



Frequently asked questions

What questions should I ask so I get the best deal?

You should ask what tariffs, product and services the new supplier has available, the savings you could make and the terms and conditions of any new deal, e.g. is it a fixed price product?

What can I expect from my new energy supplier once I've signed up?

You can expect your new supplier to explain the switching process to you, including how long the process should take, and that any unpaid bills or debts owed to your current supplier may affect your ability to switch.

What happens if I change my mind or I'm unhappy about something?

You can cancel your new contract if you change your mind during the cooling off period. This is 7 working days after you have received your confirmation letter from your new company, or 7 days after you signed a contract with a sales agent face to face.

What happens if I have a problem?

If you have any problems or concerns during the process, contact your new supplier who will work with your old supplier to make sure any issues are resolved quickly. If you believe you have been switched without your consent, contact either your old or new supplier and they will work together to put things right.

What happens if my problem is not resolved?

Your new supplier will make you aware of its complaints handling process which you can refer to at any stage of the switching process should you have a problem. Your supplier will work with you to sort the problem out. However, if you are still unhappy, contact the Energy Ombudsman on 01925 530 263.



Further information

Consumer Focus has a Confidence Code for online switching sites to ensure consumer receive accurate, comprehensive and unbiased price comparisons. The Confidence Code sets out the minimum requirements that sites must meet in order to be, and remain, accredited by Consumer Focus. For more information log on to: www.consumerfocus.org.uk.

You can also contact **Consumer Direct** for clear practical advice on consumer issues on **08454 04 05 06** or visit www.consumerdirect.gov.uk

Energy Made Clear Making it simple to switch



If you have never switched before, you may be missing out on new products, cheaper tariffs & better customer service.



Why switch?

Energy suppliers compete against one another on price, service and types of deals. That is why it's important to have a look at what is available and find a deal that's perfectly suited to you.

Over 100,000 people change energy tariffs or suppliers every week and the process is easier now than ever before.

It is also possible to stay with your existing energy supplier and simply switch tariffs. They will be able to discuss the different tariff options available to you and if you decide to switch, they will explain the process to you.

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Step 1: What do I need?

If you're thinking about switching, have your existing supplier's details handy and as much information as you have about how much energy you have used over the past 12 months. This can all be found on your gas or electricity bill. You can then contact other suppliers or comparison websites by phone or on the internet to find out what the best deal is for you.

2

Step 2: Starting the process

Now you've found the best deal for you – it's time to get going. Once you have agreed your new contract, you will receive a letter from your new supplier within 7 working days confirming all the details. During the next couple of weeks, your new supplier will also contact your old supplier to let them know the switch is taking place.

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Step 3: The technical bit

Your new supplier will ask you for a meter reading – it's really important that you provide a meter reading to your new supplier when they ask – which will make sure you are billed for the correct amount and from the right start date. Your new supplier will make sure your old supplier has this meter reading so that the process runs smoothly. They will also let you know the date at which your supply will be switched so you can make sure your payments to your old supplier stop at the right time.

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Step 4: Switch completed

The whole process should take no more than 6 to 8 weeks to complete. You should check your final payments to your old energy supplier and make sure they have billed you up until your opening meter reading. If you have any worries during the process, speak to your new or old supplier and they will work together to resolve any problem quickly. At no point during the process will your supply be interrupted.



Switching Supplier: Peace of Mind Guarantee

Energy suppliers are committed to working together to ensure that the switching process is as simple as possible.

We will work together to guarantee that:

- The switching process is straightforward for you;
- You are given advice on potential savings to the best of suppliers' knowledge based on the information available;
- You will be provided with the information you need during the switching process and will be able to contact your old or new supplier if you have any enquiries;
- If you report a problem, it will be recorded and addressed. Any complaint will go through the various stages of the supplier's complaint handling process, including any appropriate redress. If you believe that you have been transferred to a new supplier without your consent, you can contact either your old or new supplier. The contacted supplier will work together with the other supplier to ensure the matter is resolved as quickly as possible;
- If this happens, the supplier you contact should explain to you:
 - What action will be taken to return you to your original supplier;
 - When you can expect to be transferred back to your original supplier;
 - That you will only pay once for the energy you have consumed;
 - How you will be kept informed during the process
- The contacted supplier will send written confirmation of the above information within 5 working days of you contacting them. Where possible, the supplier will include an explanation of why the transfer took place;
- Within 20 working days, the contacted supplier will either confirm that you will be returned to your old supplier or, if not, explain why and when you will be returned.