

The Energy Switch Guarantee

Why should consumers trust it?

- The Guarantee has been developed by suppliers working with Government and consumer bodies
- Signatories of the Guarantee have their performance against its standards relating to the commitments regularly scrutinised to ensure compliance
- Applications are vetted by an Independent Chair of the Governance Board which Government and Citizens Advice are invited to attend.

What is it?

The Guarantee is a set of 10 commitments developed by energy suppliers who are signatories, to promote:

- customer confidence in the switching process
- customer understanding of the switching process
- customer willingness to switch.

Why is it required?

Despite there being many suppliers offering a host of products, services and prices there are many customers who have never switched supplier. The Guarantee aims to provide reassurance to customers to enable them to engage confidently in the switching process.

Why would a supplier sign up?

Customers, particularly those who have never switched before due to concerns or uncertainty around the switching process, will look to switch to suppliers that are signed up to the Guarantee. The Guarantee Administrator works with energy switching sites to increase consumers' awareness of the Guarantee.

How do I find out more?

Visit www.energyswitchguarantee.com



The Energy Switch Guarantee commitments

Hassle free

1. All energy providers use the same wires and pipes, therefore your energy supply will not be interrupted.
2. The switching service is free.
3. The switch will take no more than 21 days from the date your new provider receives your completed application.
4. Your new energy provider will not need to visit your home to complete the switch unless you agree otherwise.
5. Your new energy provider will arrange the switch, including contacting your current provider to let them know you are leaving.

Signing up

6. Your new energy provider will send you details of your new energy supply agreement for you to check and you will have 14 days to change your mind. If you cancel in this time, you will stay with your current provider.
7. Your new and current providers will work together to make sure you are not charged twice for the same energy.

Issues or delays

8. If there are any problems making the switch, your new provider will contact you as soon as possible and will be responsible for putting the matter right.

Billing – your current provider's responsibility

9. Following the switch your current provider will send you a final bill no later than six weeks after the switch.
10. If your current provider owes you any money, they will refund this to you no later than 14 days after sending you the final bill.