Electricity Switching – February 2022

Switching still on go slow

February's electricity switching figures, published today by Energy UK, show that numbers remain low with a total of 96,242 customers moving to a new supplier last month – 79% less than the same period last year.

This continues to follow the pattern seen in the last few months of 2021, when switching numbers fell sharply, as well as January this year. Record wholesale prices have seen a big reduction in the number of deals on offer with customers deciding to remain on price capped 'default' tariffs, which are currently the cheapest on the market.

Most of the switches were completed between large suppliers – 57% of the total number of switches in February.

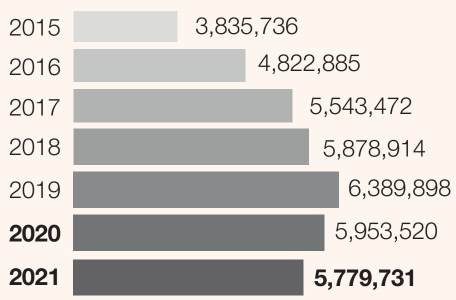
Matthew Cole, the Independent Chair of Energy UK's Energy Switch Guarantee said:

"Unsurprisingly in the current circumstances, switching numbers remain subdued - although it's still important that those customers who want to switch suppliers can do so quickly and easily.

"With no sign of energy prices falling for the foreseeable future, this is likely to remain the case for a while. However, switching – either to another provider or to another deal with your existing supplier - will play an important role when the market recovers and we are looking at how the Energy Switch Guarantee can best continue to support customers in the future."

Notes for editors:

- To see the latest monthly switching stats, please visit Energy UK's website.
- The rise in switching figures over last few years has been as follows:

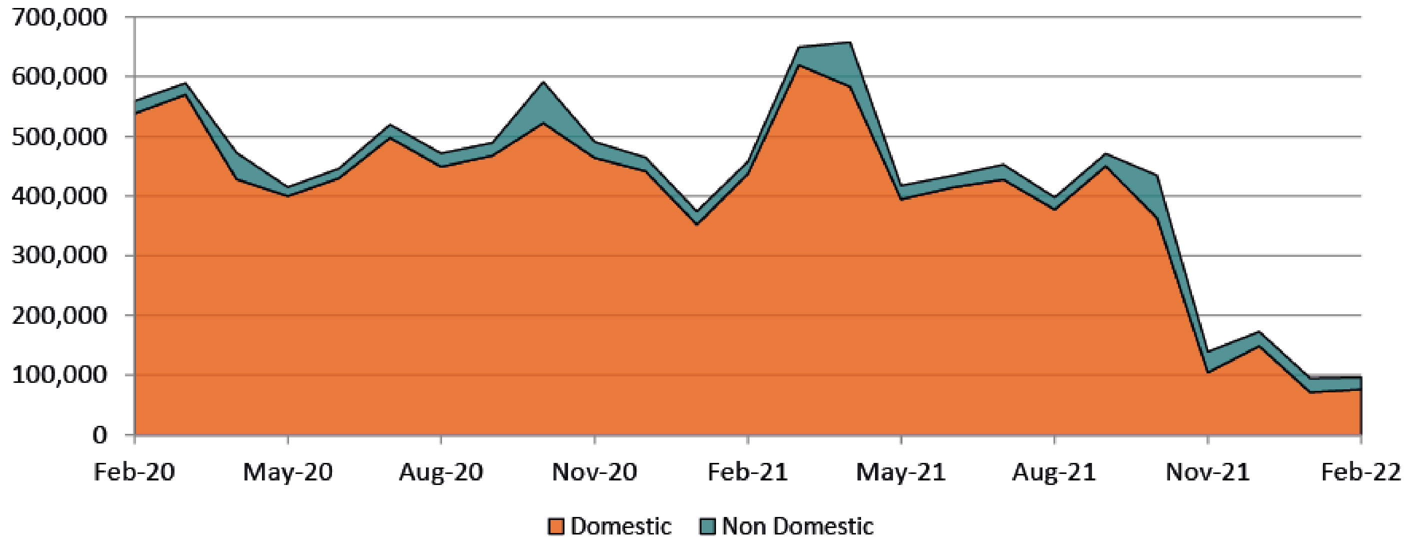


- From December 2020, larger suppliers in the market are British Gas, Bulb, EDF Energy, E.ON (including npower), Octopus Energy, OVO (including domestic business of SSE) and Scottish Power. This is based on Ofgem's revised definition of classifying all suppliers with a market share of 5% or above in either fuel as larger.
- 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.
- 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). Also, any switches between merged parties are considered as internal and are not counted in our switching statistics.
- 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 switches from one supplier to another. The total number of electricity switches in 96,242 (79% decrease from February 2021)

Total number of switches

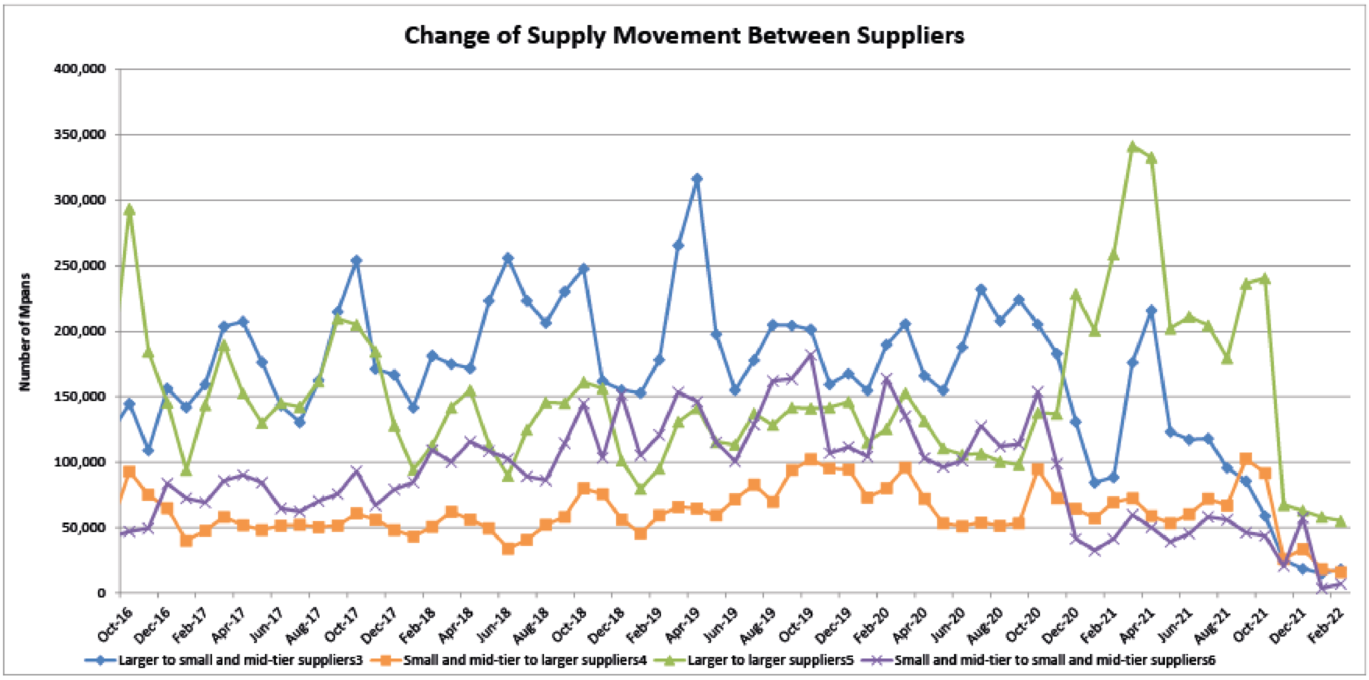


Movement between supplier groups

In February 2022, of all switches:

- **19%** were from larger to small and mid-tier suppliers
- **17%** were from small and mid-tier to larger suppliers
- **57%** were between larger suppliers
- **7%** were between small and mid-tier suppliers

Movement between small and mid-tier and larger suppliers



Larger suppliers in the market include British Gas, Bulb, EDF Energy, E.ON (including npower), Octopus Energy, OVO (including the domestic business of SSE) and Scottish Power. 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 February the net gain* by small and mid-tier suppliers within domestic market was 284 or 0.4% of all domestic 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

	Breakdown of domestic switches				Totals		
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 domestic switches**	**Total non-domestic switches**	**Total**
Feb-22	**11,571**	**11,287**	**50,483**	**2,346**	**75,687**	**20,555**	**96,242**
Jan-22	9,466	15,061	43,937	2,245	70,709	23,719	94,428
Dec-21	12,972	26,811	57,696	51,176	148,655	23,753	172,408
Nov-21	19,111	17,542	61,435	5,857	103,945	35,125	139,070
Oct-21	47,062	71,560	227,896	16,775	363,293	71,174	434,467
Sept-21	80,593	96,710	230,624	41,979	449,906	20,724	470,630
Aug-21	90,768	61,204	173,718	51,418	377,108	20,719	397,827
July-21	111,855	65,573	197,565	52,722	427,715	24,746	452,461
June-21	111,802	55,245	205,317	41,580	413,944	19,924	433,868
May-21	118,042	47,118	195,459	33,919	394,538	22,808	417,346
Apr-21	207,136	52,673	274,357	48,803	582,969	74,568	657,537
Mar-21	171,583	66,506	334,957	46,254	619,300	30,268	649,568
Feb-21	86,231	64,037	246,853	40,261	437,382	20,065	457,447
Jan-21	82,188	50,282	188,286	31,405	352,161	22,189	374,350
Dec-20	124,821	58,517	221,731	36,261	441,330	23,119	464,449
Nov-20	175,605	66,884	131,039	90,370	463,898	26,562	490,460
Oct-20	189,214	80,018	127,417	125,644	522,293	68,863	591,156
Sept-20	217,722	48,848	93,577	107,284	467,431	21,349	488,780
Aug-20	200,960	47,400	96,222	104,347	448,949	22,492	471,441
July-20	225,074	48,958	100,637	122,683	497,352	22,348	519,700
June-20	162,330	47,949	101,842	97,466	429,587	15,964	445,551
May-20	150,362	50,228	106,370	92,667	399,647	14,915	414,562
Apr-20	155,120	62,928	120,713	89,289	428,050	44,488	472,538
Mar-20	199,087	92,166	147,903	130,458	569,614	19,683	589,836

Gemserv Data provided by Gemserv