

Electricity Switching – January 2023

January switching figures published

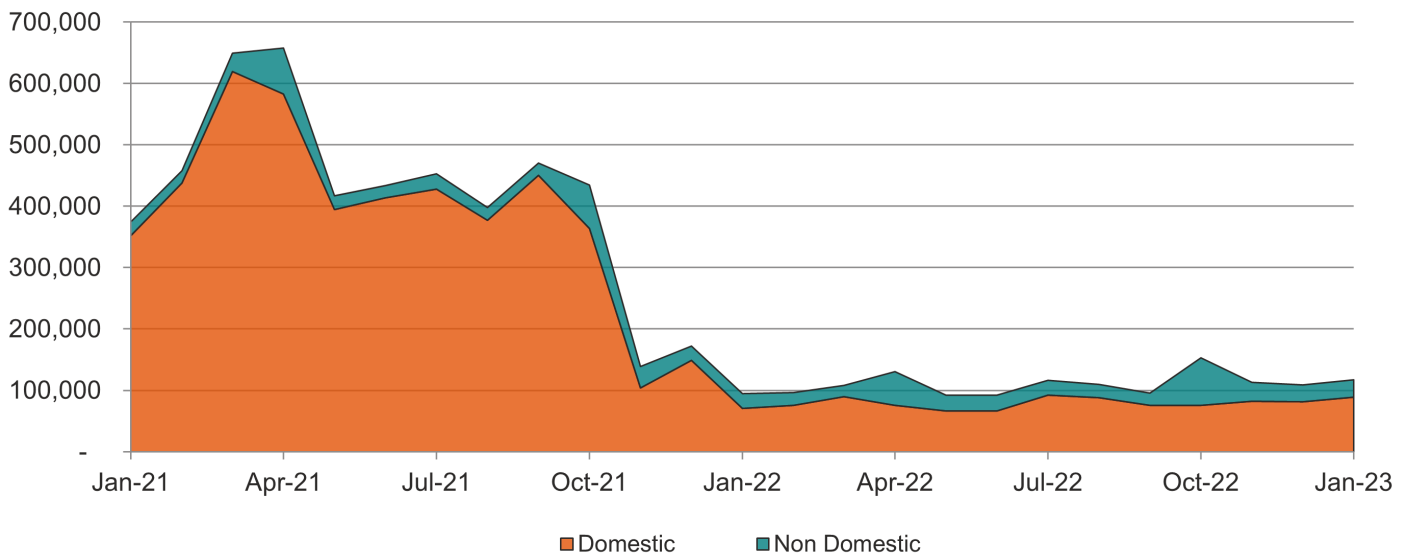
Energy UK’s electricity switching figures, published today, show that over 115,000 (117,263) customers switched to a new supplier in January 2023.

Last month, 117,263 consumers switched to a new supplier, which is a small rise from December (108,392) and up by a quarter (94,428) compared with the same period last year. 2023 starts once again with switching figures being subdued due to the increase of wholesale prices, limiting the number of competitive deals in the market.

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 January 2023 was 117,263 (24% increase from January 2022).

Total number of switches



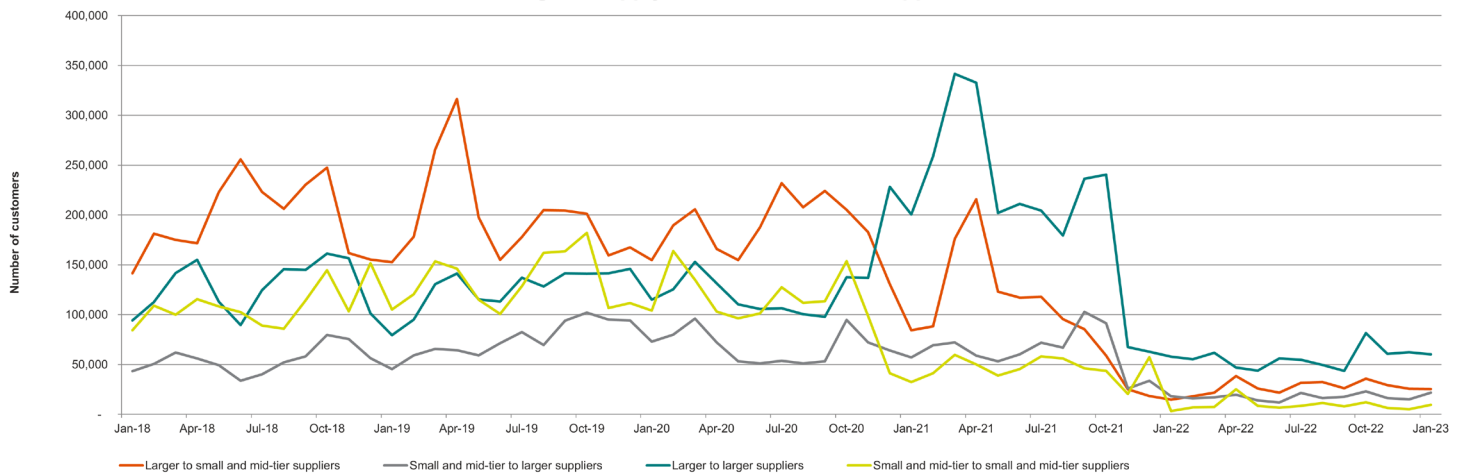
Movement between supplier groups

In January 2023, of all switches:

- ▶ **22%** were from larger to small and mid-tier suppliers
- ▶ **19%** were from small and mid-tier to larger suppliers
- ▶ **51%** were between larger suppliers
- ▶ **8%** were between small and mid-tier suppliers

Movement between small and mid-tier and larger suppliers

Change of Supply Movement Between 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 January the net gain* by small and mid-tier suppliers within domestic market was 5,059 or 5.7% of all domestic switches.

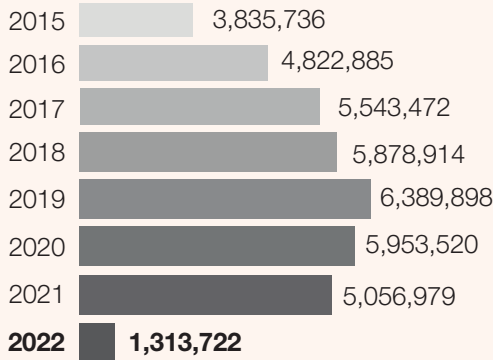
*Net gain is the number of switches from larger to small and mid-tier suppliers minus the number of switches from small and mid-tier to larger suppliers.

A breakdown of all switches

Year	Breakdown of domestic switches					Totals	
	mid-tier suppliers	mid-tier to larger suppliers	suppliers	mid-tier to small and mid-tier suppliers	switches	domestic switches	
Jan-23	18,569	13,510	53,215	3,450	88,744	28,519	117,263
Dec-22	19,097	10,828	47,468	3,743	81,136	27,256	108,392
Nov-22	20,435	11,603	45,582	4,458	82,078	30,738	112,816
Oct-22	18,738	11,615	37,286	7,718	75,357	77,214	152,571
Sep-22	21,795	10,466	39,512	4,029	75,802	19,459	95,261
Aug-22	27,491	10,491	44,149	6,064	88,195	21,625	109,820
July-22	26,294	13,845	47,779	4,510	92,428	24,240	116,668
June-22	16,601	8,955	43,803	4,067	73,426	23,018	96,444
May-22	17,021	7,878	38,540	3,130	66,569	25,762	92,331
Apr-22	18,170	9,483	41,173	6,703	75,529	55,056	130,585
Mar-22	17,320	11,621	57,241	3,393	89,575	18,589	108,164
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

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, 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) and 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](#).