

How to switch energy supplier

How do I switch?

It pays to shop around. However please note the type of heating you have may impact on who you can switch to.

Switching supplier or energy tariff can make a big difference to your gas and electricity bills.

What info will I need?

It's useful to have to hand the following information:

- Your postcode.
- The name of your current supplier.
- The name of your current tariff.
- The type of heating you have.

You can find your tariff and supplier details on a recent energy bill.

If you don't have one or aren't sure about your current supply details here are ways you can find out:

For gas supply information use the online checker at www.findmysupplier.energy or call **0870 608 1524** (this call will cost 7p per minute plus your telephone company's access charge).

For electricity supply information go to

<http://www.energynetworks.org/info/faqs/who-is-my-network-operator.html>

Use a price comparison website

Use a comparison website or phone different energy suppliers to see if you can save by switching.

Ofgem accredited price comparison websites:

- Energy Helpline
- Energylinx
- The Energy Shop
- Money Supermarket
- My Utility Genius
- Runpath
- Simply Switch
- Switch Gas and Electric
- Quotezone
- Unravel It
- uSwitch

These websites comply with a code of practice: The Confidence Code.

Weigh up your options

You may want to consider a number of factors when comparing suppliers and tariffs – from cheaper prices and customer satisfaction scores, to green energy tariffs or fixed deals with no exit fee.

Confirm your switch

Once you've picked your new supplier and energy tariff, the last step is to confirm your contract and how you plan to pay. Paying by Direct Debit can usually save you more money.

The switching process will then start, and your new supplier will be in touch to confirm your switch-over date.

The switch-over process can take up to 21 days. In most cases, it's around 17 days.

If you change your mind, you have 14 days to cancel from the date you agree a contract.

You must contact the supplier to cancel any contract.

Further help

If you feel you need further guidance to help switch your supplier please contact Hillcrest Energy Advice Team on **0300 123 2640**.