Electricity Switching – January 2020

Carry on Switching in 2020

Energy UK’s latest electricity switching figures – published today – reveal that nearly 450,000 customers moved to a new supplier last month.

This represents an increase of 17% compared with January last year (382,665) and follows hot on the heels of 2019’s record figure, when 6.4 million customers switched.

In total, 446,750 customers switched in January, with net gain of 81,845 (18% of all switches) for small and mid-tier suppliers from bigger providers.

Audrey Gallacher, Energy UK’s Interim Chief Executive, said:

“January has traditionally been a slow month for switching so a figure of nearly 450,000 customers shows that momentum is continuing following a record 2019.

“On average, there were 12 switches every minute last year and it’s encouraging to see more and more customers getting in the habit of saving money by looking for the best deals available from nearly 60 suppliers on the market – not forgetting the many more on top of these figures who have moved to different tariffs with their existing supplier.”

Notes for editors:

- To see the latest monthly switching stats, please visit Energy UK’s website.
- As OVO and SEE only completed their merger in the middle of January, they are counted as separate suppliers in these figures but this will be amended from next month’s report onward.
- The data referenced in these reports is for electricity only. These figures include both domestic (Profile Classes 1 and 2) & non-domestic customers (Profile Classes 3-8 and 0) but do not include customers transferred to another supplier as a result of the Supplier of Last Resort process (SOLR).
- These figures do not include internal electricity switching. Such statistics can be found on the Ofgem website.

### 2014 - 2019

<table>
<thead>
<tr>
<th>Year</th>
<th>Switches</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>3,196,243</td>
</tr>
<tr>
<td>2015</td>
<td>3,835,736</td>
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<tr>
<td>2016</td>
<td>4,822,885</td>
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<tr>
<td>2017</td>
<td>5,543,472</td>
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<tr>
<td>2018</td>
<td>5,878,914</td>
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<tr>
<td>2019</td>
<td>6,389,896</td>
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</tbody>
</table>
Change of Supply Event

A ‘Change of Supply Event’ is the industry term for describing when a domestic or non-domestic customer switches from one supplier to another. The total number of electricity switches in January was 446,750.

Total number of switches

Movement between supplier groups

In January 2020, of all switches:
- 35% were from larger to small and mid-tier suppliers
- 16% were from small and mid-tier to larger suppliers
- 26% were between larger suppliers
- 23% were between small and mid-tier suppliers

Movement between small and mid-tier and larger suppliers

Larger suppliers in the market include British Gas, EDF Energy, E.ON, npower, Scottish Power and SSE.
Small and mid-tier suppliers consist of all the other suppliers who are licensed by Ofgem to supply electricity.
Gains by small and mid-tier suppliers

In December the net gain* by small and mid-tier suppliers was 81,845 or 18% of all switches.

*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.

A breakdown of all switches

<table>
<thead>
<tr>
<th>Month Year</th>
<th>Larger to small and mid-tier suppliers</th>
<th>Small and mid-tier to larger suppliers</th>
<th>Larger to larger suppliers</th>
<th>Small and mid-tier to small and mid-tier suppliers</th>
<th>Total switches</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan-20</td>
<td>154,707</td>
<td>72,862</td>
<td>114,999</td>
<td>104,182</td>
<td>446,750</td>
</tr>
<tr>
<td>Dec-19</td>
<td>167,443</td>
<td>94,336</td>
<td>146,030</td>
<td>111,534</td>
<td>519,343</td>
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<tr>
<td>Nov-19</td>
<td>159,409</td>
<td>95,084</td>
<td>141,627</td>
<td>106,697</td>
<td>502,817</td>
</tr>
<tr>
<td>Oct-19</td>
<td>201,248</td>
<td>102,138</td>
<td>140,949</td>
<td>181,949</td>
<td>626,284</td>
</tr>
<tr>
<td>Sept-19</td>
<td>204,344</td>
<td>93,873</td>
<td>141,611</td>
<td>163,572</td>
<td>603,400</td>
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<tr>
<td>Aug-19</td>
<td>204,923</td>
<td>69,640</td>
<td>128,208</td>
<td>162,043</td>
<td>564,814</td>
</tr>
<tr>
<td>Jul-19</td>
<td>177,821</td>
<td>82,680</td>
<td>137,129</td>
<td>128,540</td>
<td>526,170</td>
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<td>Jun-19</td>
<td>155,058</td>
<td>71,477</td>
<td>113,119</td>
<td>100,669</td>
<td>440,323</td>
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<td>May-19</td>
<td>197,623</td>
<td>59,137</td>
<td>115,394</td>
<td>115,077</td>
<td>487,231</td>
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<td>Apr-19</td>
<td>316,456</td>
<td>64,492</td>
<td>141,325</td>
<td>146,098</td>
<td>668,371</td>
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<td>Mar-19</td>
<td>265,562</td>
<td>65,783</td>
<td>130,683</td>
<td>153,475</td>
<td>615,503</td>
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<td>Feb-19</td>
<td>178,176</td>
<td>59,134</td>
<td>95,059</td>
<td>120,608</td>
<td>452,977</td>
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<tr>
<td>Jan-19</td>
<td>152,792</td>
<td>45,383</td>
<td>79,354</td>
<td>105,136</td>
<td>382,655</td>
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<td>Dec-18</td>
<td>155,282</td>
<td>56,320</td>
<td>101,229</td>
<td>151,547</td>
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<td>Nov-18</td>
<td>161,754</td>
<td>75,512</td>
<td>156,529</td>
<td>103,255</td>
<td>497,050</td>
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<td>Oct-18</td>
<td>247,611</td>
<td>79,794</td>
<td>161,161</td>
<td>144,672</td>
<td>633,238</td>
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<td>Sept-18</td>
<td>230,317</td>
<td>58,124</td>
<td>144,886</td>
<td>114,333</td>
<td>547,660</td>
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<td>Aug-18</td>
<td>205,109</td>
<td>52,761</td>
<td>151,858</td>
<td>85,111</td>
<td>494,839</td>
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<td>Jul-18</td>
<td>223,173</td>
<td>40,359</td>
<td>124,643</td>
<td>88,931</td>
<td>477,106</td>
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<td>Jun-18</td>
<td>255,688</td>
<td>33,825</td>
<td>89,478</td>
<td>102,486</td>
<td>481,677</td>
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<tr>
<td>May-18</td>
<td>223,182</td>
<td>49,413</td>
<td>112,933</td>
<td>108,384</td>
<td>493,912</td>
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<tr>
<td>Apr-18</td>
<td>171,616</td>
<td>56,099</td>
<td>154,959</td>
<td>115,523</td>
<td>498,197</td>
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<td>Mar-18</td>
<td>174,946</td>
<td>62,054</td>
<td>141,663</td>
<td>100,068</td>
<td>478,731</td>
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<td>Feb-18</td>
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<td>50,655</td>
<td>112,588</td>
<td>109,106</td>
<td>453,560</td>
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<td>Jan-18</td>
<td>141,521</td>
<td>43,219</td>
<td>94,212</td>
<td>84,465</td>
<td>363,417</td>
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Data provided by Gemserv