



The Utility Warehouse

The Utility Warehouse is managed by Telecom *plus* PLC, a major UK company listed on the London Stock Exchange. It has a turnover in excess of £170 million, and over 200,000 customers across the UK receiving great value and outstanding service on a wide range of essential utilities: gas, electricity, home phone, mobile and broadband. The Utility Warehouse is the only UK utility provider that can supply energy and telephony/broadband services to your home on a single monthly bill, making your life simpler.

You may not have heard of the Utility Warehouse before as they don't waste money on expensive advertising, so they can keep costs down and pass the savings they make on to their customers. This allows them to operate a programme that is designed to enable funds to be raised for good causes through the promotion of its utility services within local communities.

Explaining how the Fundraising Scheme Works

When you join the Utility Warehouse nothing changes at your home – you get the same gas and electricity in the same pipes and wires – but you'll be raising money for Rochdale RUFC whenever you use the phone, or make a cup of tea!

The Utility Warehouse Community Fundraising scheme enables members of our community to help raise funds for Rochdale RUFC at no cost to them. In fact, by switching their services to the Utility Warehouse they will actually save money for themselves whilst generating a regular monthly income for Rochdale RUFC.

The Utility Warehouse guarantees that its services will always be competitively priced against other suppliers. Customers can make unlimited free calls at any time of day, to any fixed telephone number in the UK depending on the number of different services taken (e.g. Home Phone, Mobile, Gas, Electricity, or Internet). The more services you take, the more money you will save.

As well as making savings on their household utilities, Utility Warehouse customers also benefit from first class customer service and the convenience of a single monthly bill.

Testimonials for the Utility Warehouse

"Our supporters using the Utility Warehouse services are making annual savings averaging £150 per household. And in just eight months, we have raised over £600 for the Centre"

The National Trust Hertfordshire and Essex Border Centre newsletter, Autumn 2007

"Telecom *plus* is a "virtual" supplier of utility services...The company has a website and a call centre, but no shops, so it can pass on the savings it makes from its low overheads to its customers.

And because it offers low prices to residential and business customers – who often buy multiple services from the company – it has been able to grow its market share quickly. And, last year, turnover increased by 29% to £176m."

Investor's Chronicle, September 2007



"Our survey into home-phone services suggests that smaller companies such as the Utility Warehouse have more satisfied home-phone customers than the big boys – BT and Virgin Media"

Which? Magazine, September 2007

"In July 2007, we asked 4,701 Which? online panel members about their satisfaction with their bundled service providers. We give satisfaction scores on all providers for which there were 30 or more respondents..."

...the Utility Warehouse was rated 1st for overall customer satisfaction.

Which? Magazine, September 2007

"BT's rivals offer either cheap line rental and calls, or just cheap calls. The best firm offering both line rental and calls was the Utility Warehouse... Which? magazine editor Malcolm Coles, said: "There's never been a better time to switch home phone suppliers. There's no good reason to stick with BT if you're not happy"

The Daily Mail (following a Which? magazine consumer survey), September 2005