

Electricity Switching - February 2018

Record switching levels as 24,000 customers a day switch energy supplier in February* (Please see Notes to Editors).

Latest figures from Energy UK show that over 660,000 customers switched electricity supplier last month – the highest number ever recorded.

This represents a huge 60 per cent increase on the figure for February 2017 and means that this year alone over a million customers, more than the population of Birmingham, have saved money on their energy bills by switching.

The record number comes despite February being the shortest month of the year and means that nearly 24,000 customers a day switched during the month.

Confidence in switching is also high with 9 in 10 customers happy with the process according to the Energy Switch Guarantee (ESG), a voluntary industry initiative to provide additional consumer confidence in switching. The Guarantee, which now covers over 90% of the retail market, is a series of commitments to ensure switching is simple, speedy and safe.

The growing choice in the market is reflected by customers switching to small and mid-tier suppliers accounting for over 130,000 - or one fifth - of the total switches in February.

Today's figures follow on from a record 2017 where over 5.5 million – or 1 in 6 - electricity customers switched provider.

Lawrence Slade, chief executive of Energy UK said:

“The energy market has never been so competitive and it's great to see record numbers of consumers engaging in the market to get a better deal.

“Customers can make big savings by joining the millions who've found a better deal - through either checking with your existing supplier or choosing from over 60 suppliers on the market. And with the Energy Switch Guarantee in place, consumers can be sure that the process will be simple, speedy and safe.”

ENDS

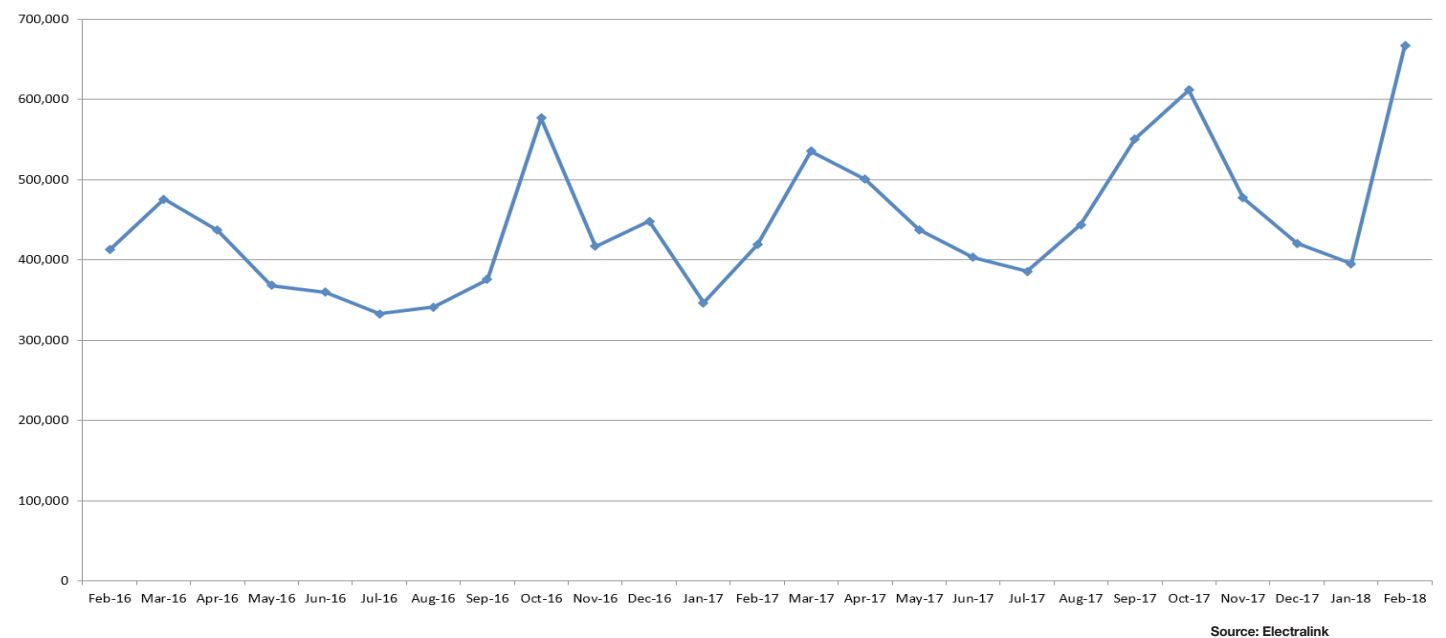
Notes for editors

- ▶ [The numbers published in this report have been subsequently amended. Please see March switching report for further details.](#)
- ▶ Over 90 per cent of the market are signatories of the Guarantee. 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

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 February was 667,883.

Graph 1: Number of change of supply events

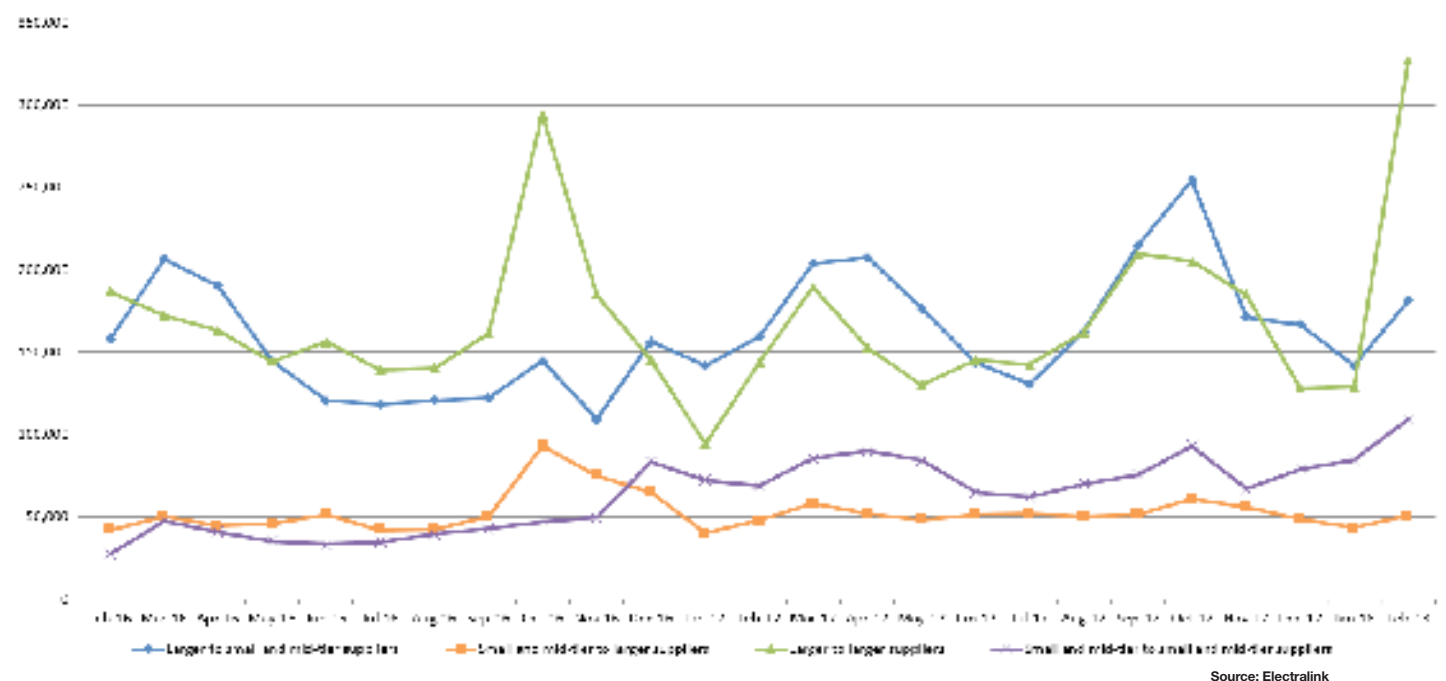


Movement between supplier groups

In February 2018, of all switches:

- ▶ 27% were from larger to small and mid-tier suppliers
- ▶ 8% were from small and mid-tier to larger suppliers
- ▶ 49% were between larger suppliers
- ▶ 16% were between small and mid-tier suppliers

Graph 2: Movement between small and mid-tier and larger suppliers



Gains by small and mid-tier suppliers

In February the net gain by small and mid-tier suppliers was 130,556 this is 20% 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.

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
Feb-18	181,211	50,655	326,911	109,106	667,883
Jan-18	141,521	43,219	128,570	84,465	397,775
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
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

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.