

Electricity Switching - November 2018

Switching on track to beat last year's record

Energy UK's latest figures – published today - reveal that nearly half a million (497,050) customers switched electricity supplier in November. This brings the total number of switches to over 5.4 million so far in 2018 which is on track to break last year's record figure – when 5.5 million customers changed supplier.

The figures also show that as a percentage share of all switches, 17 percent of customers moved from large suppliers to small and mid-tier providers last month.

Consumers continue to be happy with the switching process (9 in 10) according to research from the Energy Switch Guarantee – an industry initiative that gives consumers extra confidence to move to a new supplier.

Lawrence Slade, chief executive of Energy UK, said:

“It is great news that consumers continue to switch supplier whether in search of a better deal, a green tariff or better customer service and that switching is on track to break last year's 5.5 million record.

“However, with the price cap coming into effect in the New Year, I'm worried that energy customers might feel a false sense of security and they might stop reaping the benefits of increasing competition and innovative services.

“With the rest of the winter ahead and temperatures already plummeting across the country, I'd encourage everyone to make sure they're on the best energy deal for them – by getting in touch with their supplier or having a look online. And with the Energy Switch Guarantee in place consumers should also feel confident that switching will be simple, speedy and safe.

“Consumers might also want to talk to their supplier about energy efficient measures – such as roof insulation – that pay off massively when it comes to saving money on their energy bills in the long term.”

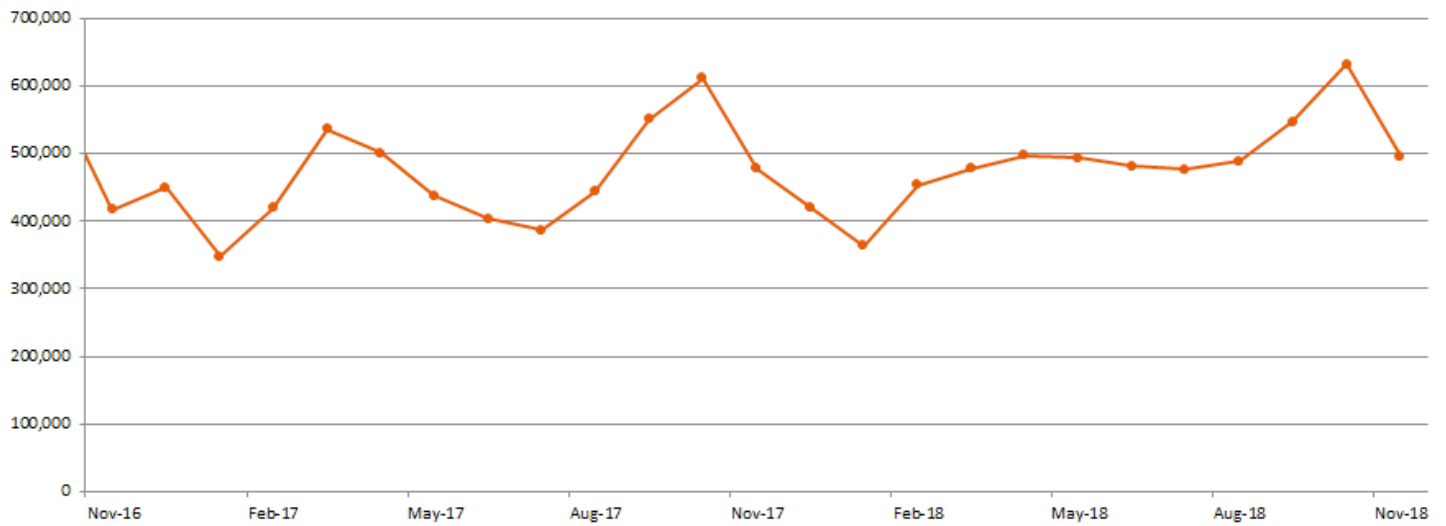
Notes for editors

- ▶ [To see the latest monthly switching stats, please visit Energy UK's website.](#)
- ▶ In November, [Ofgem appointed Scottish Power to take on Extra Energy's 108,000 domestic customers and 21,000 business customers.](#) after Extra Energy ceased trading. These customers have been discounted from the figures above.
- ▶ The switching data is now supplied by Gemserv (starting from September 2018). Gemserv Limited is the service company contracted by the MRA Service Company (MRASCo) to provide services in support of the MRA including the management of its governance and providing specialised expertise to MRASCo in support of the growing electricity retail market. Historical data up to August 2018 was provided by Electralink.
- ▶ 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.
- ▶ Over 90 per cent of suppliers (by market share) are signatories of the Guarantee. For more information about the Guarantee: www.energyswitchguarantee.com
- ▶ These figures do not include internal electricity switching. Such statistics can be found 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 November was 497,050.

Graph 1: Number of change of supply events

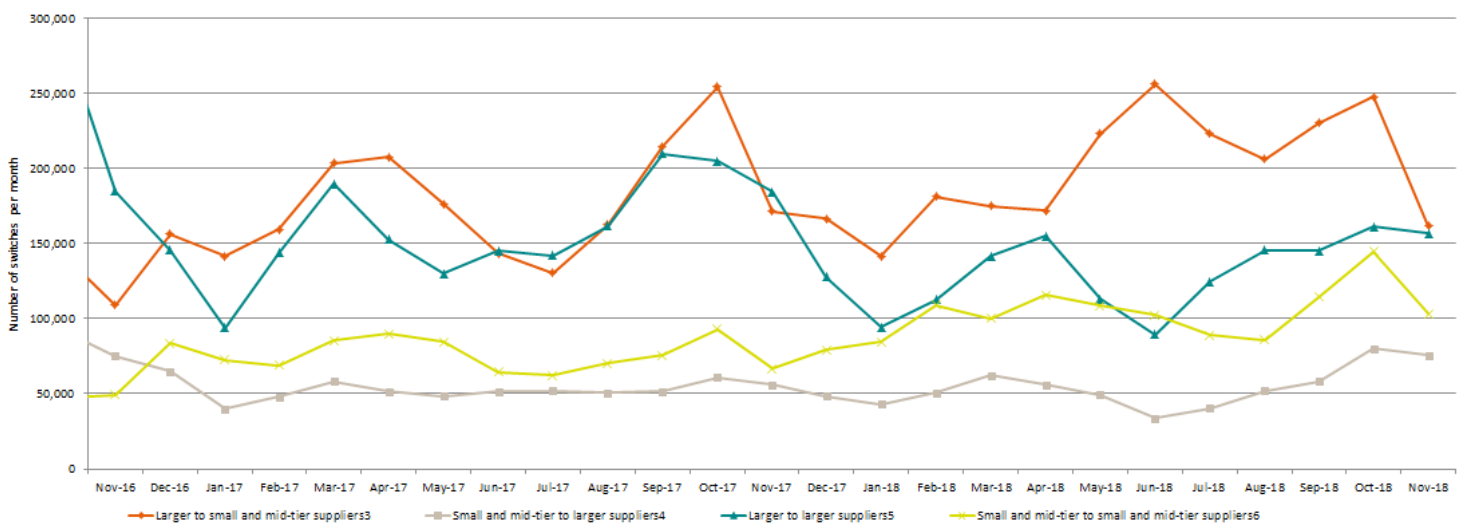


Movement between supplier groups

In November 2018, of all switches:

- ▶ 33% were from larger to small and mid-tier suppliers
- ▶ 15% were from small and mid-tier to larger suppliers
- ▶ 31% were between larger suppliers
- ▶ 21% were between small and mid-tier suppliers

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



Gains by small and mid-tier suppliers

In November the net gain by small and mid-tier suppliers was 86,242 this is 17% 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
Nov-18	161,754	75,512	156,529	103,255	497,050
Oct-18	247,611	79,794	161,161	144,672	633,238
Sept-18	230,317	58,124	144,886	114,333	547,660
Aug-18	205,109	52,761	151,858	85,111	494,839
Jul-18	223,173	40,359	124,643	88,931	477,106
Jun-18	255,888	33,825	89,478	102,486	481,677
May-18	223,182	49,413	112,933	108,384	493,912
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