

Electricity Switching – December 2019

Record 6.4 million customers switch in 2019

Energy UK’s electricity switching figures for 2019 - published today - reveal that last year was another record for switching with 6.4 million customers moving to a new supplier - an average of 12 switches every minute in 2019.

This represents an increase of 9% compared to 2018’s record figure of 5.8 million.

In the last month of 2019, 519,343 customers changed supplier – up 12% on December 2018.

Over the year on average over half a million customers switched supplier each month - with new monthly record set in April, when 668,000 customers changed supplier.

While small and medium suppliers continue to gain customers from bigger providers - a net gain of 1.5 million customers last year - the rate slowed down during 2019 with an increasing amount of customers moving in the other direction.

Audrey Gallacher, Energy UK’s Interim Chief Executive, said:

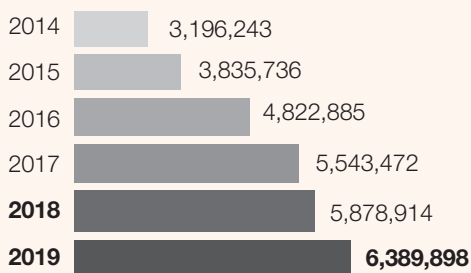
“With switching at a record high - with on average 12 switches every minute in 2019 - it’s evident that competition continues to flourish in the retail market and customers are benefiting from new innovative products and services.

“There are around 60 energy suppliers and the rapid market changes in recent years have now led to a point where we no longer have a ‘big six’.

“However it is an extremely challenging retail environment for energy companies of all sizes and we must ensure a level playing field to make sure customers have a positive experience and aren’t left picking up the tab when companies with unsustainable business models fail, therefore we welcome recent moves by the regulator to introduce tighter rules for new entrants.”

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:

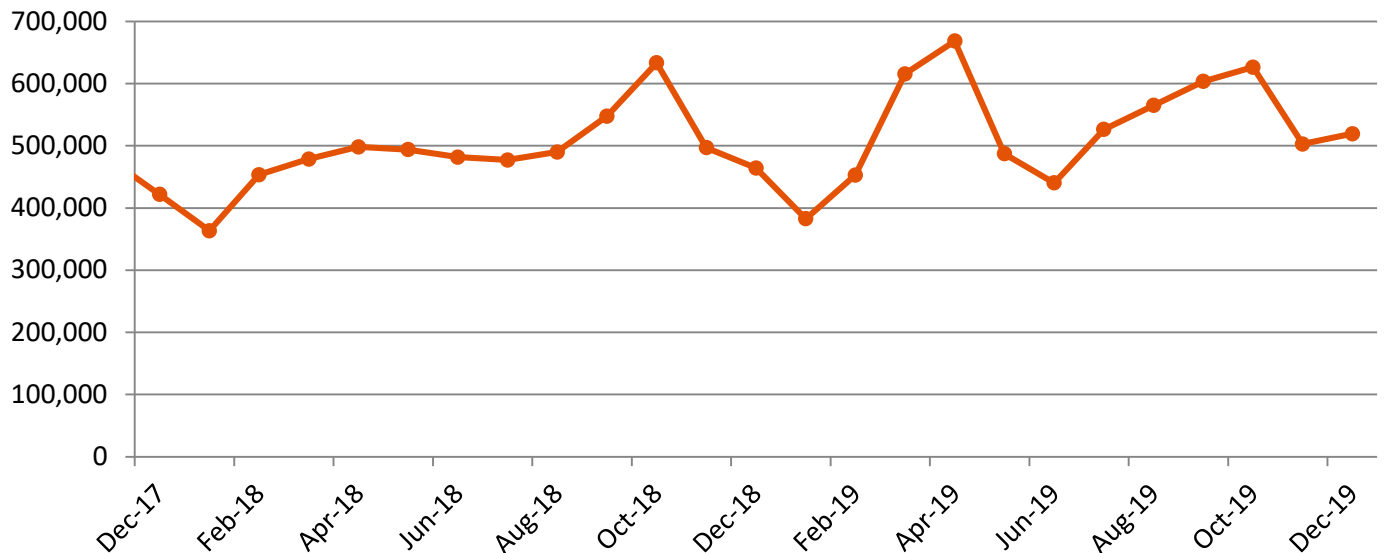


- ▶ The switching data is now supplied by Gemserv (starting from September 2018). Gemserv Limited is the service company contracted by the MRA Service Company (MRASCo) to provide services in support of the MRA including the management of its governance and providing specialised expertise to MRASCo in 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 (Profile Classes 1 and 2) & non-domestic customers (Profile Classes 3-8 and 0) but do not include customers transferred to another supplier as a result of the Supplier of Last Resort process (SOLR).
- ▶ 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 switches from one supplier to another. The total number of electricity switches in December was 519,343.

Total number of switches

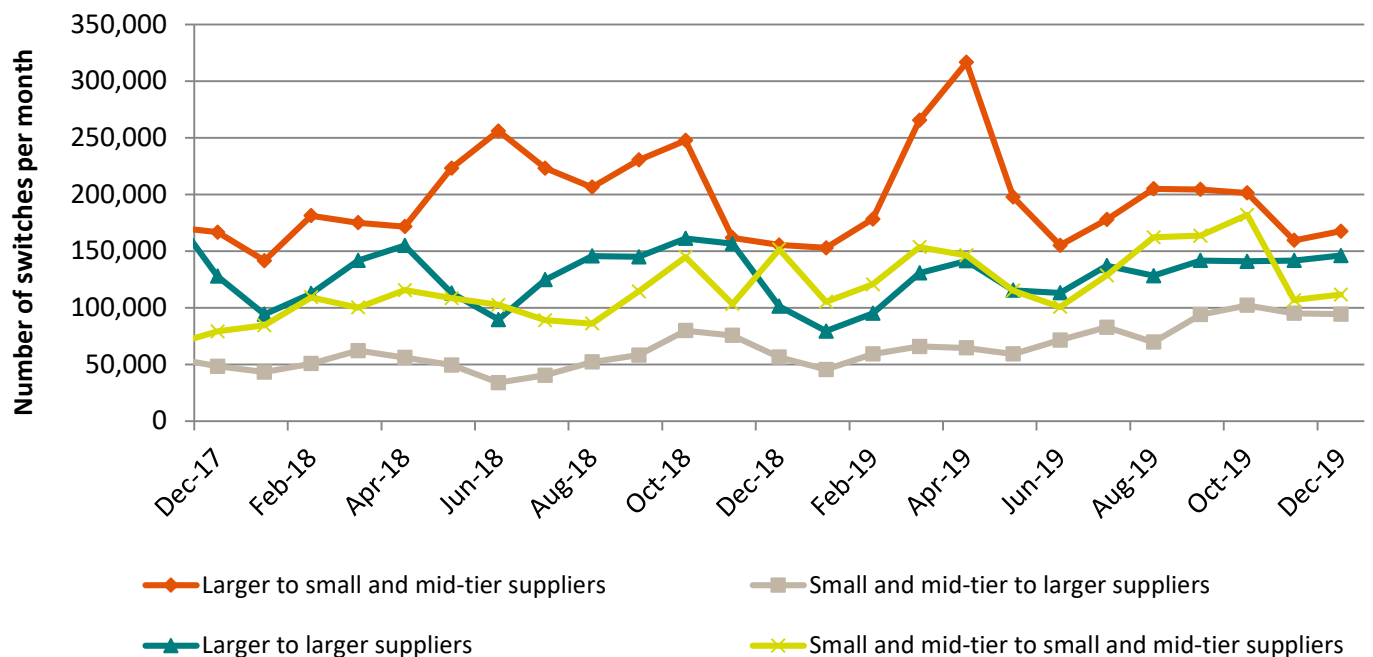


Movement between supplier groups

In December 2019, of all switches:

- ▶ **32%** were from larger to small and mid-tier suppliers
- ▶ **18%** were from small and mid-tier to larger suppliers
- ▶ **28%** were between larger suppliers
- ▶ **21%** were between small and mid-tier suppliers

Movement between small and mid-tier and larger suppliers



Larger suppliers in the market include British Gas, EDF Energy, E.ON, npower, Scottish Power and SSE.
Small and mid-tier suppliers consist of all the other suppliers who are licensed by Ofgem to supply electricity.

Gains by small and mid-tier suppliers

In December the net gain* by small and mid-tier suppliers was 73,107 or 14% 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
Dec-19	167,443	94,336	146,030	111,534	519,343
Nov-19	159,409	95,084	141,627	106,697	502,817
Oct-19	201,248	102,138	140,949	181,949	626,284
Sept-19	204,344	93,873	141,611	163,572	603,400
Aug-19	204,923	69,640	128,208	162,043	564,814
Jul-19	177,821	82,680	137,129	128,540	526,170
Jun-19	155,058	71,477	113,119	100,669	440,323
May-19	197,623	59,137	115,394	115,077	487,231
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