

Switching Energy Supplier

Switching is a way people can get the energy deal that suits them best. In recent months there has been an increase both in the numbers of customers switching deals with their existing supplier or moving to a new provider and the number of customers moving from a large supplier to a smaller one.

It is always worth shopping around for the energy deal that suits you best. More and more people are switching either energy deal or supplier and this is a welcome sign the energy industry is increasingly competitive with plenty of suppliers to choose from.

It is easier and quicker to switch and increasingly people are looking beyond the established companies and are considering entrants and smaller companies. You can get all the information you need from the companies themselves or trust comparison sites which display the Ofgem Confidence Code.

The Facts

- ▶ **Simple to switch:** In the last quarter of 2013, 1.3 million people switched energy supplier
- ▶ **Smaller suppliers:** 230,000 customers switched to a smaller electricity supplier at the end of 2013. In September 2014, nearly half of all switches were to a smaller supplier.
- ▶ **Greater Choice:** there are a range of deals out there and companies compete on service as well as cost. There are currently 24 suppliers from which to choose
- ▶ **Faster switching:** the energy industry is working with government and the industry regulator to speed up the time it takes to switch. Faster switching will make it easier for customers to choose to change supplier
- ▶ **Tariff choices:** energy suppliers can offer a maximum of four tariffs. This makes it easier to compare deals
- ▶ **Lowest price:** companies will tell existing customers if they have deals which could make bills cheaper although sometimes customers make a choice to fix their energy bills for a longer period instead
- ▶ **Going when you owe:** If you are using a pre-payment meter you can switch even if you owe your exiting supplier money. It is possible to move supplier even if you owe up to £500. The debt simply gets transferred to your new supplier
- ▶ **Exit fees:** not all deals have exit fees. There may be a fee if you cancel a fixed contract – just like with a mortgage or a mobile phone
- ▶ **Switching numbers:** Energy UK publishes switching numbers every month so you can see how the industry is doing and how many people are finding the right deal for them. Find the most up to date numbers at www.energy-uk.org.uk
- ▶ **Help with switching:** if you would like to switch but don't know what to do Energy UK has an animation to guide you through the process. You can view it at: www.energymadeclear.com/how-to-switch-suppliers