Over 530,000 consumers switched supplier in March

Switching is above 1.3 million in the first quarter of 2017

The latest electricity switching figures, released by Energy UK today, show over half a million consumers (536,658) have switched electricity supplier in March. This is an increase of 13 per cent on last March and takes switching in 2017 to over 1.3 million consumers.

Last month consumers switching from larger to small and mid-tier suppliers represented a quarter of all switches (27 per cent) reaching just over 145,000.

Lawrence Slade, chief executive of Energy UK said:

“1.3m consumers switching already this year is further demonstration of competition in action in the retail market. Competition is driving up standards, innovation and investment as suppliers compete to keep and attract new customers. There has never been a better time to check you are on the best deal for you – and the Energy Switch Guarantee gives consumers extra confidence the process will be simple, speedy and safe.”

Ends

Notes for editors

- To see the latest monthly switching stats, please visit Energy UK’s website.
- The switching data is supplied by Electralink who provides a secure service to transfer data between the electricity market participants. The company operates the Data Transfer Network (DTN) which underpins customer switching, meter interoperability and other business processes critical to a competitive electricity market.
- The data referenced in these reports is since our collection of data only and is for electricity only. These figures include both domestic & non-domestic customers.
Change of Supply Event

A ‘Change of Supply Event’ is the industry term for describing when a domestic or non-domestic customer moves from one supplier to another. The total number of electricity switches in March was 536,658.

Graph 1: Number of change of supply events

Source: Electralink

Movement between supplier groups

In March 2017, of all switches:

- 38% were from larger to small and mid-tier suppliers
- 11% were from small and mid-tier to larger suppliers
- 35% were between larger suppliers
- 16% were between small and mid-tier suppliers

Graph 2: Movement between small and mid-tier and larger suppliers

Source: Electralink
Gains by small and mid-tier suppliers

In March, the net gain by small and mid-tier suppliers was 145,625 this is 27% of all switches. This is the same as the previous month, where small and mid-tier suppliers had a 27% net gain.

*Net gain is the number of switches from larger to small and mid-tier suppliers minus the number of switches from small and mid-tier to larger suppliers.

Change of Supply definition

Change of supply is an event in which a customer intends to switch electricity supply from their current supplier to a new supplier. When there is no objection from the old supplier and all the requisite intermediate processes are completed, the new supplier starts supplying the customer’s premises. The number of change of supply events shown is the total number of changes from one supplier to another which have completed in the month and where the new supplier has started supplying the electricity.