

Electricity Switching – March 2023

March switching figures release

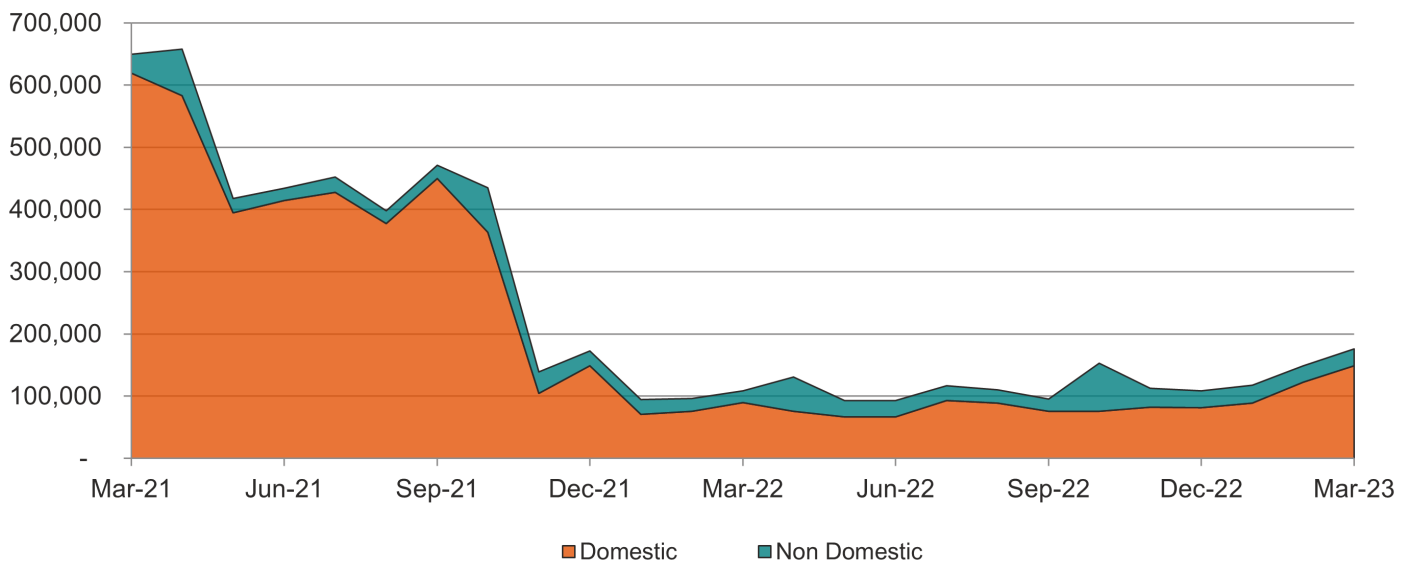
Energy UK’s electricity switching figures, published today, show that just over 175,000 (175,334) customers switched to a new supplier in March 2023.

Last month, 175,334 consumers switched to a new supplier, which is an increase from February (148,810) and up by 62% compared with the same period last year. Whilst switching is slowly increasing, it is important to note that this rise is from a low baseline and that the vast majority of consumers are staying with their current supplier. There was a 17.8% growth in customers switching month-on-month between February and March 2023.

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 March 2023 was 175,334 (62% increase from March 2022).

Total number of switches



Movement between supplier groups

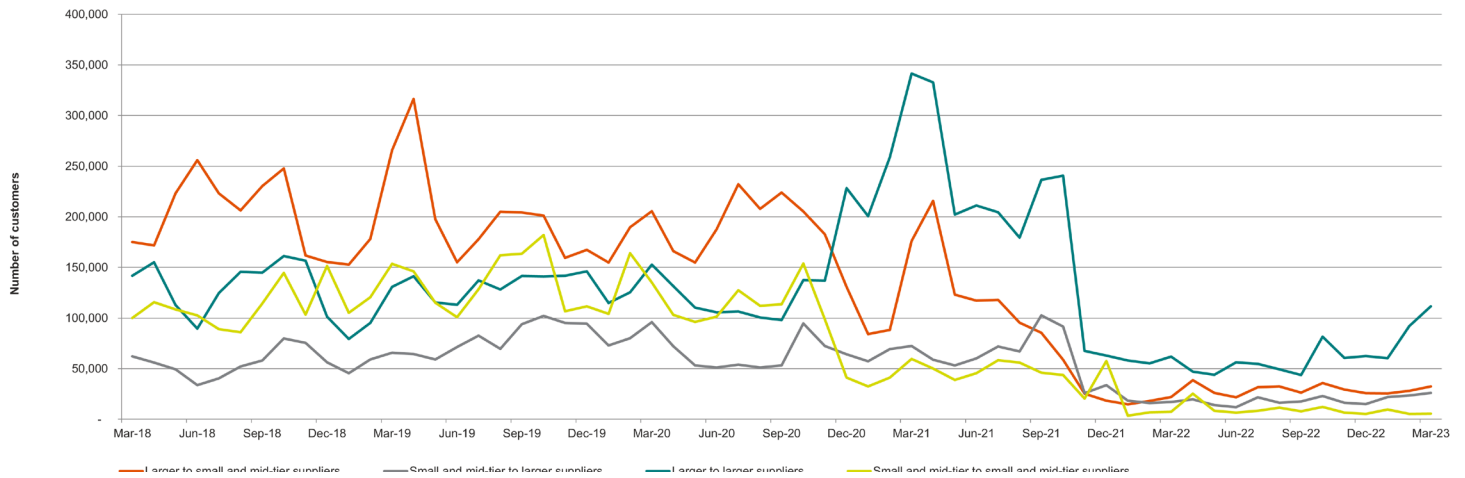
In March 2023, of all switches*:

- ▶ **18%** were from larger to small and mid-tier suppliers
- ▶ **15%** were from small and mid-tier to larger suppliers
- ▶ **64%** were between larger suppliers
- ▶ **3%** were between small and mid-tier suppliers

*Figures may not sum to 100% because of rounding.

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 March the net gain* by small and mid-tier suppliers within domestic market was 3,424 or 2.3% of all domestic switches.

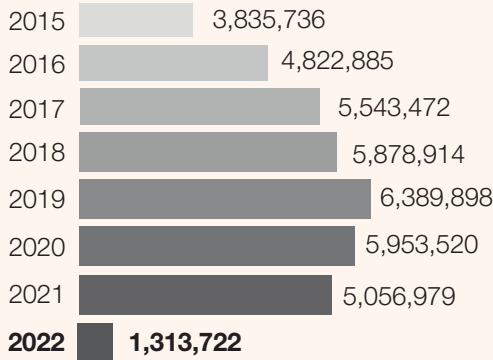
*Net gain is the number of switches from larger to small and mid-tier suppliers minus the number of switches from small and mid-tier to larger suppliers.

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 |
| Mar-23 | 25,783 | 22,359 | 96,360 | 4,217 | 148,719 | 26,615 | 175,334 |
| Feb-23 | 21,194 | 19,601 | 77,849 | 3,934 | 122,578 | 26,232 | 148,810 |
| 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 |

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.
- ▶ Genserv 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](#).