



Making a positive difference
for energy consumers

How to switch energy supplier

Changing supplier could save you money. This guide will help you through the switching process.

How to get started

You'll need the following information:

- The name of the tariff you're currently on (if you don't know, contact your supplier).
- How much you spent on energy in the last year (if you don't know, the supplier will calculate your average consumption).
- How you currently pay for your energy.

This information can be found on your annual statement from your energy supplier and on your bill.

If you receive the Warm Home Discount, it's worth checking whether you'll still qualify when you switch.

To find out more visit www.adviceguide.org.uk or ask your proposed new supplier.

How to find a better deal

- Talk to your supplier or visit its website to get details of your current tariff, and see if it can offer you a better deal.
- Use one of the approved online price comparison services listed on our website, www.ofgem.gov.uk
- If you cannot access the internet, you can call the Citizens Advice consumer service on **03454 04 05 06** (English language) or **03454 04 05 05** (Welsh language). For textphone, dial **18001** followed by the helpline number.



How to make the switch

- Suppliers are responsible for managing your switch. It can take up to eight weeks. Your existing supplier will continue to provide your energy until the day of the switch.
- If you're on a fixed term contract you may be charged a fee if you switch before the contract has expired.
- You may have to pay off any debt to your current supplier before you're allowed to switch. However, if you use a prepayment meter you should be able to switch with a debt of up to £500.
- In case you change your mind, check whether a cooling-off period will apply before you sign or agree to any new contract.



What else to think about

- Your supplier must write to you regularly with details of its cheapest tariff for you. It must also tell you of price increases or changes to your contract.
- Suppliers are only allowed to offer four tariffs per fuel type.
- When suppliers notify you of price changes, they must spell out what that means in pounds and pence.
- If you're directly responsible for paying your energy bills you have the right to choose your own supplier. But speak to your landlord or housing association if you live in rented accommodation, as tenancy arrangements might affect your situation.

For more information on tenants' energy rights, visit our website: www.ofgem.gov.uk/news/tenants-energy-rights-explained



Further information

For more on switching your energy supplier, visit:

**[www.ofgem.gov.uk/information-consumers/
domestic-consumers/switching-your-energy-supplier](http://www.ofgem.gov.uk/information-consumers/domestic-consumers/switching-your-energy-supplier)**

and see our guide on simpler, clearer, fairer behaviour,

**[www.ofgem.gov.uk/ofgem-publications/85375/
simplerclearerfairerfactsheet.pdf](http://www.ofgem.gov.uk/ofgem-publications/85375/simplerclearerfairerfactsheet.pdf)**

Our list of suppliers and their contact details can be found in our Energy Best Deal booklet, at **[www.ofgem.gov.
uk/publications-and-updates/energy-best-deal-
booklet-2013-14](http://www.ofgem.gov.uk/publications-and-updates/energy-best-deal-booklet-2013-14)**

If you need advice about your energy bills, visit your local Citizens Advice Bureau or **www.adviceguide.org.uk**

Or contact the Citizens Advice consumer service on **03454 04 05 06** (English language) or **03454 04 05 05** (Welsh language).

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