

Electricity Switching – July 2020

Switching continues to recover

Energy UK’s latest electricity switching figures show that the number of customers switching supplier is continuing to recover after falls during the early months of the pandemic.

In July 2020, a total of 519,700 customers switched – a 17% increase compared to June and only 1% down on the same month last year.

So far this year a total of 3,447,234 customers have switched, which is 4% lower than at this point in 2019.

Emma Pinchbeck, Energy UK’s chief executive, said:

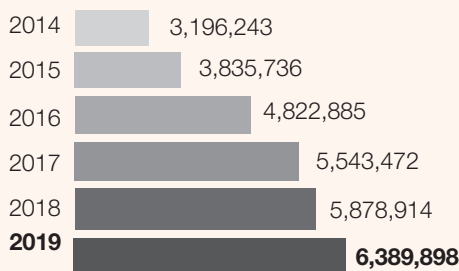
“It’s encouraging to see switching numbers continuing to pick up following an understandable slow down earlier in the year.

“Although Ofgem last week announced a forthcoming cut to the price cap, it’s still very much worth customers checking they’re on the best deal for them – either by contacting their own supplier or checking across the rest of a very competitive market.

“Improving the energy efficiency of homes is still the best way for customers to reduce bills over the longer term – so hopefully as many customers as possible will also be taking advantage of the Government’s Green Home Grants when it gets underway.”

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:

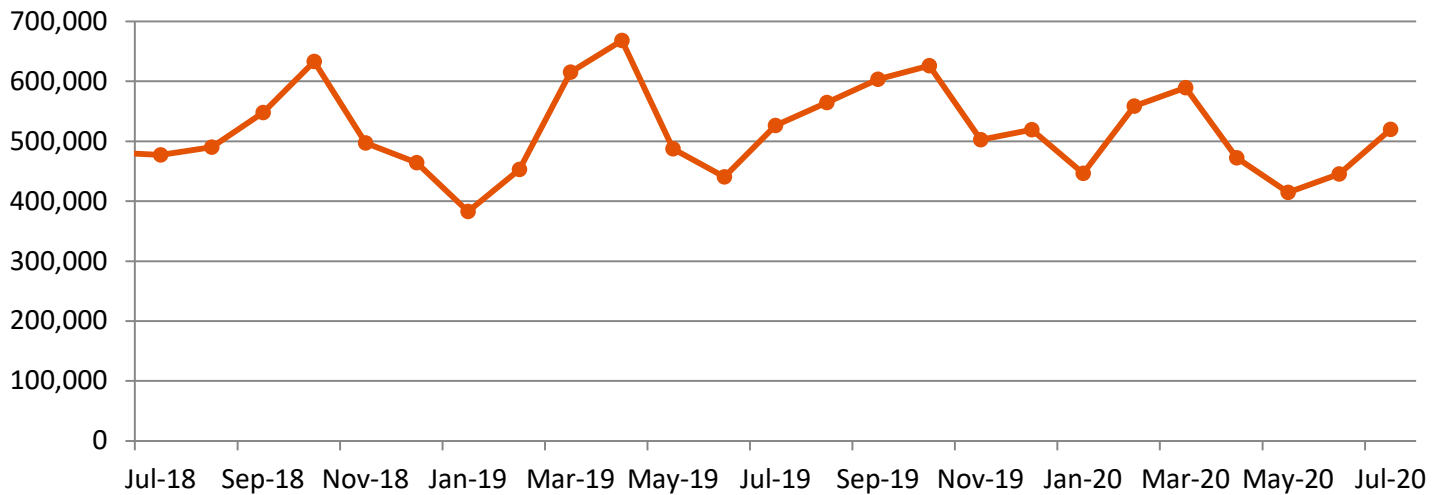


- ▶ Larger suppliers in the market consist of British Gas, EDF Energy, E.ON (including npower), OVO (including domestic business of SSE) and Scottish Power, reflecting the recent mergers. Any switches between the merged parties are considered as internal and are not counted in our switching statistics which only capture external switches. The non-domestic business of SSE is considered a small and mid-tier supplier.
- ▶ 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 July was 519,700.

Total number of switches

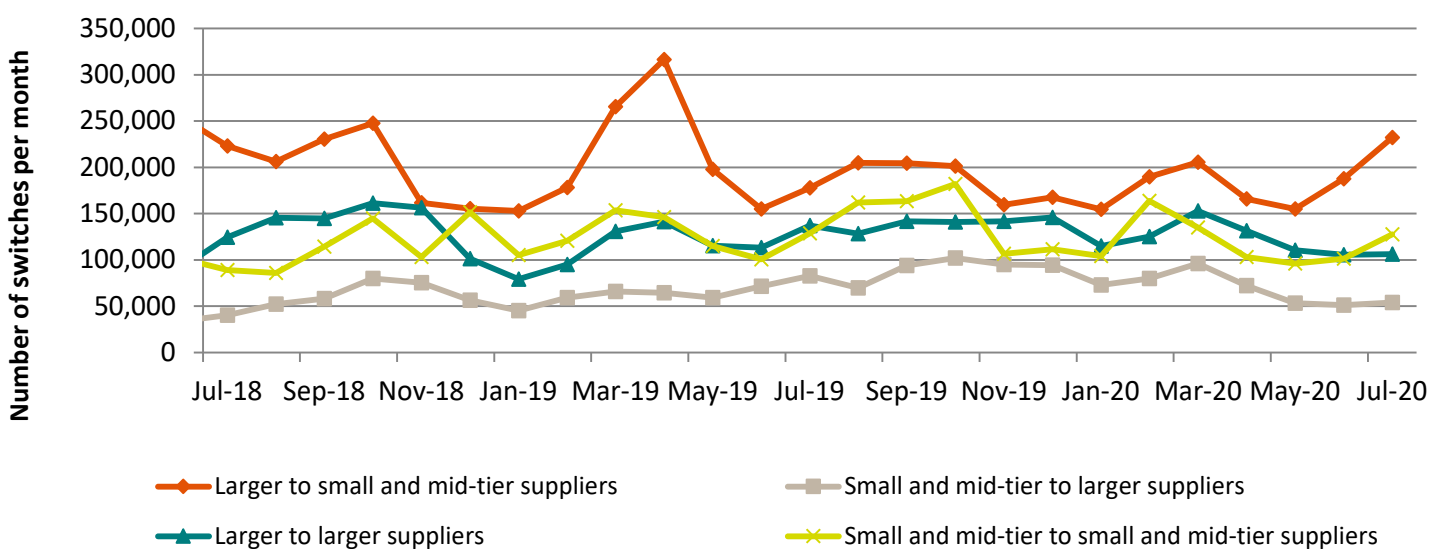


Movement between supplier groups

In July 2020, of all switches:

- ▶ **45%** were from larger to small and mid-tier suppliers
- ▶ **10%** were from small and mid-tier to larger suppliers
- ▶ **20%** were between larger suppliers
- ▶ **25%** 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 (including npower), OVO (including the domestic business of SSE) and Scottish Power. 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 July the net gain* by small and mid-tier suppliers was 178,161 or 34% 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
Jul-20	232,013	53,852	106,346	127,489	519,700
Jun-20	187,612	51,026	105,705	101,208	445,551
May-20	154,886	53,136	110,297	96,243	414,562
Apr-20	165,992	72,069	131,416	103,061	472,538
Mar-20	205,549	95,943	152,833	134,972	589,297
Feb-20	189,641	79,968	125,322	163,905	558,836
Jan-20	154,707	72,862	114,999	104,182	446,750
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