

Electricity Switching - December 2017

Energy switching hits record high in 2017

A record 5.5 million customers switched electricity supplier in 2017, according to the latest Energy UK figures.

In total, 5,543,472 customers switched to a better deal during the year - the highest number Energy UK has recorded. It represents a 15 per cent increase on last year's figure (4,822,885) and 2.3 million more than in 2014 (3,196,243).

In December alone over 400,000 customers switched, a figure reached ten months out of twelve during the year. Millions of customers will have additionally switched to a better deal with their current supplier.

There are nearly 60 energy companies to choose from and competition has intensified with nearly three in ten of customers switching (28 per cent) gained by small and mid-tier providers.

Recent research from the Energy Switch Guarantee - a voluntary industry initiative whereby suppliers commit to ensuring customer switches are simple, speedy and safe - shows 90 per cent of customers are happy with the switching progress.

Lawrence Slade, chief executive of Energy UK said:

"It is tremendous to see switching surpassing all expectations during 2017. Every year more and more customers are seeking out a better deal and potentially saving themselves hundreds of pounds a year. With nearly 60 suppliers to choose from, the market is more competitive than ever before and the Energy Switch Guarantee provides consumers with extra reassurance that switching supplier will be simple, speedy and safe."

"I would encourage all customers to spend a few minutes checking the deal they are on. You could save a lot of money on your current energy bill - whether it be with a new supplier or your existing provider."

ENDS

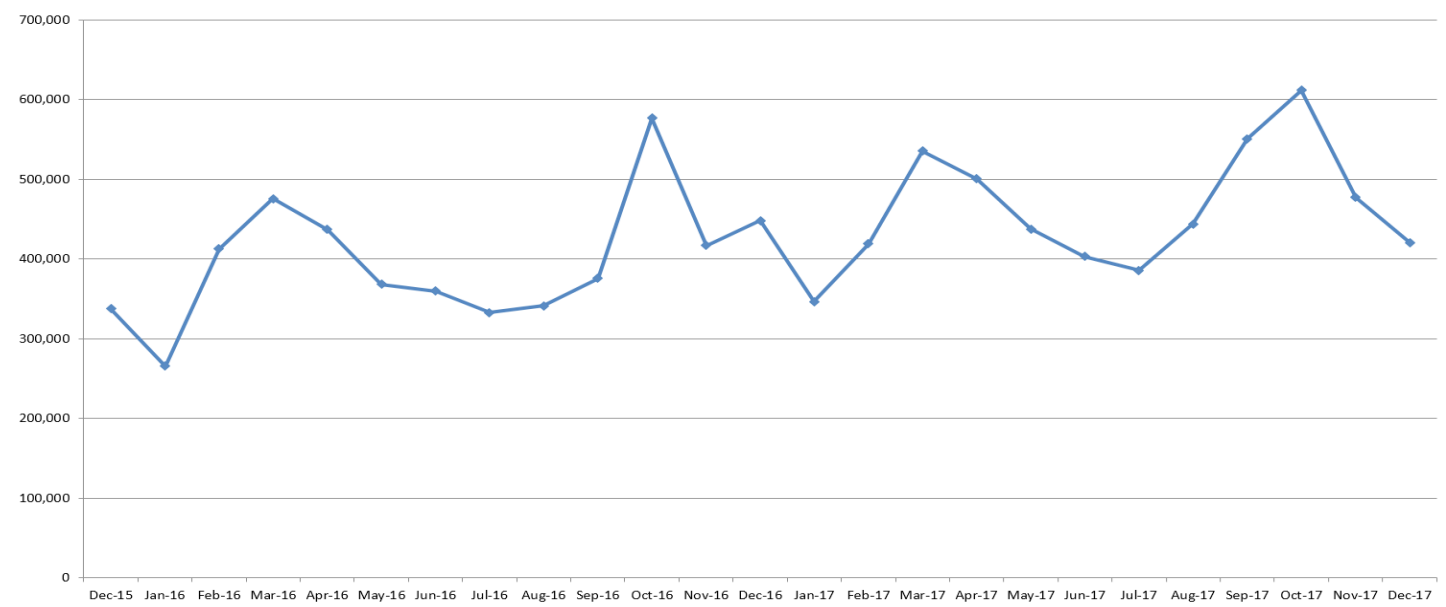
Notes for editors

- ▶ [To see the latest monthly switching stats, please visit Energy UK's website.](#)
- ▶ Over 90 per cent of the market are signatories of the Guarantee. 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 and is for electricity only. These figures include both domestic & non-domestic customers.
- ▶ These figures do not include internal electricity switching, statistics on this from the larger suppliers and on Standard Variable Tariffs can be viewed on the [Ofgem website](#).

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 December was 421, 702.

Graph 1: Number of change of supply events



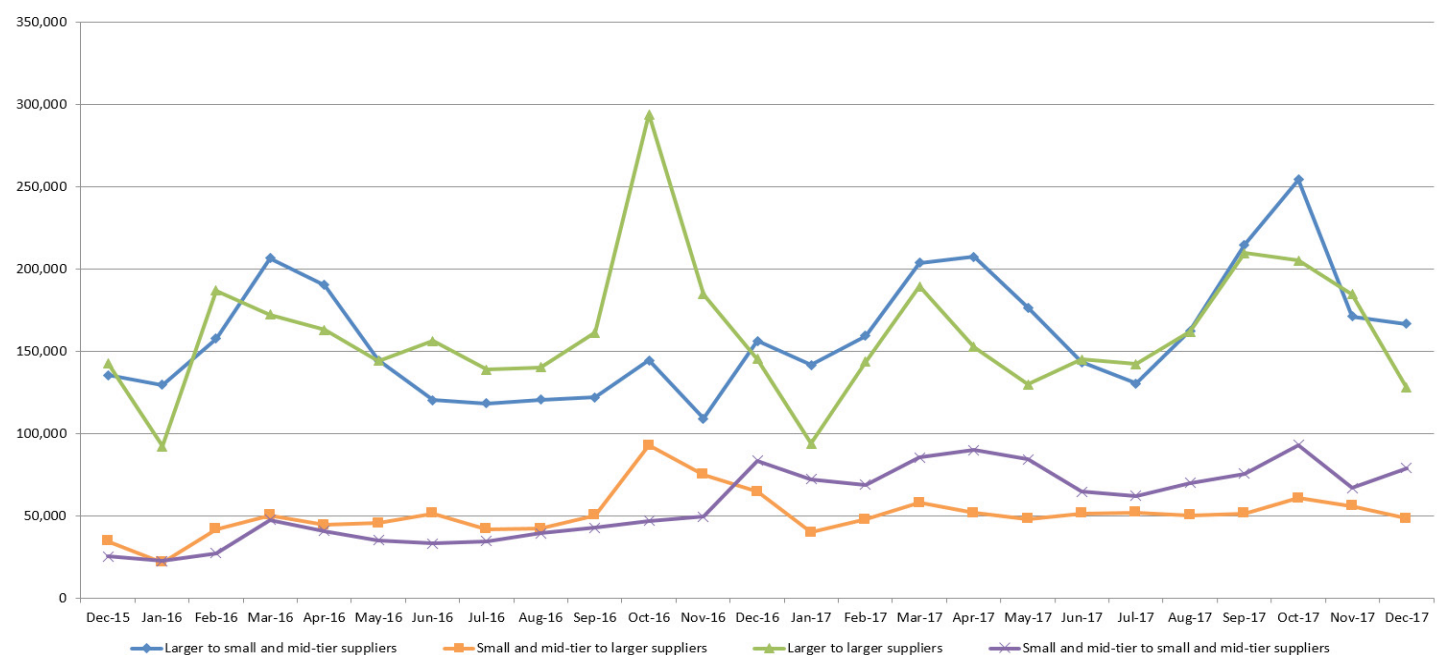
Source: Electralink

Movement between supplier groups

In December 2017, of all switches:

- ▶ 40% were from larger to small and mid-tier suppliers
- ▶ 11% were from small and mid-tier to larger suppliers
- ▶ 30% were between larger suppliers
- ▶ 19% 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 December, the net gain by small and mid-tier suppliers was 118,314 this is 28% 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.

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
Dec-17	166,591	48,277	127,791	79,043	421,702
Nov-17	171,158	55,931	184,459	66,846	478,394
Oct-17	254,090	60,666	204,976	92,972	612,704
Sep-17	214,735	51,461	209,610	75,637	551,443
Aug-17	162,382	50,450	161,705	70,116	444,653
Jul-17	130,332	51,962	142,038	62,175	386,507
Jun-17	143,155	51,410	145,028	64,580	404,173
May-17	176,350	48,170	129,774	84,247	438,541
Apr-17	207,252	51,694	152,448	89,918	501,312
Mar-17	203,631	58,006	189,467	85,554	536,658
Feb-17	159,355	47,689	143,561	68,994	419,599
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

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.