

Electricity Switching - April 2017

Switching up 14 per cent on last year

New switching figures show 1.8 million switches in 2017

The latest switching data, published by Energy UK today, reveals 501,312 customers switched supplier last month - a 14 per cent increase compared to April 2016. This is the first time there has been two consecutive months where switching has been above 500,000.

This latest data brings the total number of customers who have switched supplier this year to over 1.8 million.

As competition intensified in the last month, the numbers switching from larger suppliers to small and mid-tier suppliers represented three in ten (31 per cent), a total of 155,558 customers.

Lawrence Slade, chief executive of Energy UK said:

“Switching has been increasing year-on-year for the past three years and today’s figures continue to show more and more consumers engaging with the energy market. Further intervention would undermine many of the positive benefits that competition is delivering for consumers – including driving innovation, increasing choice and improving service.

“Today’s figures show 1.8 million customers switching to save money. I would encourage anyone who has never switched to contact their existing supplier or use a comparison service to see if they can get a better deal. Rather than being a “hassle”, the Energy Switch Guarantee means it is simple, speedy and safe to switch.”

Ends

Notes for editors

- ▶ [To see the latest monthly switching stats, please visit Energy UK’s website.](#)
- ▶ Around 74 per cent of the market are signatories of the Guarantee. This includes: British Gas, Bulb Energy, Ecotricity, E.ON, EDF Energy, First Utility, Flow Energy, npower, Octopus Energy, Scottish Power, Sainsbury’s Energy, So Energy and Tonik Energy. For more information about the Guarantee: www.energyswitchguarantee.com
- ▶ The switching data is supplied by Electralink who provides a secure service to transfer data between the electricity market participants. The company operates the Data Transfer Network (DTN) which underpins customer switching, meter interoperability and other business processes critical to a competitive electricity market.
- ▶ The data referenced in these reports is since our collection of data only and is for electricity only. These figures include both domestic & non-domestic customers.

Energy UK

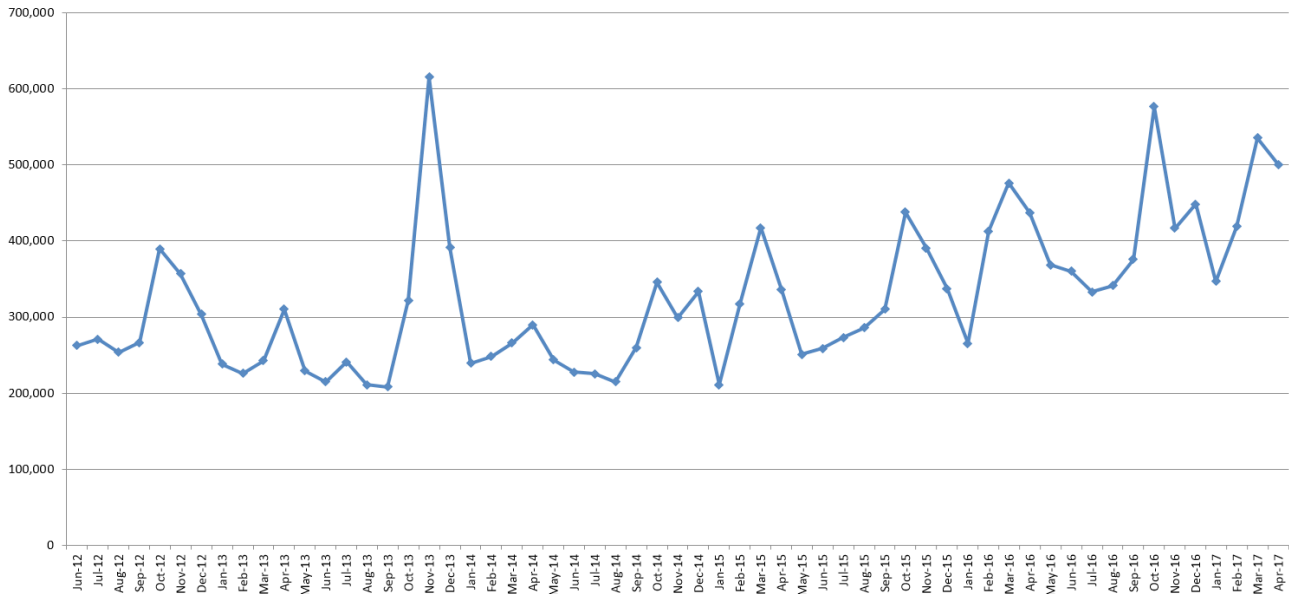
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Change of Supply Event

A 'Change of Supply Event' is the industry term for describing when a customer moves from one supplier to another. The total number of electricity switches in April was 501,312.

Graph 1: Number of change of supply events



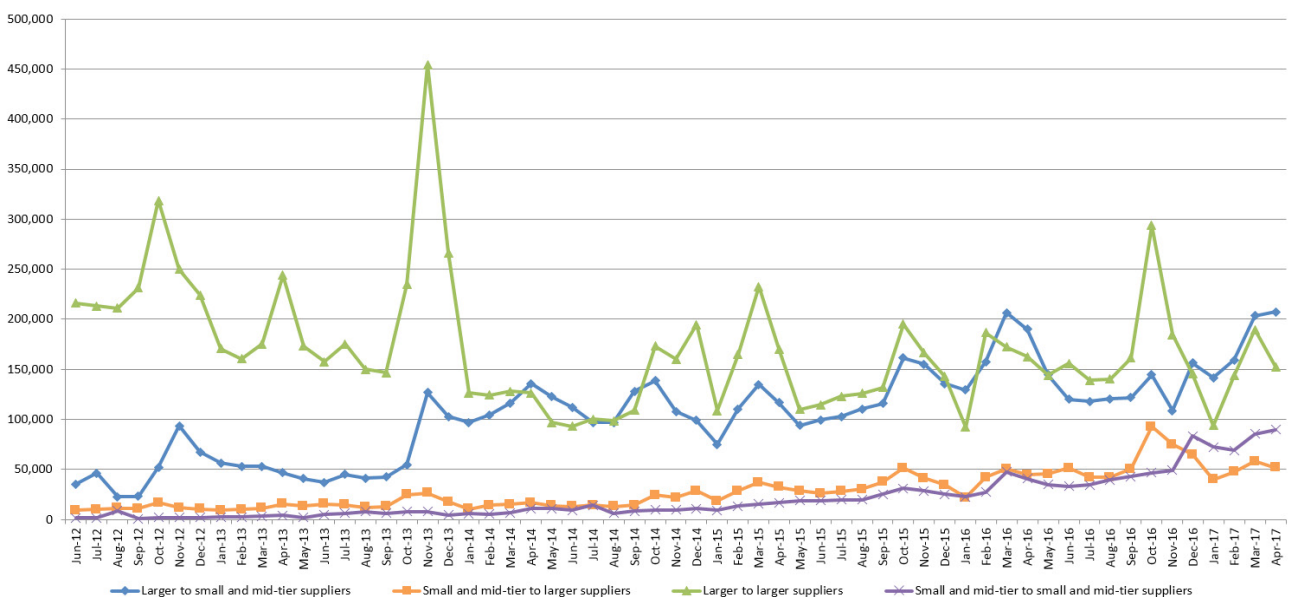
Source: Electralink

Movement between supplier groups

In April 2017, of all switches:

- ▶ 41% were from larger to small and mid-tier suppliers
- ▶ 10% were from small and mid-tier to larger suppliers
- ▶ 30% were between larger suppliers
- ▶ 18% were between small and mid-tier suppliers

Graph 2: Movement between small and mid-tier and larger suppliers



Source: Electralink

Gains by small and mid-tier suppliers

In April, the net gain by small and mid-tier suppliers was 155,558 this is 31% of all switches. This is higher than the previous month, where small and mid-tier suppliers had a 27% net gain.

*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.

Table 1: A 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 switches
Apr-17	207,252	51,694	152,448	89,918	501,312
Mar-17	203,631	58,006	189,467	85,554	536,658
Feb-17	159,355	47,689	143,561	68,944	419,599
Jan-17	141,692	39,854	93,912	72,328	347,786
Dec-16	156,318	64,765	145,275	83,563	449,921
Nov-16	108,903	74,924	184,553	49,459	417,839
Oct-16	144,552	92,632	293,708	46,918	577,810
Sep-16	121,969	50,325	161,344	42,873	376,511
Aug-16	120,485	42,246	140,321	39,407	342,459
Jul-16	118,184	42,010	138,822	34,577	333,653
Jun-16	120,115	51,524	156,061	33,178	360,878
May-16	144,410	45,544	144,177	35,133	369,264
Apr-16	190,201	44,464	162,831	40,670	438,166
Mar-16	206,419	50,365	172,326	47,418	476,528
Feb-16	157,676	41,903	186,805	27,378	413,762
Jan-16	129,516	21,839	92,162	22,579	266,096
Dec-15	135,542	34,638	142,814	25,259	338,253
Nov-15	155,185	41,405	166,430	28,707	391,727
Oct-15	161,358	51,341	195,072	31,138	438,909
Sep-15	116,070	37,615	132,037	25,259	310,981
Aug-15	110,359	30,122	125,934	19,786	286,201
Jul-15	102,667	28,262	123,174	19,593	273,696
Jun-15	99,493	26,003	114,807	18,730	259,033
May-15	93,865	28,813	109,971	18,967	251,616
Apr-15	116,826	32,355	170,237	16,692	336,110

Change of Supply definition

► Change of supply is an event in which a customer intends to switch electricity supply from their current supplier to a new supplier. When there is no objection from the old supplier and all the requisite intermediate processes are completed, the new supplier starts supplying the customer's premises. The number of change of supply events shown is the total number of changes from one supplier to another which have completed in the month and where the new supplier has started supplying the electricity.