



**energyswitch**  
**GUARANTEE**

**Simple. Speedy. Safe.**

[www.energy-uk.org.uk/energyswitchguarantee](http://www.energy-uk.org.uk/energyswitchguarantee)

**Energy Switch Guarantee members strive to ensure that customers across Britain know that it's easy to check that the energy tariff you have is the right one for you.**

**If it's not, it's easy to change it.**

**In 2022 the Energy Switch Guarantee raised it's standards further.**

**It's Simple. It's Speedy. It's Safe.**

## **SIMPLE** Changing tariffs

- You do not always need to change suppliers to get a better deal and ESG members will always ensure that the key features of every tariff are clear and simple to understand and compare.
- Once you've agreed to move to your new supplier, you don't need to do anything else. Your new supplier will contact your current provider and both will work together to ensure that your supply will never be interrupted and that the process runs as smoothly as possible.
- Customers switching to another tariff with their existing supplier can benefit too. You just need to choose a new tariff and within a few days your new tariff will begin.
- Before your current deal runs out – and with your permission – your supplier will be able to tell you about other tariffs that may be of interest or could potentially save you money which will give you time to decide what's best for you.

## **SPEEDY** Switching is now faster than ever

- You will be able to switch suppliers faster than ever before. You can move to a new one within 5 working days after your notification has been received.
- You can also change tariffs with your current supplier within 5 working days and in addition select the date that works best for you – for example by allowing your previous deal to expire.
- When switching supplier most final bills will be calculated within six weeks, just please make sure you submit a final meter reading before your new tariff begins.

## **SAFE** Keeping everything on track

- When changing to a new tariff, your supplier will check that any monthly payments cover your forecast energy usage. ESG members do not want its customers to run up any debts or big credit balances.
- If something goes wrong, whether you are switching tariff or supplier, your supplier will take responsibility for sorting it out.
- If your supplier goes out of business any outstanding credit will be kept safe, whilst Ofgem – the industry regulator – appoints a new supplier for you.

## **The Energy Switch Guarantee exists to help customers**

- Each supplier that is a member of the ESG has a customer champion on its Board to ensure standards are met.
- Every year ESG members will be required to supply detailed proof on how they meet specific key targets and commitments.
- Every year we will hold a hearing with signatories as well as a customer advocate to look at a particular area covered by the ESG. This will be followed by an annual published ESG review highlighting examples of best practice along with conclusions and recommendations.