

Changing Your Energy Supplier

Regularly reviewing your usage and consumption is important to ensure you're on the right tariff for your needs, and not paying more than you have to for your energy.

Many suppliers offer the best rates to brand new customers to get them signed up. It can pay to shop around and changing suppliers is much easier than it used to be. The new energy company you decide to change to will contact your existing supplier on your behalf to arrange this. All you need to do is take gas & electricity meter readings and give them to your old supplier and new one on the same day. Your previous supplier will then calculate a final bill and refund any credit balances if applicable. You must make sure that any outstanding payments are made. If not, your existing supplier will not allow you to change until this has been repaid.

If you decide you'd like to remain with the same supplier, they still might be able to put you on a better deal if you are paying its standard tariff rate. Contact them to ask what they can do to retain your custom.

The cheapest deals are normally available by buying your gas and electricity from the same supplier – known as a 'dual fuel' tariff.

There are many price comparison sites available on the internet. If you don't have the internet at home or have access to it through a relative's or friend's computer, why not call into your local library to use the computers that are available?

Alternatively, many of the price comparison services also provide telephone numbers so you can speak to someone if you prefer. Before you contact any of them, it's best to get some information together to help you make the right decision:

- Get details of your current tariff and how much you pay.
- Look at your last 12 months' energy bills which should show you how much energy you've used in total (not estimated figures), and how much this has cost.
- How have you paid for your energy in the past? Pre-payment meter, cheque or direct debit?
- How would you like to pay for your energy in the future? Online dual fuel tariffs paid for by direct debit tend to be the best deals.
- Your address and postcode.

It's always useful to check with a couple of different comparison services what the best deal might be.

You should also check that the service subscribes to the Consumer Focus Confidence Code. Here's a list of the ones that are signed up to this and their contact telephone numbers where they also provide a telephone service.

Please note these are only some of the comparison services that are available.

[Confused.com](#)

[beatthatquote.com](#) tel 0800 599 9955

[energyhelpline.com](#) tel 0800 074 0745

[Energylinx.co.uk](#) tel 0800 849 7077

[Fuelswitch.com](#)

[MoneySupermarket.com](#) tel 0845 345 1296

[SimplySwitch](#) tel 0800 011 1395

[switchelectricandgas.com](#) tel 0871 711 7771

[TheEnergyShop.com](#) tel 0845 330 7247

[UKPower.co.uk](#) tel 0800 093 2447

[uSwitch.com](#) tel 0800 051 5493

[Unravelit.com](#) tel 0800 862 0021

[which.co.uk/switch](#) tel 01992 822 867

Doorstep Sales

Sometimes energy company sales agents will door knock in an area to sign people up for a new tariff. Please note that this is not endorsed by the local authority.

Do not feel obliged to sign up to anything or let anyone into your home. It's important that you compare your existing payments with what they are proposing to check that it will save you money. There is a strict code of conduct for this approach – see Consumerfocus.org.uk for further information or contact them on 020 7799 7900.

You might also wish to compare the deal that they are offering with one of the services listed above.