



## Inclusive Bills Agreement

### IMPORTANT NOTICE

The terms of the Agreement set out in this document together with any documents expressly referred to in them will constitute a legal binding contract. If you are unsure of your obligations under this Agreement then it is recommended that you take independent legal advice before signing.

Bills Paid Ltd are a bills management company, we will set up, manage and close your utility accounts at the agreed address for the agreed period.

This Agreement is between Bills Paid Limited and You, the Customer. Drake & Co act as an Agent on behalf of Bills Paid Limited.

Should you have any questions regarding this Agreement, please do not hesitate to contact us on:  
[info@billspaidltd.co.uk](mailto:info@billspaidltd.co.uk)

For further information see our website at [www.bills-paid.co.uk](http://www.bills-paid.co.uk)

These terms are governed by English law, you can bring legal proceedings in respect of the goods and services in the English courts. If you live in Scotland, you can bring legal proceedings in respect of the goods and services in either the Scottish or the English courts. If you live in Northern Ireland, you can bring legal proceedings in respect of the products in either the Northern Irish or the English courts.

Bills Paid Limited, registered in England and Wales under company number: 08656428.

**Date:** #full\_date#  
**Utility Management Company:** Bills Paid Limited  
**Agent:** Drake & Co Estate Agents Ltd  
Anson Parade, 161a Dickenson Road, Rusholme, Manchester, M14 5HZ

**Customer(s):** #applicant\_name\_block#

**Property:** The dwelling known as #property\_address#

**Term:** For the term of #tenancy\_term\_in\_months# months  
commencing on #tenancy\_start\_date# and ending on #tenancy\_end\_date#

**Payment:** £26.00 per person per week (equivalent to £112.66 per person per calendar month)  
In advance by equal payments on the 1st of each month  
Payable by standing order or bank transfer (other payment methods must be mutually agreed in writing)  
To be paid to our Agent, Drake & Co Estate Agents

Bank Details Business Account  
Account Name: Drake & Co Estate Agents Ltd  
Account Number: 43015858  
Sort Code: 20-01-96

**Service** Bills Paid Ltd will manage the utility accounts including gas, electricity, water, broadband, telephone line (if applicable) and TV licence at the address stated, throughout the duration of the Contract. The amount paid covers the management and utility charges during the term. No reimbursement will be offered should the inclusive limit not be reached.

**Late Payment** A late payment charge of £15 per month will be payable on any late monthly bill payments. E-mail reminders will be sent to the Customer(s) within the first few days of a late payment. Should any further reminders be required, the Customer(s) will be liable for any additional administration fees. It is the Customer(s) responsibility to make sure contact details are up to date.

**Meter Readings** Customers are required to send meter readings via email to Bills Paid Ltd on a Monthly basis, between the 20th and 25th of each month, to monitor usage. Should the Customer(s) fail to do so at any time, and a representative be required to visit the property to obtain the readings, a charge of £15 will apply. Bills Paid aren't liable for incorrect meter readings and/or information supplied by Customer(s). Bills Paid aren't responsible for the amount of energy the Customer(s) consume. It is the Customer(s) responsibility to monitor the usage throughout the duration of the Contract and keep it within reasonable limits.

**Liability** Bills Paid Ltd are not a utility provider, we provide a bills management service at the agreed property for the agreed period. As we are not the utility supplier, there may be occasions in which the delivery or performance of the services is affected by an event outside our control. Should this arise, we will contact you as soon as possible to let you know and we will take steps to minimise the effect of the delay. Provided we do this, we will not be liable for any disruption to the supply of the goods and/or Service.

We have no responsibility for or control over, the Internet Services you access and do not guarantee that any services are error or virus free. We have no responsibility for, or control over, the information you transmit or receive via the Internet. We do not guarantee the availability of the Internet Service, the speed at which information may be transmitted or received via the internet Service; or that the Internet Service will be compatible with equipment or any software which you use.  
There can be a considerable a delay in switch over and set up of broadband at the start of the contract depending on previous providers, please take this into consideration as this is unavoidable.

**Correspondence** Utility providers may from time send correspondence directly to the property. In this event, the Customer is required to forward this correspondence to Bills Paid Ltd at the following email address: info@billspaidltd.co.uk within seven calendar days. We will not be liable for any disruption to service or incurred charges as a result of missed correspondence, should the Customer fail to provide this to us.

**Faults** If you have any questions or complaints about the goods or services, please contact us by writing to us at info@billspaidltd.co.uk. If the complaint is regarding goods (for example, a broadband fault) provided by a third party (example, the broadband provider), we will refer this to the relevant persons and will manage the complaint on behalf of you, our Customer. If an engineer appointment is requested by the Customer and this is considered to be "missed", "failed" or arranged unnecessarily (for example if a fault is caused by wilful neglect or damage, or by user error) then we may be charged for this by our providers. In this circumstance, we reserve the right to pass these charges on to you in full. More information on engineer charges will be provided to you before any appointment is arranged.

**Equipment**

Bills Paid supply the broadband router only, not any add ons, boosters or extensions. You are responsible for ensuring that any equipment which you use to connect to the utilities is in good working order and conforms at all times with all applicable regulations and laws. Where we provide equipment to you, you agree to take all reasonable care to prevent the loss, theft and damage of our equipment. You agree that you are responsible for any loss of or damage to the equipment.

If a telephone line is installed, this is for broadband purposes only. We do not provide a telephone and the cost of calls is not included within your Inclusive Bills Package. Should you provide and use your own telephone within the property, additional charges will apply.

**Cancellation**

If any Customers' use of Bills Paid Ltd's services or the utilities we manage constitute a breach of this Contract or any documents expressly referred to within, or if we deem that your use of the service and/or utilities is negligent, Bills Paid may, at its discretion, either give notice to stop the unacceptable use(s) or terminate the provision of our service.

Should there be a change of occupant at the property, please be aware that allowing a change to an existing Contract is at the discretion of Bills Paid Ltd and must be confirmed in writing by ourselves or our Agent. Should a Customer exit the Agreement at anytime and/or a change to the Agreement be necessary, an administration charge of £40 will be payable by the persons leaving the Contract.

**Fair Usage Policy**

Customers are subject to Bills Paid Ltd Fair and Acceptable Usage Policy (FAUP). The Fair and Acceptable Usage Policy ensures that the energy and water usage is not excessive and is kept within reasonable and sensible limits. Within the Fair and Acceptable Usage Policy, you will also find information surrounding your responsibilities to help keep your network secure. Please ensure that anybody using the goods agrees with this policy and is aware of their obligations under it. This extends to your members of your household, or anybody accessing the network at the property.

See the Fair Usage Allowance below. The allowance below is for gas and electricity combined, and varies for properties, depending on the number of bedrooms/occupants.

The allowances are designed to be generous and if you are sensible with your energy consumption, it is unlikely you will exceed these limits. These allowances refer to a twelve month Contract. If the Contract is for a period of less than twelve months, these figures will apply on a pro-rata basis.

Fair Energy Usage Allowance for Gas and Electricity:

Number of Tenants Per Property. Annual Fair Usage Allowance Per Property.

2. £2180.88
3. £2422.68
4. £2951.52
5. £3387.80
6. £3778.32
7. £4269.72
8. £4879.68
9. £5489.64

Water usage must be kept within reasonable limits and comparable with other properties of the same size in the area. If a water meter is installed within the property, you will be required to send monthly water meter readings to Bills Paid Ltd via email to monitor your water usage. Should we deem the usage at the property to be excessive, you will be informed and allowed the opportunity to reduce your usage. Should you continue to use water excessively, a supplemental charge may apply, to cover any costs that we deem to exceed a fair amount.

For unmetered homes, the maximum rateable value of your premises allowed is £425 for 1 to 5 tenants in your Premises, increasing by £30 for each additional tenant. For homes where there is a water meter installed, the maximum usage allowed for 1 to 5 bedroom properties is 160 cubic meters of water and 160 cubic meters of sewerage per annum. For each additional bedroom above 5, your allowance increases by 20 cubic meters of water and 20 cubic meters of sewerage per annum.

If Customer(s) exceed the limits set in the Fair and Acceptable Usage Policy, Bills Paid Ltd reserve the right to apply a supplemental charge to cover the amount by which you exceeded the allowance. Bills Paid Ltd will notify the Customer(s) via email and you will be required to pay the balance within fourteen days. Failure to pay in a prompt manner will result in administration charges.

The full Fair and Acceptable Usage Policy is available to view on our website and at the following link:  
[www.bills-paid.co.uk/policies/fair-and-acceptable-usage-policy-2023-24/](http://www.bills-paid.co.uk/policies/fair-and-acceptable-usage-policy-2023-24/)

By signing this Agreement, you confirm that you have read, understood and agreed to the Bills Paid Ltd Fair and Acceptable Usage Policy found on the link.

Should you have any questions regarding these terms, please contact us promptly to discuss. If you are unsure of your obligations under these terms, then it is recommended that you take independent legal advice before signing.

Signed by Agent

#signature#

Signed by Customer

#signature#

This Agreement is between Bills Paid Limited and You, the Customer. Drake & Co act as Agent on behalf of Bills Paid Limited.

EXAMPLE