

# Electricity Switching - May 2019

## Half a million customers switch in May

Energy UK's new electricity figures, published today, show that 487,231 customers switched supplier last month, slightly down (1.4%) compared to May 2018.

Over 2.5 million (2,606,747) customers have moved to a new supplier so far in 2019, 14% up on the same time last year when a record 5.8 million – or one in five – customers switched supplier.

Energy Switch Guarantee's latest research, published last week, also found that nearly half of consumers said they have switched supplier in the last four years and over a third of those who haven't switched said they are happy with their current supplier's service (39%) or with the price of their tariff (34%).

The Energy Switch Guarantee is a voluntary industry initiative set up by Energy UK in 2016 to ensure switching is simple, speedy and safe for customers and now covers around 85% of the retail market. The research also showed that 83% of consumers who have switched supplier in the last four years are happy with the switching process.

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

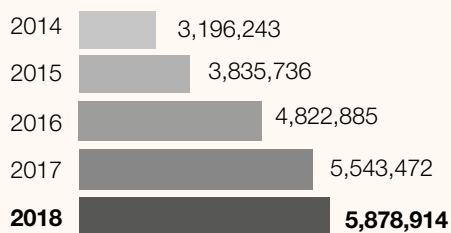
"Last month's figures might not be record-breaking but it is worth noting that half a million customer switches every month has become the 'new normal'. And with the number of suppliers doubling from 29 in 2015 to around 60 now, energy consumers have more choice and services offered to them than ever before.

"With cheaper tariff alerts on every bill, it only takes seconds to check whether you could save money with your current supplier, so I encourage everyone to check, call their supplier or have a look online to see if they can be on a better deal but more importantly invest in energy efficiency measures which is not only the best way to save on energy bills in the long run but also can help with decreasing their carbon footprint and saving the planet."

### Notes for editors:

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

▶ The rise in switching figures over last few years has been as follows:



▶ 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 for electricity only. These figures include both domestic & non-domestic customers but do not include customers transferred to another supplier as a result of the Supplier of Last Resort process (SOLR).

▶ For more information about the Guarantee: [www.energyswitchguarantee.com](http://www.energyswitchguarantee.com)

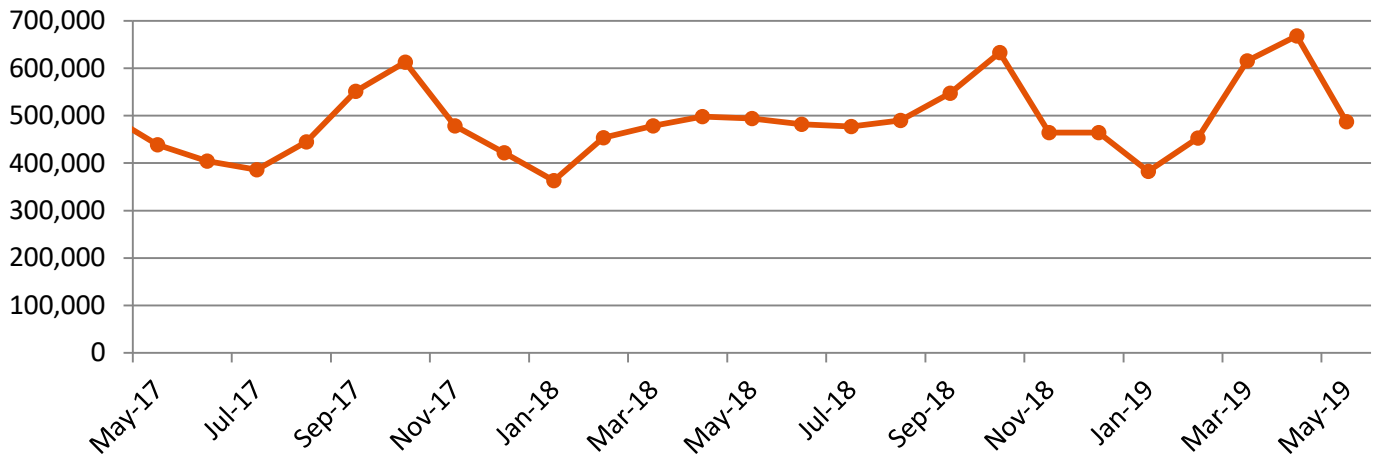
▶ These figures do not include internal electricity switching. Such statistics can be found on the [Ofgem website](#).

▶ Energy Switch Guarantee's research was conducted by Populus in the form of an online survey with 2,816 respondents living in Great Britain who are responsible for their household's energy supplier and it took place between 13th-17th March 2019. For more information click [here](#).

## 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. The total number of electricity switches in May was 487,231.

### Total number of switches

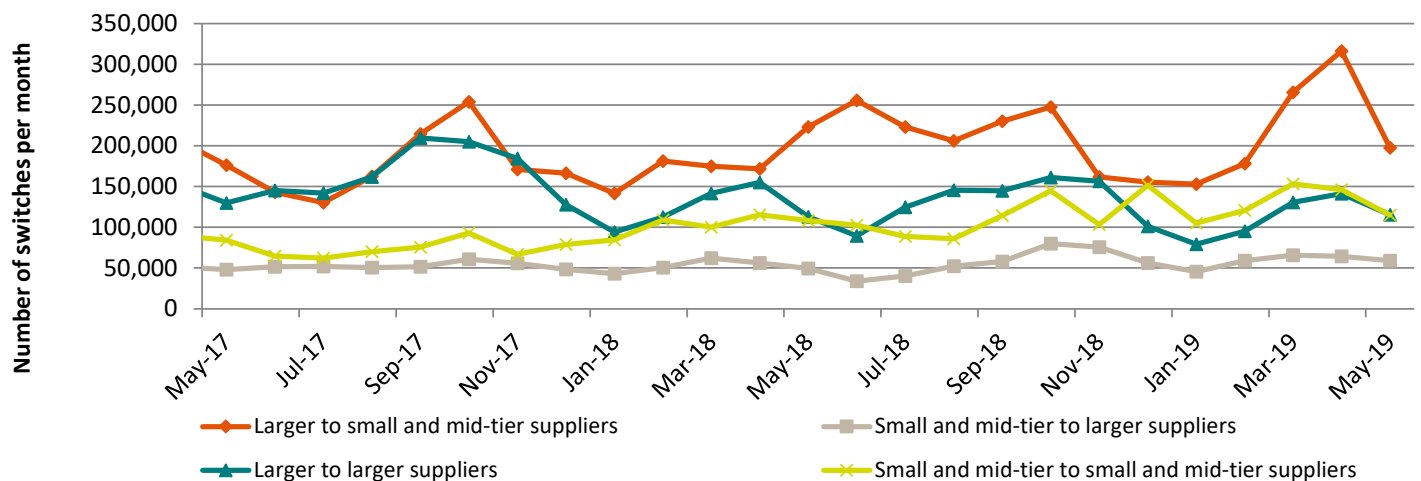


## Movement between supplier groups

In May 2019, of all switches:

- ▶ **41%** were from larger to small and mid-tier suppliers
- ▶ **12%** were from small and mid-tier to larger suppliers
- ▶ **24%** were between larger suppliers
- ▶ **24%** were between small and mid-tier suppliers

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



## Gains by small and mid-tier suppliers

In May the net gain\* by small and mid-tier suppliers was 138,486 this is 28% 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.

### 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
<b>May-19</b>	<b>197,623</b>	<b>59,137</b>	<b>115,394</b>	<b>115,077</b>	<b>487,231</b>
Apr-19	316,456	64,492	141,325	146,098	668,371
Mar-19	265,562	65,783	130,683	153,475	615,503
Feb-19	178,176	59,134	95,059	120,608	452,977
Jan-19	152,792	45,383	79,354	105,136	382,655
Dec-18	155,282	56,320	101,229	151,547	464,378
Nov-18	161,754	75,512	156,529	103,255	497,050
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
Sept-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