

# Electricity Switching - November 2017

## High five million for energy switching as new companies join guarantee scheme

**Over five million customers have now switched electricity supplier in 2017 topping last year's figure. The latest figures from Energy UK come as another three major suppliers sign up to the Energy Switch Guarantee (ESG)– which now covers over 90% of the market.**

More than 475,000 customers took action to save money by switching provider during November, up by 14 per cent on this time last year. With now more than 55 suppliers to choose from now, nearly a quarter (24 per cent) of the monthly switches were to a small or mid-tier supplier.

In addition, SSE, OVO Energy and Utility Warehouse have now all signed up to the Energy Switch Guarantee, which means that over 90% of the market is now covered by the scheme. The Energy Switch Guarantee is an industry-led initiative through which companies sign up to a series of commitments ensuring customer switches are simple, speedy and safe.

Ofgem numbers estimate that, in addition to those switching supplier, double that number make a change with their current provider. This means that in excess of 12 million households will have actively chosen the best deal for themselves by the end of 2017.

Lawrence Slade, Chief Executive of Energy UK said:

“Over five million customers have now taken action to lower their bills, topping last year's figure and showing how more and more people are realising how quick and easy it is to save money. If you have not done so already, spend a few minutes contacting your own supplier to find a better deal or switch to one of the 55 plus suppliers out there. It will be well worth the effort.”

Tina Tietjen, Independent Chair of the Energy Switch Guarantee said:

“We're delighted to welcome three new major suppliers to the Energy Switch Guarantee. It means that even more customers can switch with confidence to suppliers of all sizes covered by the scheme, knowing the process will be simple, speedy and safe.”

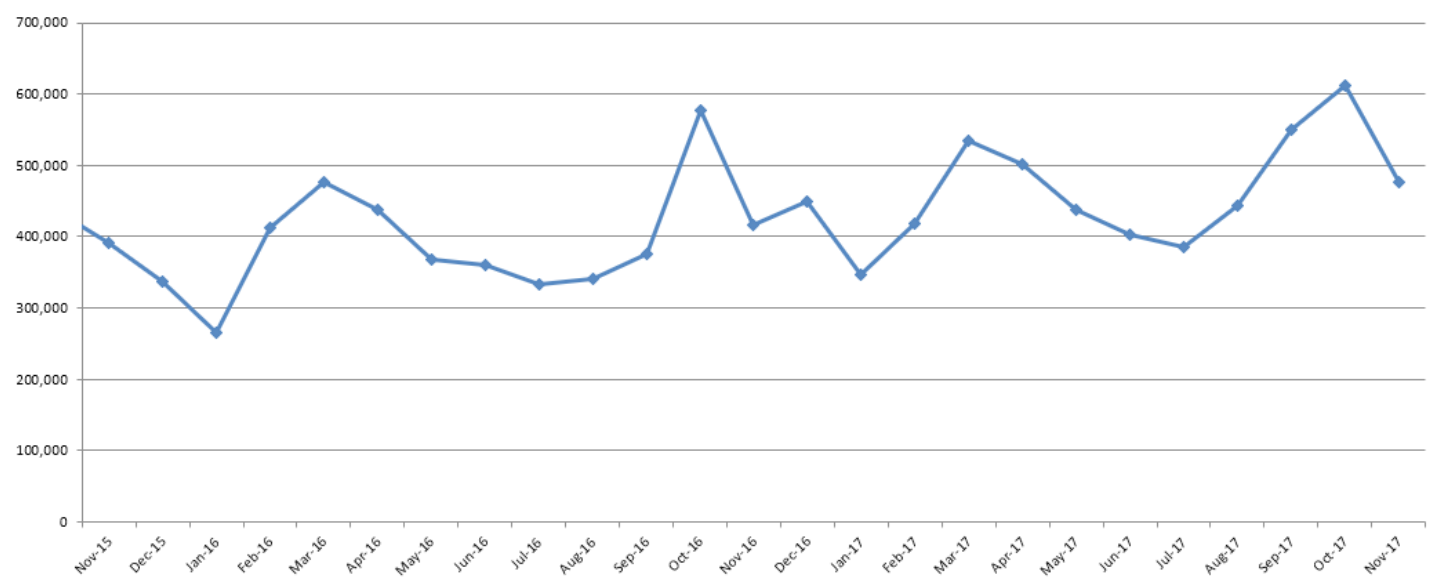
### Notes for editors

- ▶ [To see the latest monthly switching stats, please visit Energy UK's website.](#)
- ▶ Over 90 per cent of the market are signatories of the Guarantee. This includes: British Gas, Bulb Energy, E.ON, EDF Energy, First Utility, Flow Energy, M&S Energy, npower, Octopus Energy, OVO Energy, Pure Planet, Sainsbury's Energy, Scottish Power, So Energy, SSE, Tonik Energy and Utility Warehouse. For more information about the Guarantee: [www.energyswitchguarantee.com](http://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.
- ▶ These figures do not include internal electricity switching, statistics on this from the larger suppliers and on Standard Variable Tariffs can be viewed on the [Ofgem website](#).

# Change of Supply Event

A 'Change of Supply Event' is the industry term for describing when a domestic or non-domestic customer moves from one supplier to another. The total number of electricity switches in November was 478,394.

**Graph 1: Number of change of supply events**



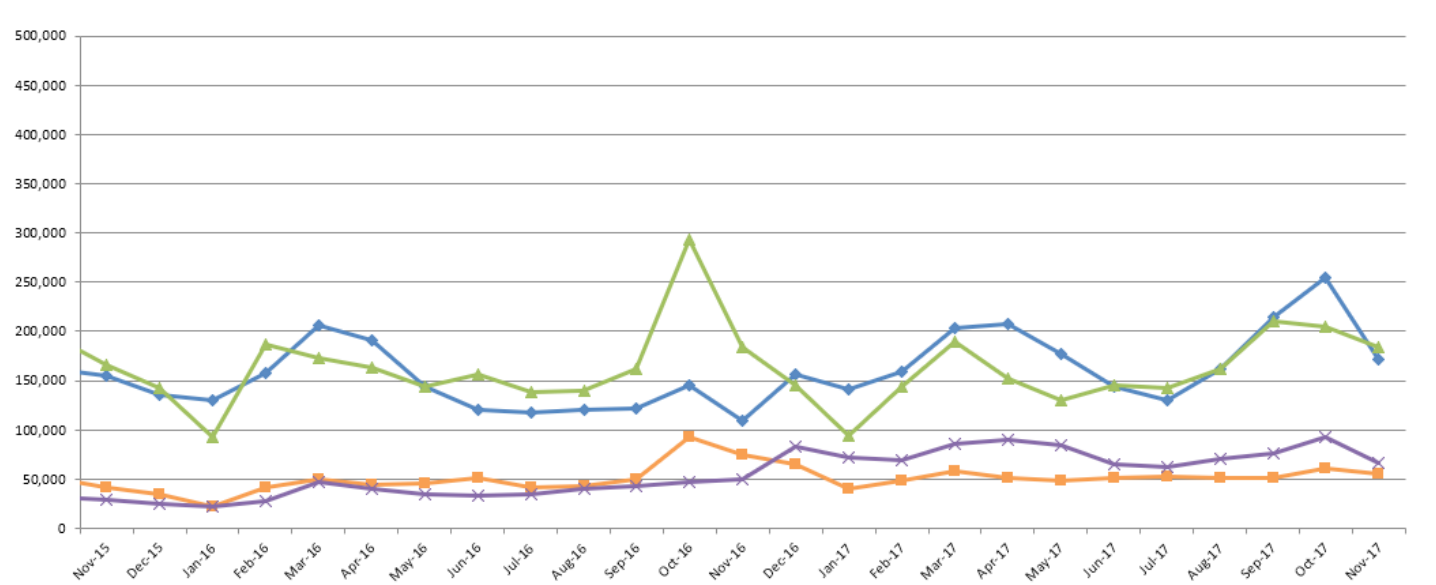
Source: Electralink

## Movement between supplier groups

In November 2017, of all switches:

- ▶ 36% were from larger to small and mid-tier suppliers
- ▶ 12% were from small and mid-tier to larger suppliers
- ▶ 39% were between larger suppliers
- ▶ 14% 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 November, the net gain by small and mid-tier suppliers was 115,227 this is 24% of all 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.

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
Nov-17	171,158	55,931	184,459	66,846	478,394
Oct-17	254,090	60,666	204,976	92,972	612,704
Sep-17	214,735	51,461	209,610	75,637	551,443
Aug-17	162,382	50,450	161,705	70,116	444,653
Jul-17	130,332	51,962	142,038	62,175	386,507
Jun-17	143,155	51,410	145,028	64,580	404,173
May-17	176,350	48,170	129,774	84,247	438,541
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	68,994	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

## 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.