

# Electricity Switching - October 2018

## Over 630,000 customers make a move in October

Latest electricity figures from Energy UK - published today - reveal that over 630,000 (633,238) customers moved to a new supplier last month. This is three percent up on October last year and brings the total number of switches to nearly five million (4,917,486) so far in 2018 - up six percent on this point last year.

In October a net 167,817 customers switched to small and mid-tiers suppliers which is 27 percent of all switches. Confidence in switching remains high with nine in 10 consumers happy with the process according to research from the Energy Switch Guarantee, an industry initiative which provides customers with extra confidence in switching.

### **Lawrence Slade, chief executive of Energy UK, said:**

"It is encouraging that increasing numbers of customers continue to switch with over 630,000 making a move last month. With the price cap due to come in place in January we hope that this progress won't be halted and we will be monitoring activity closely.

"Wholesale prices have risen by at least 30% in the last year, with Ofgem recently signalling that the price cap is likely to increase if this trend in rising costs, which are outside of suppliers direct control, continues. So it's more important than ever that consumers get in touch with their supplier to make sure they are on the best energy deal – and look carefully at deals that could protect them against further rises. It only takes a few minutes to switch and the Energy Switch Guarantee gives consumers extra confidence that the process will be simple, speedy and safe.

"With such a wide choice of suppliers, you can also look for one which best meets your expectations on things like customer service or green tariffs. Ultimately the best way to keep bills down is making sure your home is as efficient as possible, so I would urge consumers to ask their energy provider about energy efficiency measures which are proven to keep bills down."

ENDS

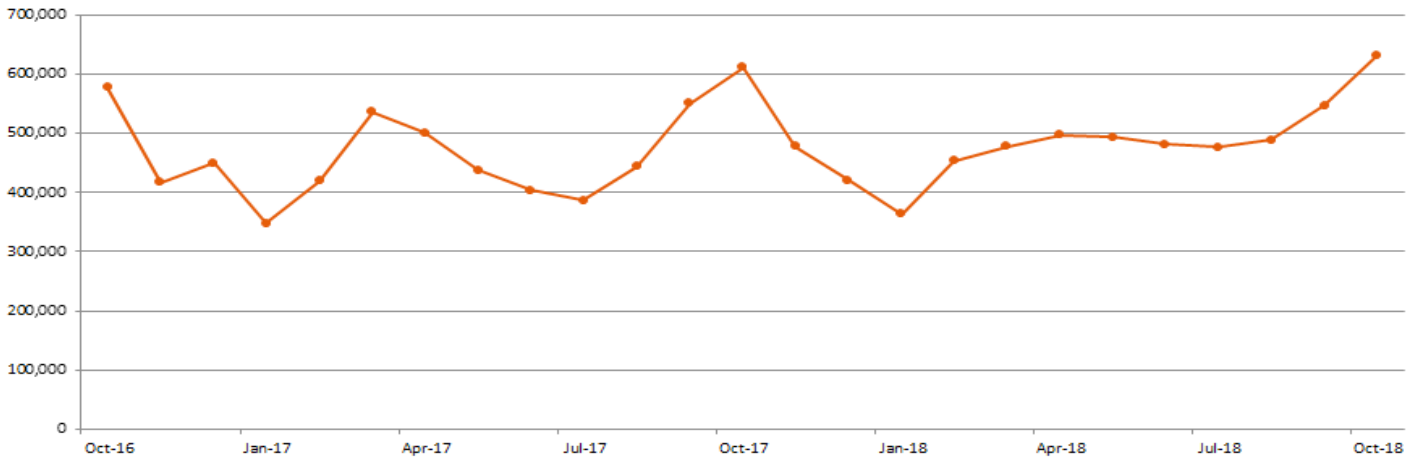
### **Notes for editors**

- ▶ [To see the latest monthly switching stats, please visit Energy UK's website.](#)
- ▶ The switching data is now supplied by Gemserv (starting from September 2018). 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. Historical data up to August 2018 was provided by Electralink.
- ▶ 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.
- ▶ Over 90 per cent of suppliers (by market share) are signatories of the Guarantee. For more information about the Guarantee: [www.energyswitchguarantee.com](http://www.energyswitchguarantee.com)
- ▶ These figures do not include internal electricity switching. Such statistics can be found 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 October was 633,238.

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

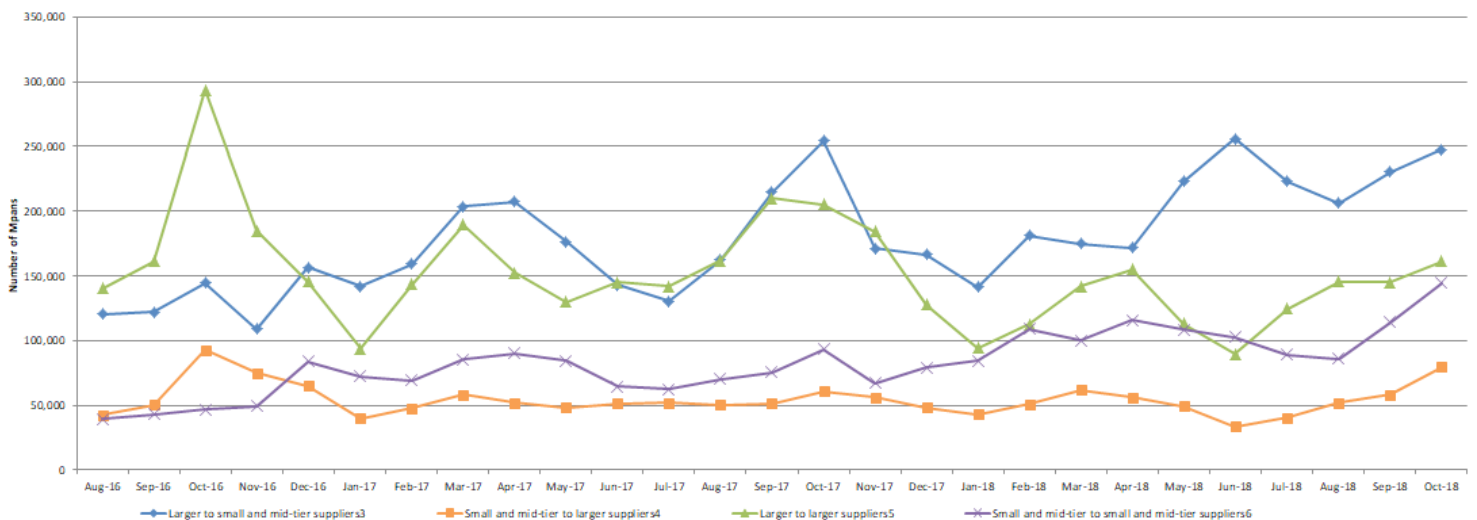


## Movement between supplier groups

In October 2018, of all switches:

- ▶ 39% were from larger to small and mid-tier suppliers
- ▶ 13% were from small and mid-tier to larger suppliers
- ▶ 25% were between larger suppliers
- ▶ 23% were between small and mid-tier suppliers

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



## Gains by small and mid-tier suppliers

In October the net gain by small and mid-tier suppliers was 167,817 this is 27% 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
Oct- 18	247,611	79,794	161,161	144,672	633,238
Sept-18	230,317	58,124	144,886	114,333	547,660
Aug-18	205,109	52,761	151,858	85,111	494,839
Jul-18	223,173	40,359	124,643	88,931	477,106
Jun-18	255,888	33,825	89,478	102,486	481,677
May-18	223,182	49,413	112,933	108,384	493,912
Apr-18	171,616	56,099	154,959	115,523	498,197
Mar-18	174,946	62,054	141,663	100,068	478,731
Feb-18	181,211	50,655	112,588	109,106	453,560
Jan-18	141,521	43,219	94,212	84,465	363,417
Dec-17	166,591	48,277	127,791	79,043	421,702
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