

# Electricity Switching – November 2023

## November switching figures release

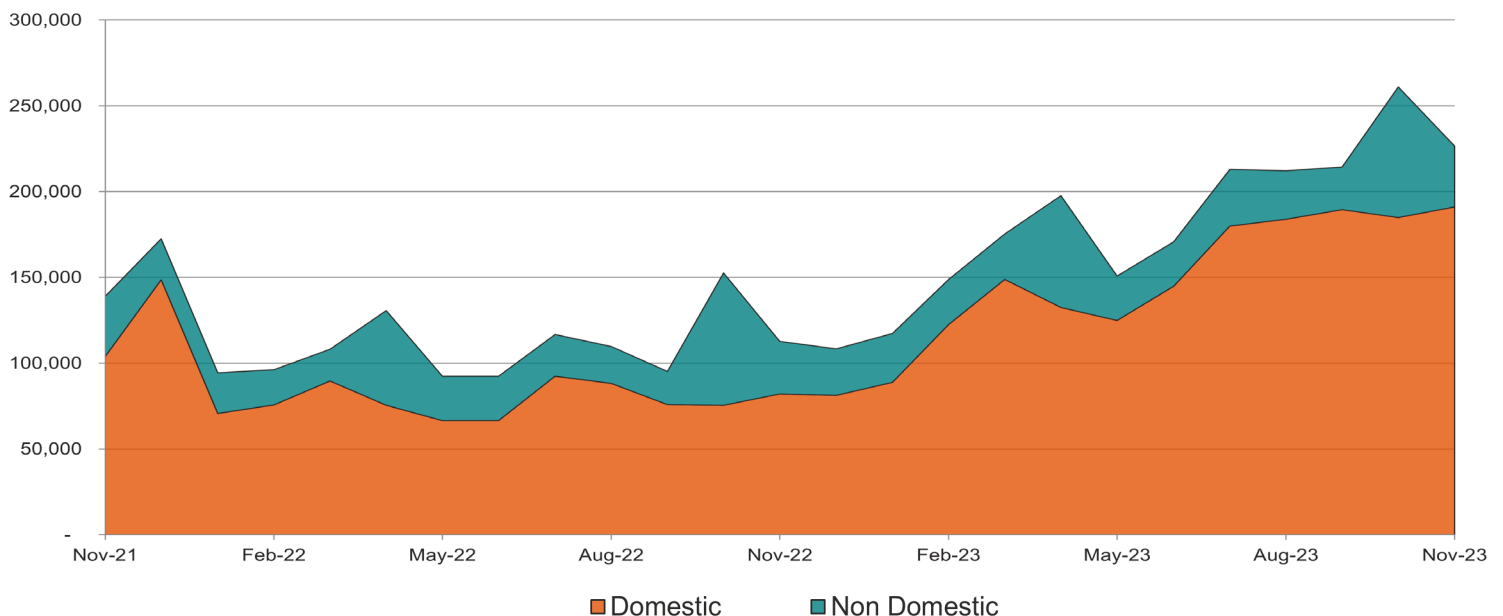
Energy UK’s electricity switching figures, published today, show that 226,000 (226,509) customers switched to a new supplier in November 2023.

Last month, 226,509 consumers switched to a new supplier, a decrease of almost 15% from October (260,909), which was higher thanks to a spike in businesses switching. Twice as many people switched in November compared with the same period last year. After almost two years of suppressed switching figures, we are witnessing a slow and steady rise in the domestic 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 November 2023 was 226,509 (101% increase from November 2022).

**Total number of switches**

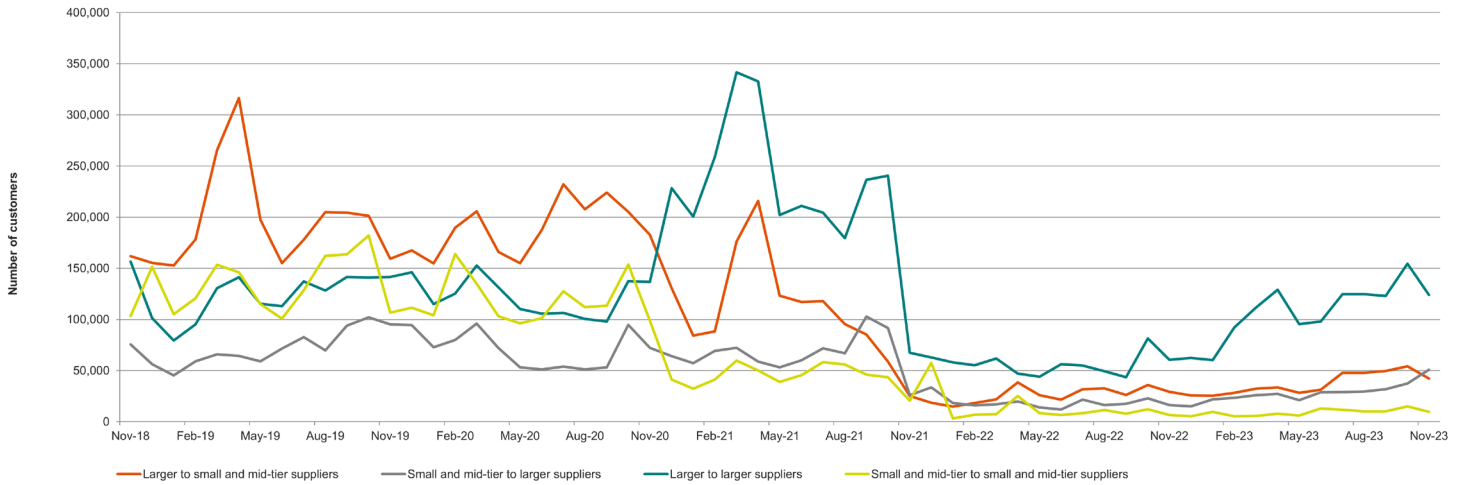


## Movement between supplier groups

In November 2023, of all switches:

- ▶ **19%** were from larger to small and mid-tier suppliers
- ▶ **22%** were from small and mid-tier to larger suppliers
- ▶ **55%** were between larger suppliers
- ▶ **4%** were between small and mid-tier suppliers

**Movement between small and mid-tier and larger suppliers**



Larger suppliers in the domestic market include British Gas, EDF Energy, E.ON, 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 November the net gain\* by small and mid-tier suppliers within domestic market was -16,013 or -8.1% of all domestic switches, meaning that, bucking recent trends, more customers are moving over from smaller to larger suppliers.

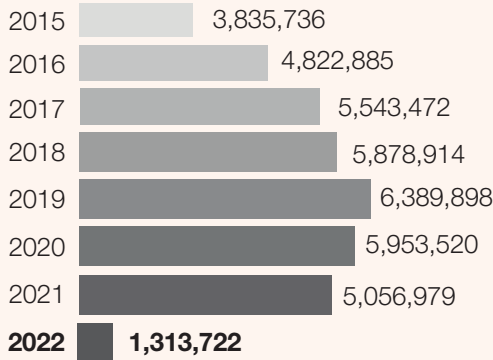
\*Net gain is the number of switches from larger to small and mid-tier suppliers minus the number of switches from small and mid-tier to larger suppliers.

**A breakdown of all switches**

Month Year	Breakdown of domestic switches				Totals		
	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
<b>Nov-23</b>	<b>30,232</b>	<b>46,245</b>	<b>107,887</b>	<b>6,763</b>	<b>191,127</b>	<b>35,382</b>	<b>226,509</b>
Oct-23	33,528	29,136	111,303	10,986	184,953	75,956	260,909
Sep-23	41,156	28,674	111,413	8,151	189,394	24,893	214,287
Aug-23	38,730	26,092	110,679	8,290	183,791	28,379	212,170
July-23	39,237	25,444	105,484	9,792	179,957	33,063	213,020
June-23	25,532	20,785	91,297	7,144	144,758	25,878	170,636
May-23	20,698	17,665	82,481	4,094	124,938	25,914	150,852
Apr-23	21,525	19,799	86,706	4,731	132,488	65,132	197,620
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

**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](#).