



Switch & save



Finding a new energy supplier and switching to them can seem a daunting task, but finding the best deal and a new supplier could save you hundreds of pounds. This leaflet will guide you through how to switch energy supplier step-by-step.

What is energy supplier switching?

Energy suppliers put you on a tariff which sets how much you pay for the gas and electricity you use. If you don't switch regularly you will usually be automatically moved onto a 'standard' tariff which is more expensive. There are lots of suppliers and tariffs to choose from with new deals regularly offered. Typically, if you haven't switched for a while you can save around £200 a year by switching.

How do I review or change my tariff?

If you haven't switched for a while, have a look at what deals are out there, you could be missing out. You should check roughly once a year that you are still on the best deal. The best way to do this is through a comparison website. Being loyal to a supplier usually doesn't pay, but you can contact your existing supplier and ask if they can offer you a better deal.

For approved comparison websites visit:
<https://www.citizensadvice.org.uk/consumer/energy/energy-supply/get-a-better-energy-deal/switching-energy-supplier/>



How to switch

All the information you need is on your annual energy statement from your current supplier. You will need:

- The name of your current supplier and tariff
- Details of how you currently pay for your energy
- How much gas and electricity you use annually, either as a cost or energy used in Kilowatt Hours (kWh)
- Your postcode

Make sure that you tick the 'whole market' comparison box. This will show you all the deals on offer and find the best deal for you.

The comparison service will provide you with:

- A list of the energy providers and tariffs that can save you money
- How much you can save compared to your current bill
- Important details such as cancellation fees or features of a plan

You can either switch through the comparison website, or visit the supplier's website directly. It can take up to six weeks from your request to actually switch, but your new supplier will guide you through the process.

You will need to take gas and electricity meter readings when told to by your new supplier. You'll also need to settle any outstanding bills with your existing supplier.

Can I switch if I'm in debt with my current supplier?

Yes, but it will depend on your personal circumstances. If you are on a pre-payment meter you can normally still switch supplier with an energy debt of up to £500.

Your local Citizens Advice Bureau can also provide useful advice on energy switching and debt.

Other things to consider when switching

Prepayment meter tariffs are usually significantly more expensive than credit meter tariffs. However, there may be a fee to get a pre-payment meter replaced with a credit meter.

Many suppliers may offer a free SMART meter – they are really useful at showing how you're using energy and helping you manage your budget, and can switch between credit and pre-payment modes without changing the meter.

The cheapest tariffs are usually direct debits and ones managed online, and if you choose to fix your rate, it will be guaranteed to stay at that price for a set period of time.

You can also choose green tariffs, where your electricity will come from renewable sources like wind turbines, cutting your environmental impact.

For more information on living sustainably visit:
www.syha.co.uk/livegreen

