UBills Service Terms

These terms apply to Bills Package Agreements placed on or after 1 December 2026. Version 1.0.

1. ABOUT THESE TERMS

1.1 These terms, together with your signed Bills Package Agreement (the "Order"), form the contract between you and UBills Ltd (company no. 17508835, registered office 3rd Floor, 45 Albemarle Street, London W1S 4JL) ("UBills", "we", "us").

1.2 "You" means each tenant named on the Order, individually and together.

1.3 "Utilities" means each service in your package: gas, electricity, water and broadband. Each counts as one Utility when calculating fees.

1.4 "Package Start Date" and "Package End Date" are the dates shown on your Order.

1.5 "Suppliers" means the energy, water and broadband companies we arrange your Utilities with.

2. OUR ROLE

2.1 We arrange your Utilities with Suppliers, acting as your agent or as a reseller. We may also act as a Supplier's agent at the same time. By signing the Order you consent to this.

2.2 Your charge covers what we pay Suppliers plus our fee for arranging and managing your Utilities. We keep the difference as our fee, along with any commission Suppliers pay us.

3. YOUR ORDER

3.1 Your Order is accepted when we email you to confirm it (the "Acceptance Email"). The contract starts on that date.

3.2 Every person living at the property must sign the Order. Our prices assume one person per bedroom.

3.3 You must tell us immediately at hello@ubills.co.uk if anyone moves in or out.

3.4 If more people live at the property than have signed, or there are more bedrooms than signed tenants, we may increase the charges to reflect the actual occupancy, backdated to when the change started.

4. PAYMENTS

4.1 You pay your weekly charge monthly in advance by Direct Debit. The monthly amount is (weekly charge ÷ 7) × days in the year ÷ 12. Part months are charged at the daily rate.

4.2 Your first payment may include a catch-up amount for any days already passed in the package.

4.3 If a Direct Debit fails, we may charge £12 per tenant who has not paid.

4.4 If a tenant does not pay their share, we may tell the other tenants and increase the remaining tenants' Direct Debits to cover the unpaid share.

5. YOUR 14-DAY RIGHT TO CANCEL

5.1 You can cancel within 14 days of the date of our Acceptance Email, without giving a reason.

5.2 To cancel, email hello@ubills.co.uk or use the cancellation form at the end of these terms. You just need to tell us clearly that you want to cancel before the 14 days end.

5.3 If you asked for your package to start within the 14 days, you will pay for the services provided up to the date you tell us you are cancelling, including the full broadband charge if broadband has already been installed.

5.4 We will refund any money owed to you within 14 days of you telling us, using the same payment method you used. We will not charge a fee for the refund.

5.5 If we ask, you must return any router or equipment in good working order. We will pay the postage. If equipment is not returned in good working order, we may charge a replacement fee.

6. CANCELLING AFTER 14 DAYS

6.1 After the 14-day period you can still end your contract at any time by contacting us, but the cancellation fees in clause 6.3 apply, unless clause 6.4 or 6.5 applies.

6.2 Your contract will end 30 days after you tell us, or on your Package End Date if that is sooner. You must pay for your Utilities up to that date.

6.3 Cancellation fees (charged to each tenant):

When you cancel	Fee per tenant
1 month or more before the Package Start Date	£25 per Utility (e.g. 4 Utilities = £100 per tenant)
Less than 1 month before the Package Start Date	£30 per Utility (e.g. 4 Utilities = £120 per tenant), plus broadband charges for the full package term if broadband is installed, or is booked to be installed within 48 hours of you cancelling
On or after the Package Start Date	£30 per Utility (e.g. 4 Utilities = £120 per tenant), plus broadband charges for the remaining months of the package (e.g. if you cancel 8 months into a 12-month package, you pay 4 months of broadband)

These fees cover our administration costs, charges passed on to us by Suppliers, and losses we reasonably incur because of the early cancellation.

6.4 No cancellation fee is payable, and we will refund anything you have paid for services not yet provided, if you cancel because:

(a) we change your package, service or charges in a way that leaves you worse off or costs you more, and you do not accept the change;

(b) we made an error in the price or description of your package and you do not want to continue;

(c) an event outside our control delays your service by more than 30 days;

(d) your gas, electricity or water is suspended for 10 days or more, or any other Utility for 30 days or more; or

(e) we transfer our contract with you to another company outside our group.

6.5 Tenancy falls through: no cancellation fee is payable if you do not sign the tenancy for the property, provided you tell us before the tenancy start date and give us reasonable evidence (for example, confirmation from the landlord or letting agent). If you sign the tenancy and then cancel, the fees in clause 6.3 apply.

6.6 When your contract ends, you must return any router or equipment if we ask. If it is not returned in good working order, we may charge a replacement fee.

7. WHEN WE CAN END YOUR CONTRACT

7.1 We may end your contract immediately by giving you written notice if:

(a) you do not pay an amount you owe and still do not pay within 7 days of us reminding you;

(b) you do not give us information we reasonably need (such as meter readings) within a reasonable time;

(c) you do not give us or a Supplier reasonable access to the property within a reasonable time;

(d) your gas, electricity or water use is exceptionally high and, in our reasonable opinion, breaches our Responsible Use Policy (for example, commercial use); or

(e) not everyone living at the property has signed the Order, or there are more bedrooms than signed tenants.

7.2 If we end your contract under clause 7.1, we will refund anything you have paid for services not yet provided, but we may charge the cancellation fees in clause 6.3 as reasonable compensation for our losses.

7.3 If a Supplier visit is missed because you did not give access, we may charge up to £50 per missed visit.

7.4 We may also stop providing our service for any other reason by giving you at least 4 weeks' written notice. We will refund anything paid for services not yet provided and pay postage for returning any equipment. You will then need to move your Utilities to another supplier, or the Supplier may continue supplying you directly on its own terms.

8. RESPONSIBLE USE

8.1 Your package is for normal household use. If your energy or water use looks unusual, we will contact you to understand why. In rare cases of commercial or excessive use we may end your contract under clause 7.1(d).

9. PACKAGE DATES AND MOVING OUT

9.1 Your Package Start and End Dates should match your tenancy. We are not responsible for utility costs outside these dates.

9.2 You must give us final meter readings when you move out.

10. BROADBAND

10.1 We install fibre broadband wherever it is available. If it is not, we install the best available alternative.

11. CHANGES TO THESE TERMS

11.1 We may change these terms. If a change costs you more or leaves you worse off, we will tell you before it applies and explain your right to cancel without a fee under clause 6.4(a).

12. YOUR DATA

12.1 We use your personal data as set out in our Privacy Policy at ubills.co.uk/privacy. By signing the Order, you consent to us obtaining your energy usage data (including smart meter half-hourly data) for your period of occupation, directly or through third parties, to provide and manage our services.

13. COMPLAINTS AND LAW

13.1 If you are unhappy, contact hello@ubills.co.uk and we will try to resolve it quickly.

13.2 These terms are governed by the law of England and Wales.

CANCELLATION FORM

(Complete and return this form only if you wish to cancel your contract.)

To: UBills Ltd, 3rd Floor, 45 Albemarle Street, London W1S 4JL. Email: hello@ubills.co.uk

I/We hereby give notice that I/we cancel my/our contract for the UBills Bills Package at:

Property address: _____

Order accepted on: _____

Name of tenant(s): _____

Signature of tenant(s) (only if sent on paper): _____

Date: _____

Last updated: 12 November 2026