

Electricity Switching - January 2017

January switching up 31 percent on last year

Over 345,000 customers changed supplier in January, up 80,000 on last January

The latest switching data, released by Energy UK today, reveals 345,000 customers changed supplier in January 2017, an increase of 31 percent compared to January 2016.

This continues the trend of increasing switching levels, with January figures up on the previous three years. This month, the number of customers switching from larger to small and mid-tier suppliers was over 100,000, a net gain by smaller suppliers of three in ten (29 percent).

Lawrence Slade, chief executive of Energy UK said:

“With over 45 suppliers active in the energy market, there has never been more competition for customers so it is a good time to shop around. It is simple, safe and speedy to switch so why not take a few minutes to see you are on the best tariff for you by either checking online or simply calling your existing supplier.”

Ends

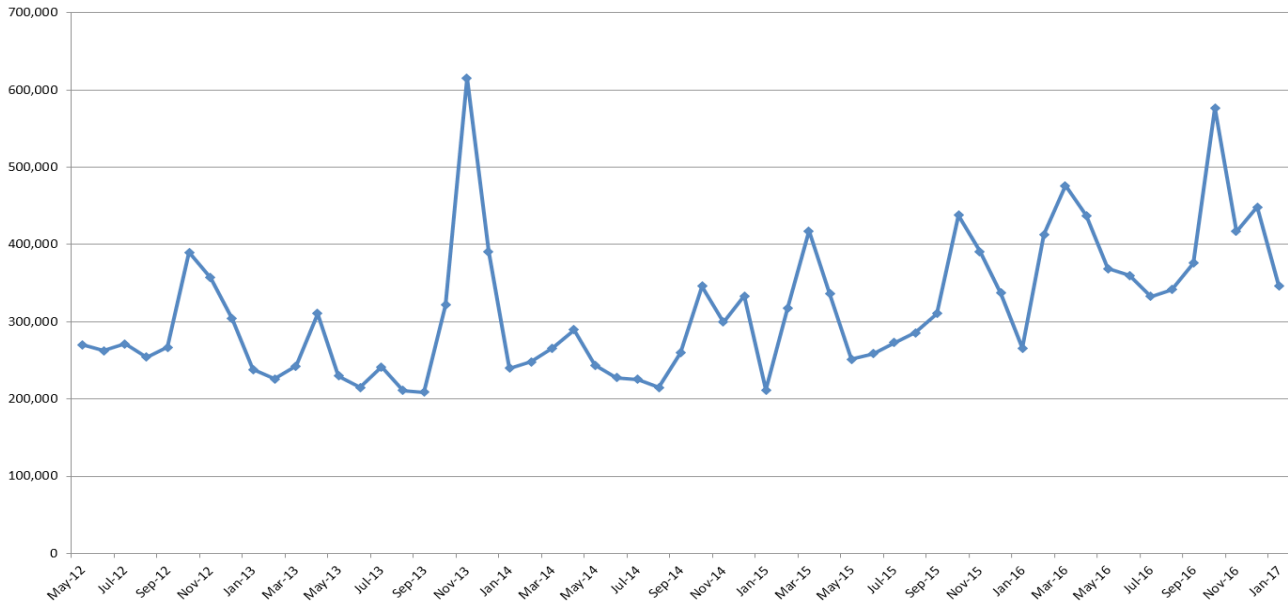
Notes for editors

- ▶ [To see the latest monthly switching stats, please visit Energy UK's website.](#)
- ▶ Around 70 per cent of the market are signatories of the Guarantee. This includes: British Gas, Bulb Energy E.ON, EDF Energy, First Utility, Flow Energy, npower, Octopus Energy, Sainsbury's Energy, So Energy and Tonik Energy. For more information about the Guarantee: www.energyswitchguarantee.com
- ▶ 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.

Change of Supply Event

A 'Change of Supply Event' is the industry term for describing when a customer moves from one supplier to another. The total number of electricity switches in January was 347,786.

Graph 1: Number of change of supply events



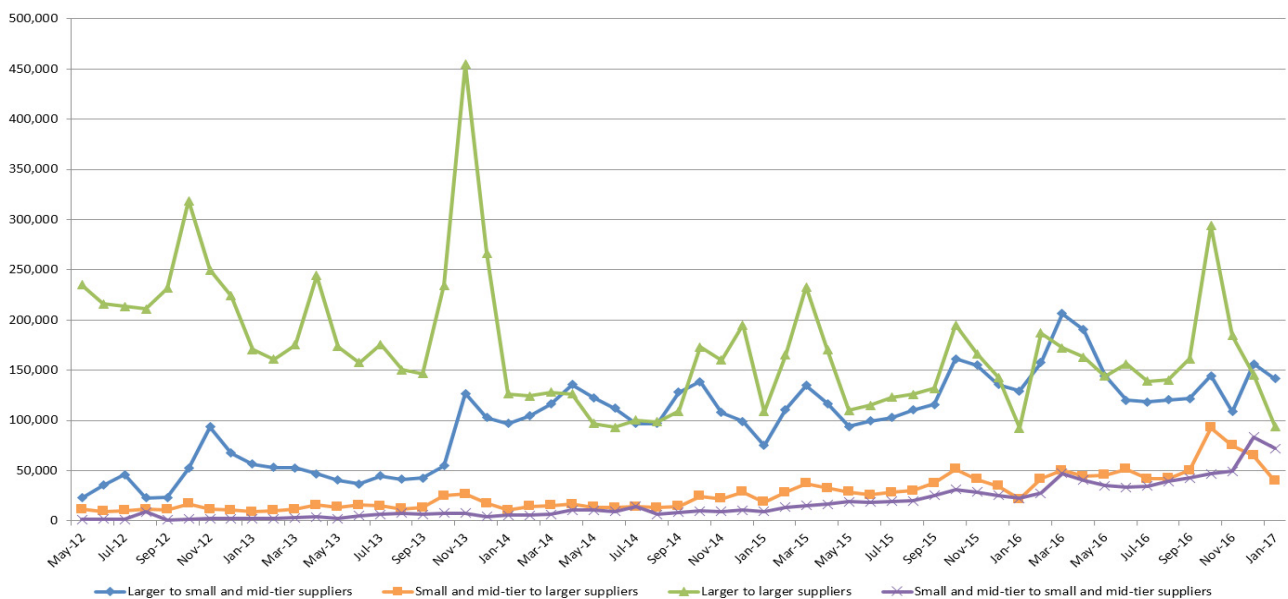
Source: Electralink

Movement between supplier groups

In January 2017, of all switches:

- ▶ 41% were from larger to small and mid-tier suppliers
- ▶ 11% were from small and mid-tier to larger suppliers
- ▶ 27% were between larger suppliers
- ▶ 21% 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 January, the net gain by small and mid-tier suppliers was 101,838 this is 29% of all switches. This is higher than the previous month, where small and mid-tier suppliers had a 20% 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.

Table 1: A breakdown of all switches

Month Year	Larger to small and mid-tier suppliers	Small and mid-tier to larger suppliers	Larger to larger suppliers	Small and mid-tier to small and mid-tier suppliers	Total switches
Jan-17	141,692	39,854	93,912	72,328	347,786
Dec-16	156,318	64,765	145,275	83,563	449,921
Nov-16	108,903	74,924	184,553	49,459	417,839
Oct-16	144,552	92,632	293,708	46,918	577,810
Sep-16	121,969	50,325	161,344	42,873	376,511
Aug-16	120,485	42,246	140,321	39,407	342,459
Jul-16	118,184	42,010	138,822	34,577	333,653
Jun-16	120,115	51,524	156,061	33,178	360,878
May-16	144,410	45,544	144,177	35,133	369,264
Apr-16	190,201	44,464	162,831	40,670	438,166
Mar-16	206,419	50,365	172,326	47,418	476,528
Feb-16	157,676	41,903	186,805	27,378	413,762
Jan-16	129,516	21,839	92,162	22,579	266,096
Dec-15	135,542	34,638	142,814	25,259	338,253
Nov-15	155,185	41,405	166,430	28,707	391,727
Oct-15	161,358	51,341	195,072	31,138	438,909
Sep-15	116,070	37,615	132,037	25,259	310,981
Aug-15	110,359	30,122	125,934	19,786	286,201
Jul-15	102,667	28,262	123,174	19,593	273,696
Jun-15	99,493	26,003	114,807	18,730	259,033
May-15	93,865	28,813	109,971	18,967	251,616
Apr-15	116,826	32,355	170,237	16,692	336,110
Mar-15	134,824	37,122	232,619	15,449	420,014
Feb-15	110,609	28,539	164,986	13,526	317,660
Jan-15	75,088	18,651	108,532	9,265	211,536