

# Electricity Switching – May 2024

## May switching figures release

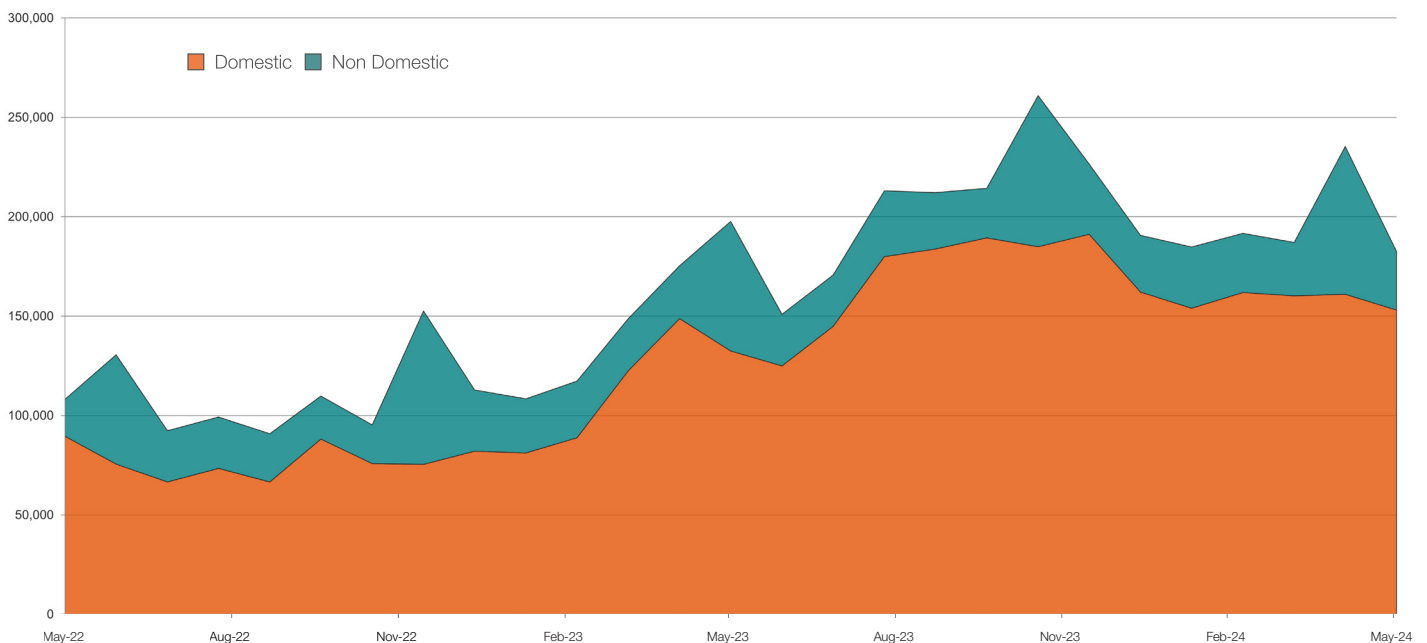
Energy UK’s electricity switching figures, published today, show that 183,000 (182,598) customers switched to a new supplier in May 2024.

Switching has fallen midway through the second quarter of 2024, with May’s figures showing a decrease of 22% from April 2024, but a 21% increase from May 2023. This drop roughly takes numbers back to the level they had been through the first quarter of 2024. The majority (59%) of switching occurred between the large suppliers

## 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.

## Total number of switches

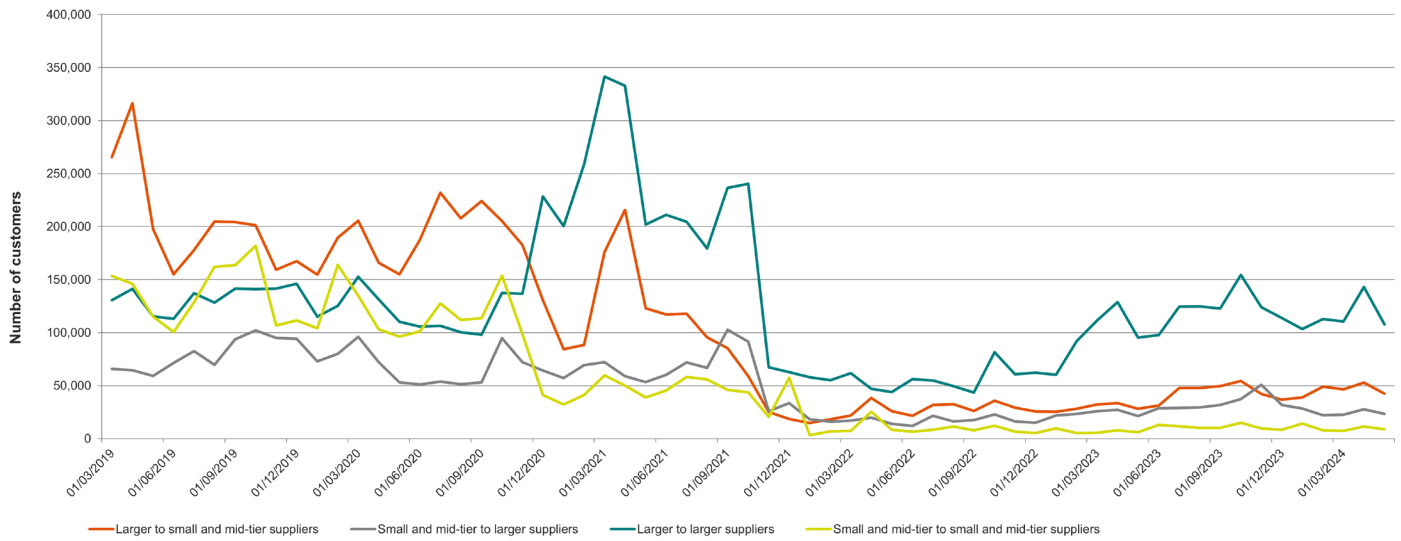


## Movement between supplier groups

In May 2024 of all switches

- ▶ **23%** were from larger to small and mid-tier suppliers
- ▶ **13%** were from small and mid-tier to larger suppliers
- ▶ **59%** were between larger suppliers
- ▶ **5%** 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 ScottishPower. 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 May the net gain\* by small and mid-tier suppliers within domestic market was 12,291 or 7% of all domestic switches. The long-term trend of customers switching from large suppliers to their smaller competitors continues, albeit at a much lower rate than before the energy crisis

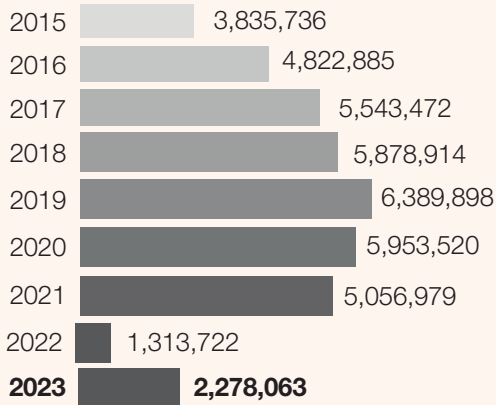
\*Net gain is the number of switches from larger to small and mid-tier suppliers minus the number of switches from small and mid-tier to larger suppliers.

**Breakdown of all switches**

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
May 24	31,906	19,615	95,545	5,999	153,065	29,533	182,598
Apr 24	34,177	21,643	98,843	6,298	160,961	74,311	235,272
Mar 24	35,386	19,736	99,680	5,381	160,183	26,934	187,117
Feb 24	37,474	18,531	100,617	5,215	161,837	29,827	191,664
Jan 24	30,485	20,874	95,281	7,336	153,976	30,738	184,714
Dec-23	27,421	27,924	100,567	6,147	162,059	28,594	190,653
Nov-23	30,232	46,245	107,887	6,763	191,127	35,382	226,509
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

**Notes for editors:**

- ▶ To see the latest monthly switching stats, please visit [Energy UK's website](#).
- ▶ The change 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](#).