



How to switch energy supplier

Switch your energy supplier and
save money

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One of the easiest ways to save money on your energy bill is to make sure you're on the cheapest tariff available, which could mean switching your energy supplier. Here we provide some information about how you can find the best deal. You can still change supplier if you have arrears up to a certain limit. Check with the new supplier before you actually proceed with the switch.

The information you'll need to change tariff or supplier:

- Details of your current tariff. This should be on your latest energy bill.
- Your total energy costs for last year. You'll need to check last year's bills based on real meter readings and not estimates. You should receive an annual statement from your energy supplier showing your energy consumption for both Gas and Electricity in Kwh for the last year.
- Details of when the tariff last went up or down.
- Your current payment method such as cheque or direct debit.
- How you'd like to pay. Direct debit or online payment tariffs are usually cheaper.
- Your gas and electricity supplier - using the same supplier for both gas and electricity is often the cheapest option.
- Your postcode.

Finding the best deal

You can find the most suitable deal by:

- Researching on internet price comparison websites.
- Comparing the independent price fact sheets published by Consumer Futures www.consumerfutures.org.uk
- Contacting the supplier directly, but remember, they will only tell you about their deals.
- Liaising with a face to face sales person at home or in public.

Decision time

Once you have changed your energy supplier, you might receive a follow up call within 24 hours from your new supplier to check if you are happy to proceed and go through your signed contract. You should also get up to 14 days to change your mind. This is known as the Cooling Off period. Check with your new supplier exactly what their terms are and when the Cooling Off Period actually begins..

Next steps

As soon as your contract has gone through your new supplier will:

- Ask you for a meter reading to ensure that you get the right bill at the right time.
- Provide your old supplier with the last meter reading so any outstanding balance can be cleared.
- Notify you when the switch will take place.
- Provide you with a contact number in case you have any questions. Your old supplier will also do this.
- Your energy supply will not be affected while the switch takes place. The whole process should be completed in six to eight weeks.

To make sure the switching process runs smoothly for consumers, a charter has been drawn up that requires energy suppliers to resolve any problems quickly no matter who is at fault. During the switching process you can contact either one of your suppliers to resolve any issues or contact your local Citizens Advice Bureau for guidance.

Some useful price comparison sites:

www.confused.com	
www.energyhelpline.com	08000740745
www.energylinx.co.uk	08008497077 / 08452252840 / 01259220000
www.fuelswitch.com	08081812211
www.moneysupermarket.com	08453455708
www.simplyswitch.com	08000111395
www.switchthenation.com	08003102187
www.theenergyshop.com	08453307247
www.ukpower.co.uk	08003202000
www.unravelit.com	08008620021
www.uswitch.com	08081783492
www.whichswitch.co.uk	01992822867

If you need help or advice please contact the **Derby Homes Energy Team** on **01332 888777**.

Please contact us if you need help reading this information

نہگس بز خونڈنہوہی نہم دہقہ بیویستتان بہ یارماتی ہہیہ، پھیونڈیمان بیوہ بکس

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਪੜ੍ਹਨ ਵਿੱਚ ਮਦਦ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ

اگر آپ کو اسے پڑھنے میں مدد درکار ہے تو ہم سے رابطہ کریں

„ Prosimy o skontaktowanie się z nami, jeśli potrzebuj Państwo pomocy w zrozumieniu treści niniejszego dokumentu”

Contact Derby Homes



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