

Electricity Switching - August 2017

Record numbers of consumers benefit as switching increases by 30%

The number of customers switching so far in 2017 has surpassed the total number of customers who switched in 2014, according to new data released by Energy UK today.

Nearly half a million (444,653) customers switched their supplier in August 2017, a 30 per cent increase compared to 2016. This takes the total number of customers switching in 2017 to nearly three and a half million – surpassing the total number who switched in 2014 (3.4million).

Customers are benefiting from having greater choice of energy supplier, with over 50 energy companies in the market. In August 2017 nearly a quarter of all switches (111,932 customers), moved to small and mid-tier suppliers from the larger suppliers.

This follows new data from the regulator Ofgem, revealing that the numbers of customers on standard variable tariffs has fallen by nearly one million in the last six months, following increased activity from energy companies to engage with their customers.

Lawrence Slade, chief executive of Energy UK said:

“The UK energy industry is changing, and at a rapid pace. To see switching increase by nearly a third – an increase of more than 100,000 customers on the same time last year, shows that progress is being made. This is on top of many more customers moving to better deals with their own supplier, a sign of the continued efforts of suppliers to engage with their customers to ensure a fair deal for all.

“There are a record number of companies to choose from, and deals which could save you hundreds of pounds so our advice to consumers is check your deal today - you could save in no time at all.”

Ends

Notes for editors

- ▶ [To see the latest monthly switching stats, please visit Energy UK's website.](#)
- ▶ Around 74 per cent of the market are signatories of the Guarantee. This includes: British Gas, Bulb Energy, E.ON, EDF Energy, First Utility, Flow Energy, npower, Octopus Energy, Pure Planet, Sainsbury's Energy, Scottish Power, So Energy and Tonik Energy. For more information about the Guarantee: 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](#).

Energy UK

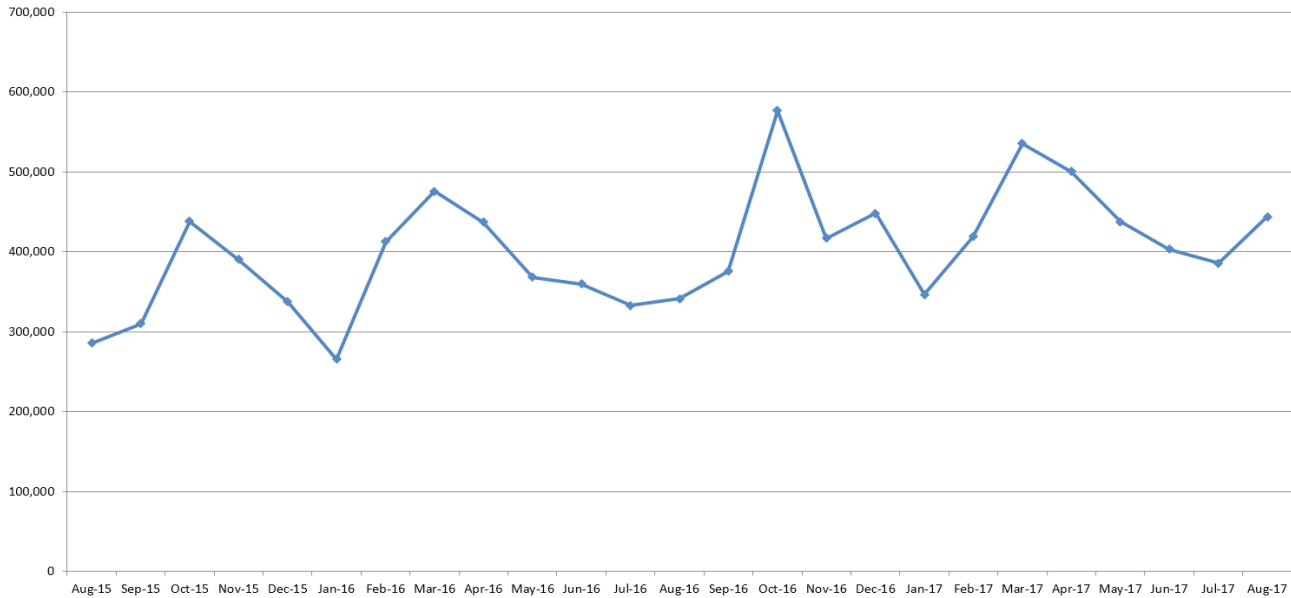
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Change of Supply Event

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 August was 444,653.

Graph 1: Number of change of supply events



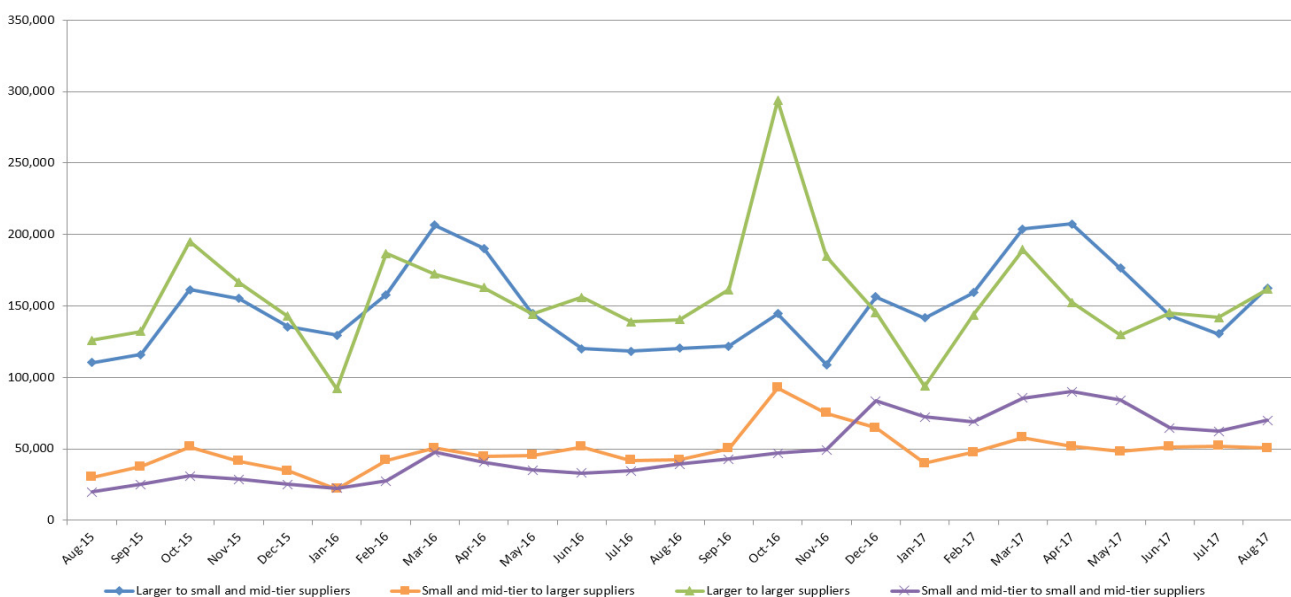
Source: Electralink

Movement between supplier groups

In August 2017, of all switches:

- ▶ 37% were from larger to small and mid-tier suppliers
- ▶ 11% were from small and mid-tier to larger suppliers
- ▶ 36% were between larger suppliers
- ▶ 16% 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 August, the net gain by small and mid-tier suppliers was 111,932 this is 25% of all switches. This is an increase on the previous month, where small and mid-tier suppliers had a 20% net gain.

*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 |
|------------|----------------------------------------|----------------------------------------|----------------------------|----------------------------------------------------|----------------|
| 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 |
| Oct-15 | 161,358 | 51,341 | 195,072 | 31,138 | 438,909 |
| Sep-15 | 116,070 | 37,615 | 132,037 | 25,259 | 310,981 |
| Aug-15 | 110,359 | 30,122 | 125,934 | 19,786 | 286,201 |

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.