

Electricity Switching - April 2018

Half a million consumers switched energy supplier in April

Energy UK's latest figures – published today - show that half a million customers (498,197) switched electricity supplier last month, a 4 percent increase on March.

This brings the total number of customers who have switched supplier so far in 2018 to just under 1.8 million, keeping pace with last year, when a record 5.5 million electricity customers – 1 in 6 – changed provider.

As switching increases year on year, so too do the gains by small and mid-tier suppliers with a quarter (23 percent) of customers moving from larger suppliers to these providers.

Confidence in switching remains high with nine in 10 customers happy with the process according to the Energy Switch Guarantee (ESG), a voluntary industry initiative to provide additional consumer confidence in switching. The Guarantee, which now covers over 90 percent of the retail market, is a series of commitments to ensure switching is simple, speedy and safe.

Lawrence Slade, chief executive of Energy UK said:

“Almost two million customers have already switched supplier this year. Calling your supplier - or having a look online to see if you're on the best deal - is one of the quickest ways going to potentially save yourself hundreds of pounds a year.

And with the Energy Switch Guarantee in place, consumers can be sure that the process will be simple, speedy and safe.”

ENDS

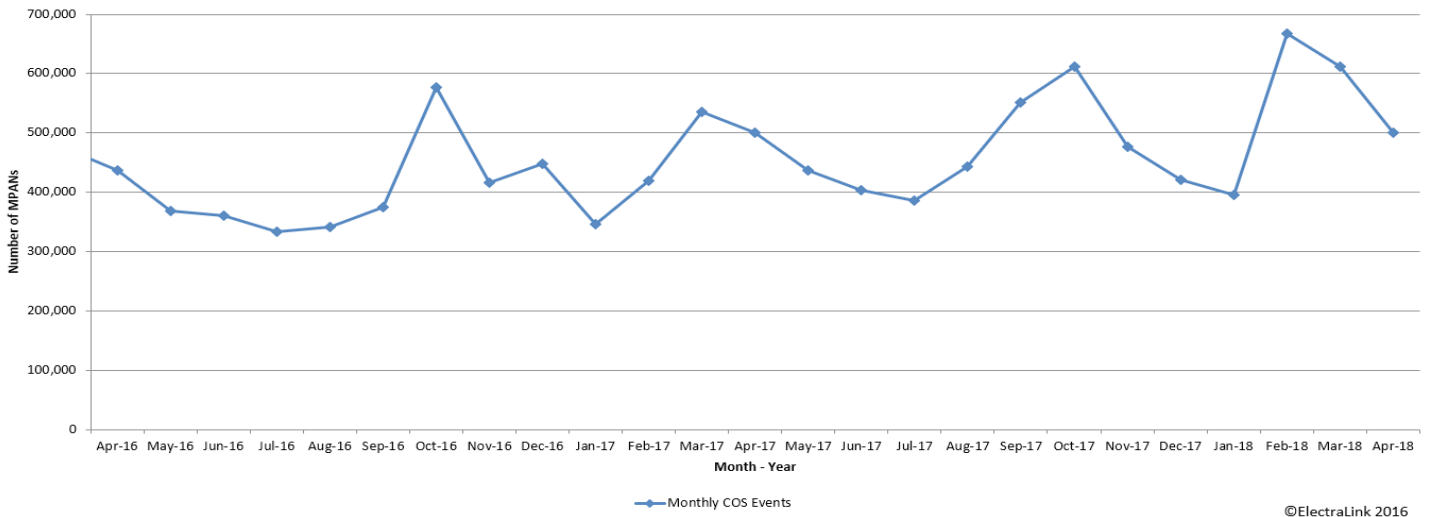
Notes for editors

- ▶ [To see the latest monthly switching stats, please visit Energy UK's website.](#)
- ▶ The Energy Switch Guarantee covers over 90% of the retail market. There are 24 signatories including: British Gas, Bulb Energy, E.ON, EDF Energy, First Utility, Flow Energy, M&S Energy, npower, Octopus Energy, OVO Energy, Peterborough Energy, Pure Planet, Sainsbury's Energy, Scottish Power, So Energy, SSE, Tonik Energy and Utility Warehouse. 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.
- ▶ 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 April was 498,197.

Graph 1: Number of change of supply events



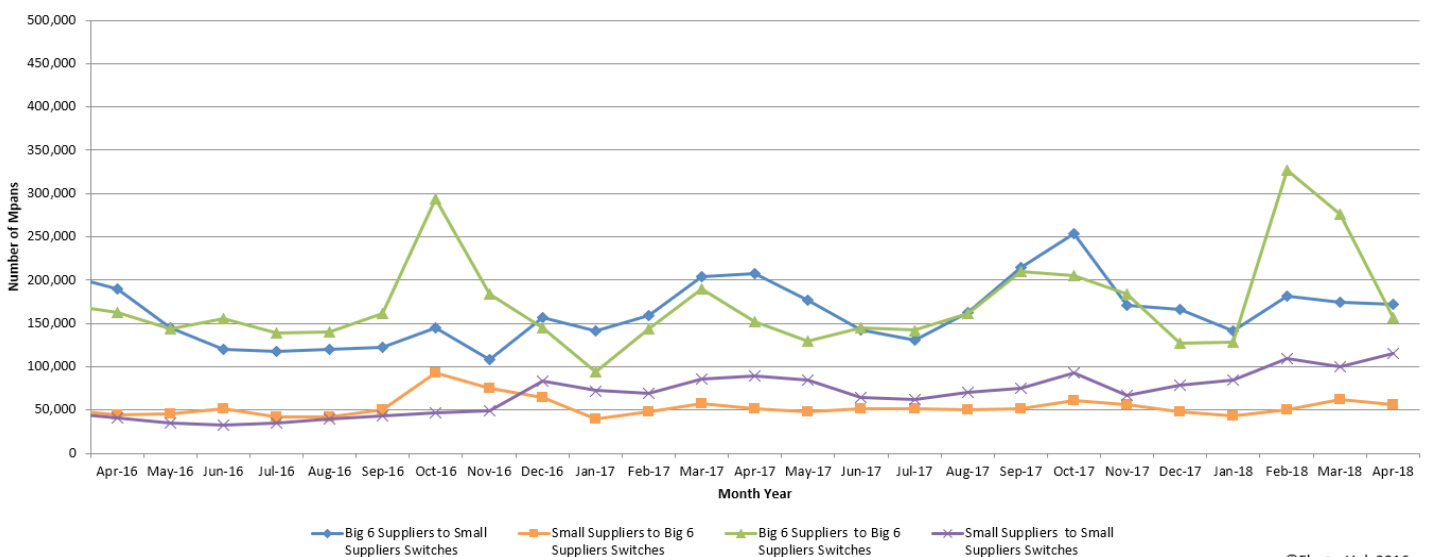
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Movement between supplier groups

In April 2018, of all switches:

- ▶ 34% were from larger to small and mid-tier suppliers
- ▶ 11% were from small and mid-tier to larger suppliers
- ▶ 31% were between larger suppliers
- ▶ 23% were between small and mid-tier suppliers

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



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Source: Electralink

Gains by small and mid-tier suppliers

In March the net gain by small and mid-tier suppliers was 112,894 this is 23% 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
Apr-18	171,616	56,099	154,959	115,523	498,197
Mar-18	174,946	62,054	141,663	100,068	478,731
Feb-18	181,211	50,655	112,588	109,106	453,560
Jan-18	141,521	43,219	94,212	84,465	363,417
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

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.