

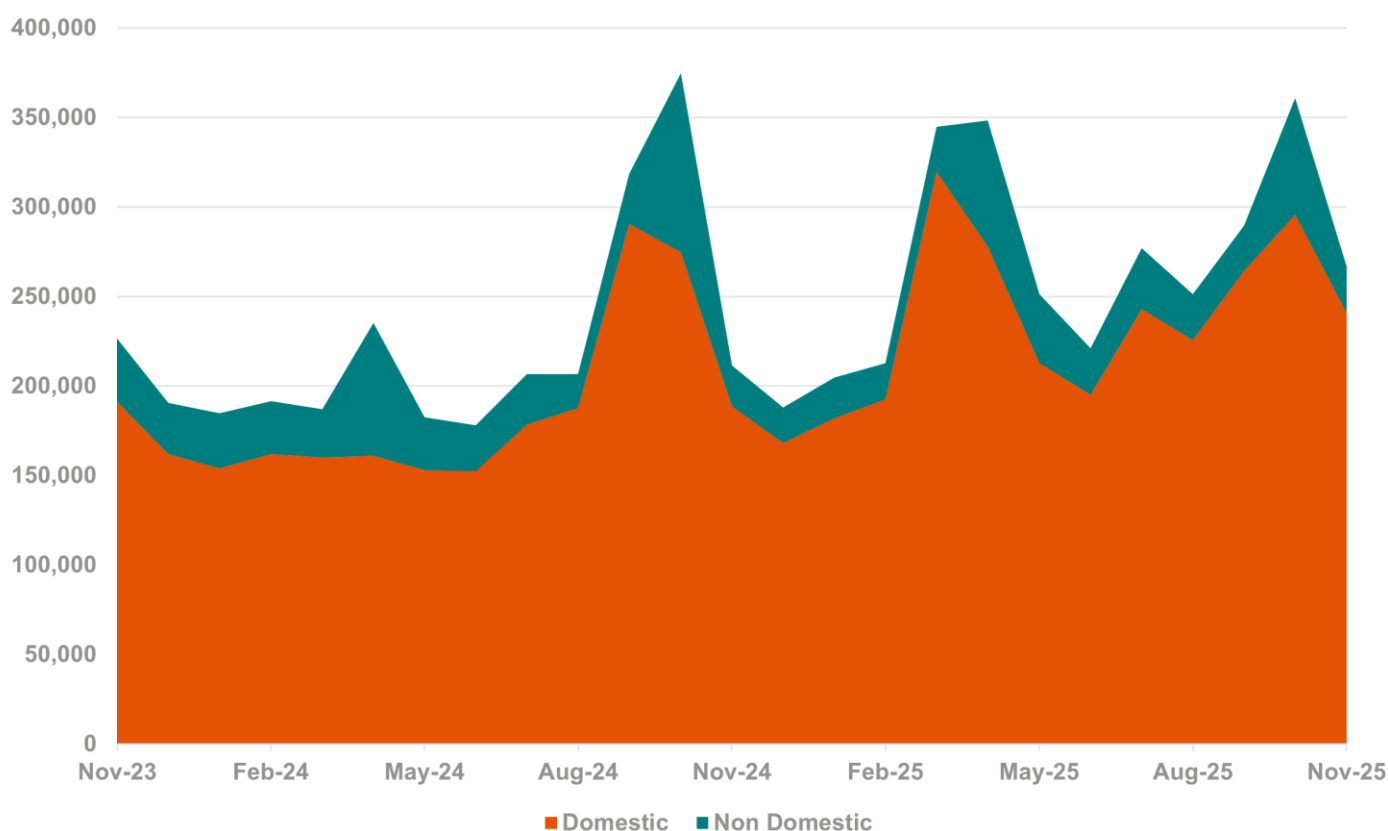


# Switching report

**November 2025**

Energy UK’s electricity switching figures, published 12 December, show that **266,599** customers switched to a new supplier in November 2025.

## Total number of switches



Switching in November decreased from October, as **266,599** customers switched their electricity provider. This is a decrease of **26%** compared to October, but it is **26%** higher than November 2024, a year ago.

Most of the switching (**70%**) was between larger suppliers.

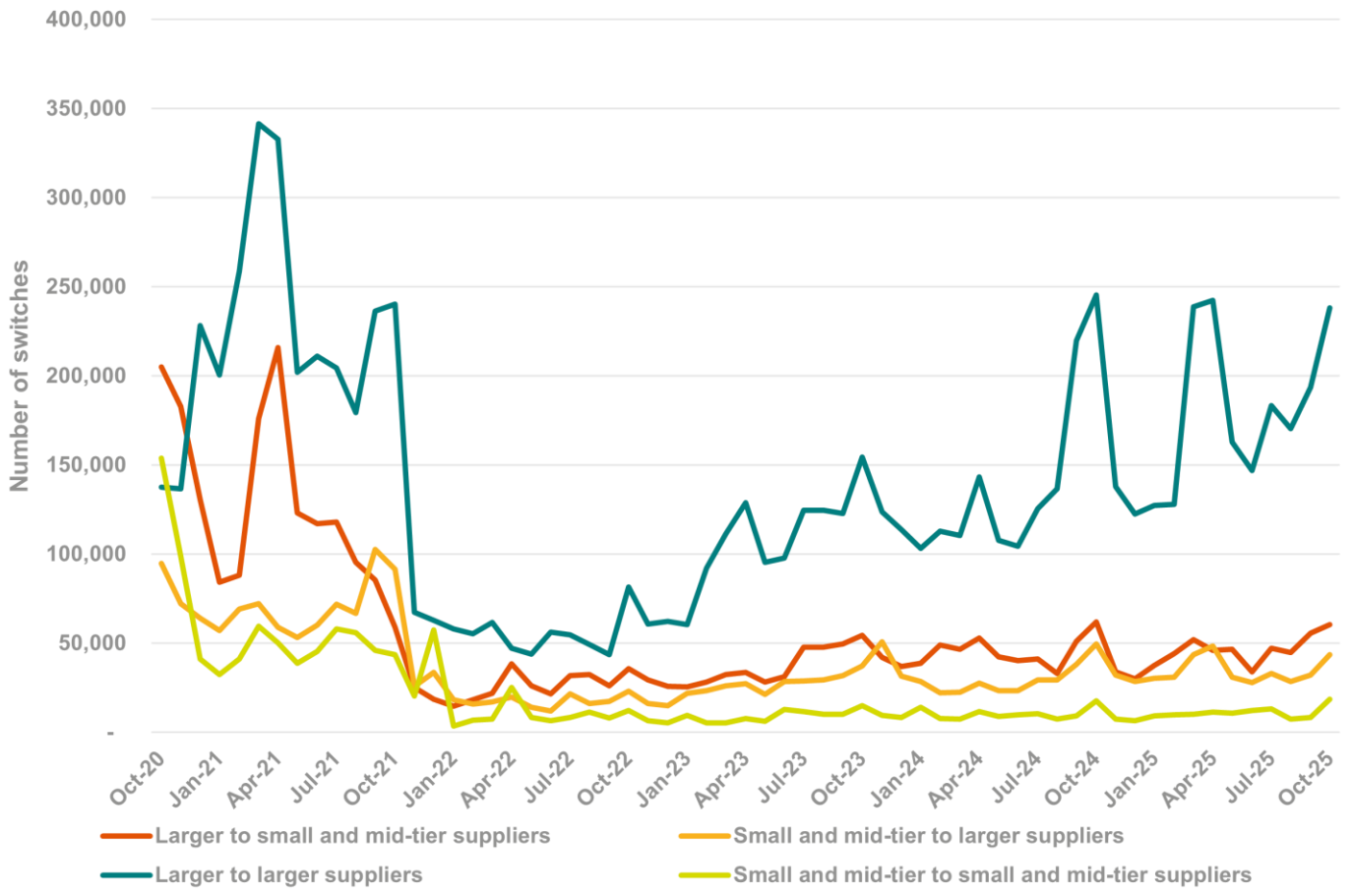
**Change of Supply Event**  
An industry term for describing when a domestic or non-domestic customer switches from one supplier to another.



## Movement between small/mid-tier and larger suppliers

In November 2025, of all switches:

- 15% were from larger to small and mid-tier suppliers
- 12% were from small and mid-tier to larger suppliers
- 70% were between larger suppliers
- 3% were between small and mid-tier suppliers.



In the domestic market, small and mid-tier suppliers made a net gain of 1% of the market share relative to larger suppliers.

Note: 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 comprise all the other suppliers licensed by Ofgem to supply electricity.

**Net gain**  
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.

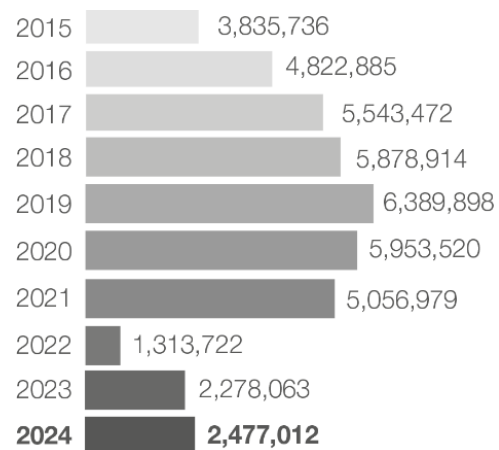


## Monthly data

	Larger to small & mid-tier suppliers	Small & mid-tier to larger suppliers	Larger to larger suppliers	Small/ mid-tier to small & mid-tier suppliers	Total domestic switches	Total non-domestic switches	Total
Nov 25	29,771	27,130	179,435	4,382	240,718	25,881	266,599
Oct 25	39,803	33,345	213,405	8,930	295,483	65,488	360,971
Sep 25	45,623	28,109	185,728	4,633	264,093	25,372	289,465
Aug 25	34,390	25,092	162,251	3,797	225,530	25,838	251,368
Jul 25	33,062	28,981	172,047	8,917	243,007	34,027	277,034
Jun 25	25,833	23,794	137,015	8,431	195,073	25,966	221,039
May 25	25,572	26,783	153,260	6,983	212,598	38,722	251,320
Apr 25	30,936	40,911	199,562	6,596	278,005	70,418	348,423
Mar 25	43,766	39,648	228,913	7,294	319,621	25,171	344,792
Feb 25	37,405	27,768	121,325	6,159	192,657	20,015	212,672
Jan 25	28,153	27,536	120,666	5,674	182,029	22,733	204,762
Dec 24	23,070	25,403	115,515	4,100	168,088	19,756	187,844

## Annual change

- From December 2020, larger suppliers in the market are British Gas, 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.
- Talan 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 part of the Supplier of Last Resort process (SOLR). 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 – [find these on Ofgem’s website](#).
- To see the latest monthly switching stats, please [visit Energy UK’s website](#).
- For this data in an accessible format, please email [press@energy-uk.org.uk](mailto:press@energy-uk.org.uk).

Data provided by

