Ltd (registered in England number 5199936. Registered Office: Network HQ, 333 Edgware Road, London, NW9 6TD), your licensed electricity supplier.

Contacting us

For help and advice call our
Customer Services team on

0800 781 7777

Opening Hours:

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

9:00am to 4:30pm Saturday

You can also contact us:

By UW mobile: 150

By fax: 0844 815 3130

By email: memberservices@uwdc.co.uk

By post: Network HQ, 333 Edgware Road,
London, NW9 6TD

By minicom: 0844 576 3500

Calls to 150 from UW mobiles are charged at a maximum of 12p per call.

For technical help call

020 8955 5555

Opening Hours:

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

9:00am to 4:30pm Saturday

Moving house?

We can help! Call our Home Movers team on

0800 781 4100

as soon as you know the date you are moving.

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**

Gas supplied by Gas Plus Supply Limited, VAT No: 135 5949 86. VAT amount £3.55
Electricity supplied by Electricity Plus Supply Limited, VAT No: 135 5949 86. VAT
amount £3.65

All other services including the Club membership are supplied by Telecom plus PLC,
VAT No: 691 3233 39. VAT amount £0.00

CashBack Card

SAVE

Card Holder: MICHELLE DICKS
Card Number: 10420770

Date	Description	Amount £	CashBack
01-11	Monthly Fee Reference: 00000005475801100	0.00	-1.00
01-11	Top-Up Reference: 16114413130	500.00	
02-11	Tesco Store 2604 - Unit 4 Gentle Way Bridgend Reference: 00000005475801100	8.33	
04-11	Asda Stores Ltd 4281 - Coychurch Road Bridgend Reference: 1527827300	24.50	
04-11	Asda Stores Ltd 4281 - Coychurch Road Bridgend Reference: 1527827300	96.62	
04-11	Tesco Sacat 2130 - Brewery Lane Bridgend Reference: 00000008957383100	33.50	
07-11	Tesco Store 2154 - Cowbridge Road Bridgend 2 Reference: 0000000183046100	61.04	
09-11	Asda Superstore 4928 - 10 Pencarn Way Newport Reference: 3422057200	46.12	
11-11	Asda Stores Ltd 4281 - Coychurch Road Bridgend Reference: 1527827300	45.24	
16-11	Tesco Store 2604 - Unit 4 Gentle Way Bridgend Reference: 00000005475801100	7.31	
17-11	Tesco Express 2604 - Unit 4 District Centre Broadland Mid Glamorgan Reference: 0000000899650100	11.54	
18-11	Aldi Stores Ltd - Brackla Street Bridgend Reference: 4332297200	15.59	
18-11	Asda Stores Ltd 4281 - Coychurch Road Bridgend Reference: 1527827300	53.02	
19-11	Co-Op Group 190318 - Station Road Treorchy Reference: 701213100	5.94	
22-11	Tesco Store 2604 - Unit 4 Gentle Way Bridgend Reference: 00000005475801100	2.28	
22-11	Co-Op Group 190454 - Canolfan Brackla Reference: 694019100	7.18	
23-11	Tesco Express 2604 - Unit 4 District Centre Broadland Mid Glamorgan Reference: 0000000899650100	3.78	
26-11	Tesco Sacat 2154 - Cowbridge Road Bridgend Reference: 0000000014308100	52.50	
26-11	Tesco Store 2154 - Cowbridge Road Bridgend 2 Reference: 0000000183046100	16.95	

Cashback Card Total

Total

£-1.00

Energy services information

Please give us meter readings

To help us bill you accurately, please give us your meter reading on the last day of the month. You can give us a reading:

- by phone, using our automated 24-hour service, on 020 8955 5656
- online, at www.utilitywarehouse.co.uk/clubhouse

If you need to complain about your energy service

If you are not satisfied with any part of our energy service, please call our Customer Service team on 0800 781 7777 or email energy@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, 333 Edgware Road, London, NW9 6TD.

If you have followed each of the steps above and are still not satisfied, you can refer your complaint to the Energy Supply Ombudsman by phoning 0845 055 0760 or through the website at www.energy-ombudsman.org.uk

It's easy to get 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 electricity or gas supply, or ask for help if you're struggling to pay your bills. To "Know your rights" visit www.adviceguide.org.uk for up to date information or contact the Citizens Advice consumer service on 08454 04 05 06.