

Electricity Switching - August 2019

Over half a million customers switch in August

Energy UK's latest electricity switching figures, published today, reveal that over 560,000 (564,814) customers switched supplier last month, up 15% on August 2018.

This brings the total number of switches to over 4 million (4,138,054) so far in 2019, up 11% on the same time last year when a record 5.8 million customers switched supplier.

Research from the Energy Switch Guarantee, a voluntary initiative set up by Energy UK, found that over a third of consumers who said they haven't switched in the last four years are happy with their current supplier's service (39%) or with the price of the tariff (34%).

The Guarantee ensures that switching is simple, speedy and safe and covers around 85% of the retail market.

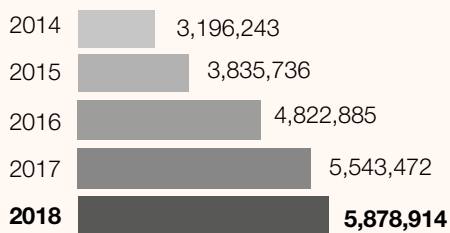
Lawrence Slade, chief executive at Energy UK, said:

"With over 4 million customers switching supplier so far this year, it is positive to see that customers remain confident in switching and are reaping the benefits of increasing competition. And with around 60 suppliers on the market, customers have now more choice and services offered to them than ever before."

"As the weather gets colder in the next coming months, consumers will be using more energy so I'd urge everyone to get in touch with their supplier, or check online, to see if they're on the best energy deal for them and see what savings could be made. Consumers can make further savings on their energy bills by improving the energy efficiency of their house, by either getting a smart meter or investing in energy efficient measures such as roof insulation, which will also reduce household carbon footprints."

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:

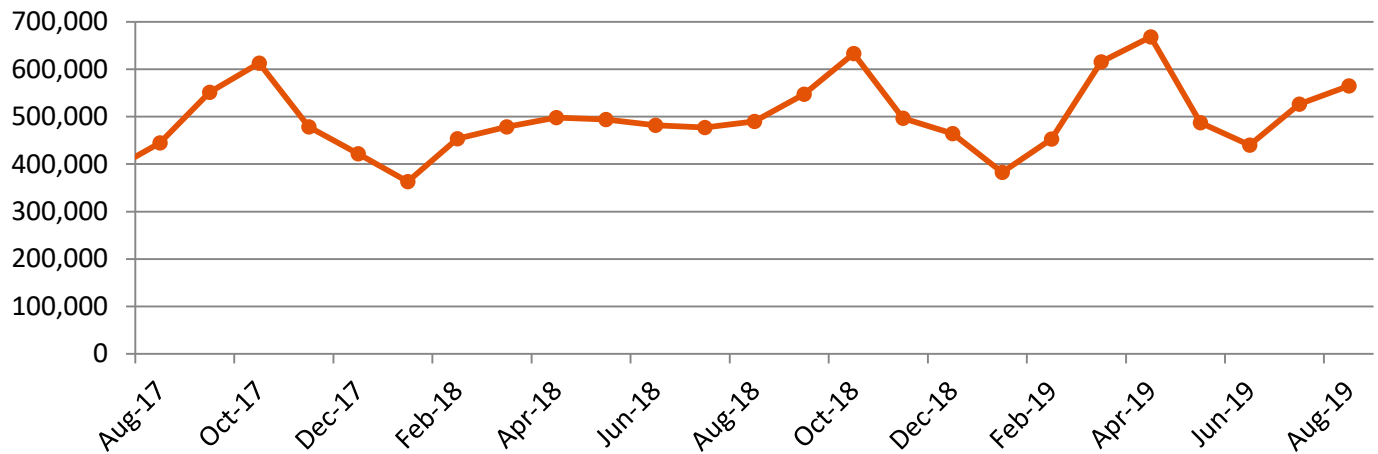


- ▶ The switching data is now supplied by Gemserv (starting from September 2018). Gemserv Limited is the service company contracted by the MRA Service Company (MRASCo) to provide services in support of the MRA including the management of its governance and providing specialised expertise to MRASCo in 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 & non-domestic customers but do not include customers transferred to another supplier as a result of the Supplier of Last Resort process (SOLR).
- ▶ For more information about the Guarantee: www.energyswitchguarantee.com
- ▶ These figures do not include internal electricity switching. Such statistics can be found on the [Ofgem website](#).
- ▶ Energy Switch Guarantee's research was conducted by Populus in the form of an online survey with 2,816 respondents living in Great Britain who are responsible for their household's energy supplier and it took place between 13th-17th March 2019. For more information click [here](#).

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 August was 564,814.

Total number of switches

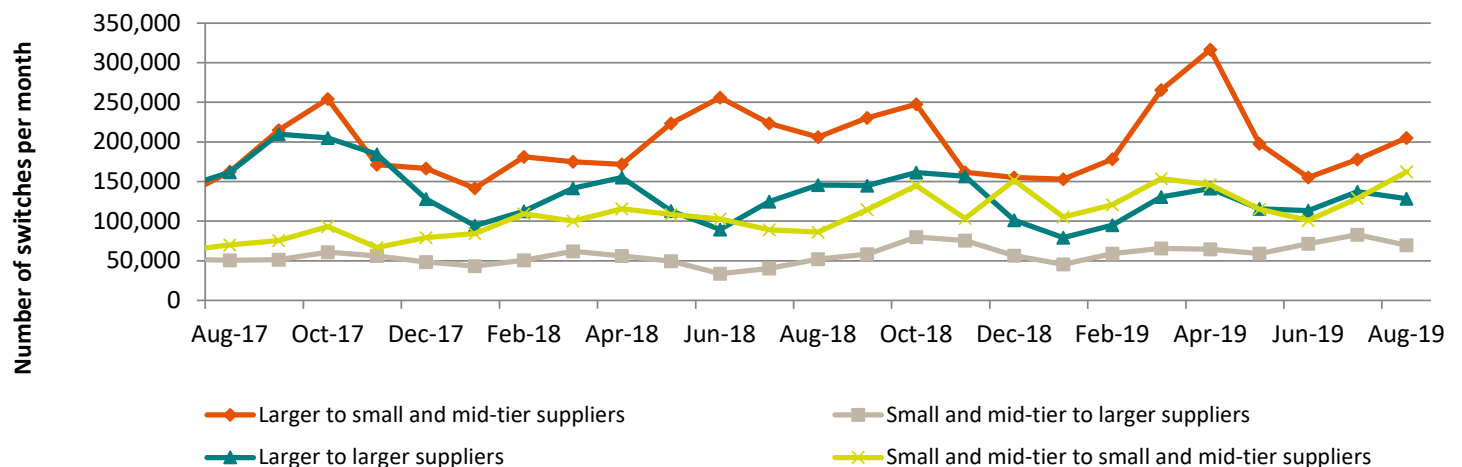


Movement between supplier groups

In August 2019, of all switches:

- ▶ **36%** were from larger to small and mid-tier suppliers
- ▶ **12%** were from small and mid-tier to larger suppliers
- ▶ **23%** were between larger suppliers
- ▶ **29%** were between small and mid-tier suppliers

Movement between small and mid-tier and larger suppliers



Gains by small and mid-tier suppliers

In August the net gain* by small and mid-tier suppliers was 135,283 this is 24% 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
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
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