

# Electricity Switching - September 2017

## Follow in four million footsteps - September switching soars

**Over 550,000 customers switched electricity supplier in September, up by nearly a half (46 per cent) on the same month in 2016.**

This means over four million customers have changed electricity supplier so far this year, showing that consumer engagement in the energy market continues to grow.

This follows recent data from Ofgem that consumer engagement in the energy market has increased from 37% in 2015 to 41% in 2017, with a third of switchers changing supplier for the first time in the past 12 months.

Research published last week revealed that nine in ten energy switchers were happy with the process of changing suppliers. Furthermore, over two thirds said that having the Energy Switch Guarantee - a series of commitments ensuring switches are simple, speedy and safe, made them more likely to change supplier.

Lawrence Slade, chief executive of Energy UK said:

“The energy market is rapidly transforming as competition continues to flourish and the numbers of consumers engaging in the energy market continues to grow. Over half a million consumers switching suppliers in the space of a month, shows the scale of the growing momentum.

“There are great savings to be made either by checking with your existing provider or by switching to one of over 50 suppliers in the market - So our advice to consumers is follow in four million footsteps and make sure you are on the best deal.”

**Ends**

### Notes for editors

- ▶ [To see the latest monthly switching stats, please visit Energy UK's website.](#)
- ▶ Around 75 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](http://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

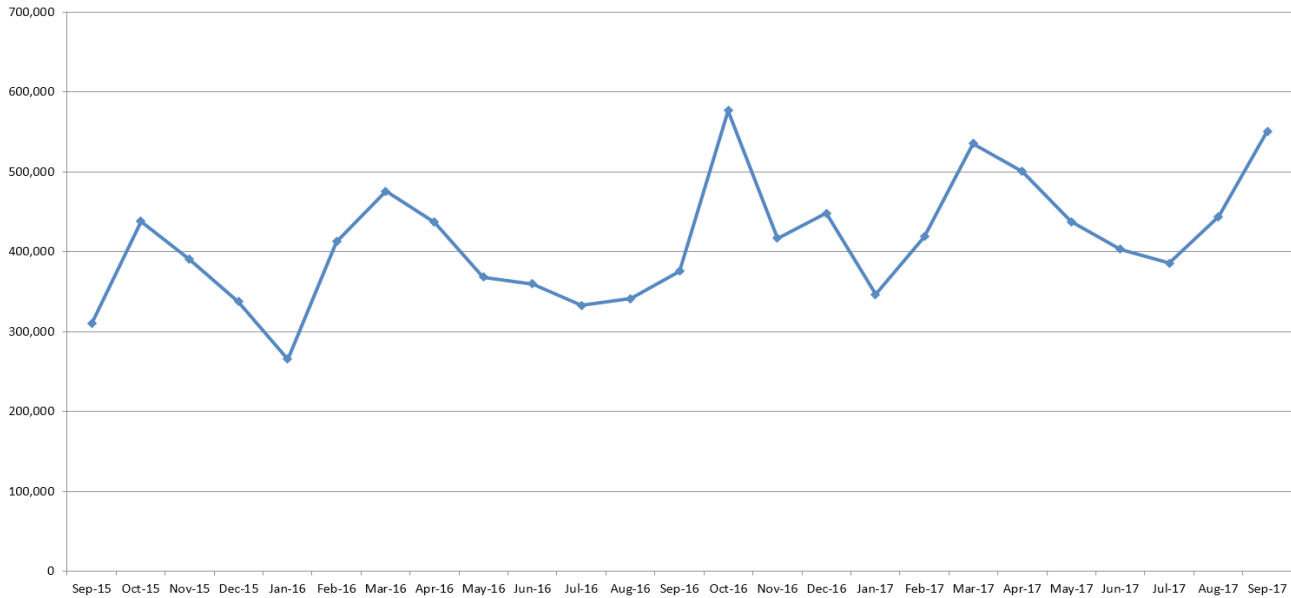
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# Change of Supply Event

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 September was 551,443.

Graph 1: Number of change of supply events



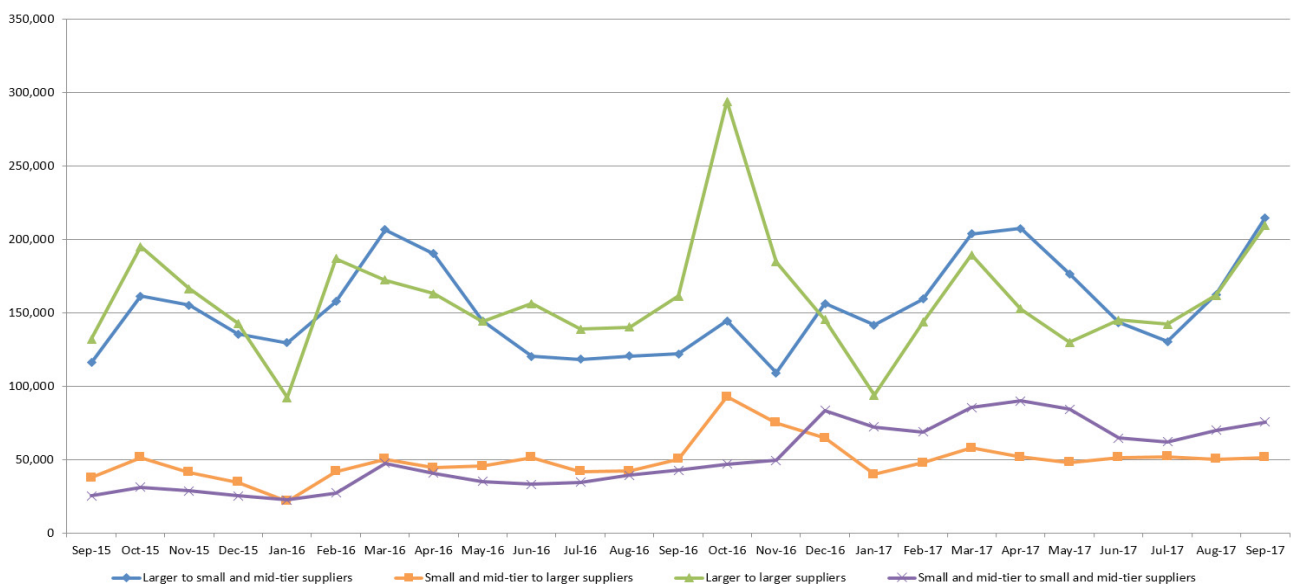
Source: Electralink

## Movement between supplier groups

In September 2017, of all switches:

- ▶ 39% were from larger to small and mid-tier suppliers
- ▶ 9% were from small and mid-tier to larger suppliers
- ▶ 38% were between larger suppliers
- ▶ 14% 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 September, the net gain by small and mid-tier suppliers was 163,274 this is 30% of all switches. This is an increase on the previous month, where small and mid-tier suppliers had a 25% 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
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
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

## 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.