

Changing energy supplier

Research shows that the average customer can save up to £300 per year by switching their energy supplier. Energy suppliers do not tend to reward loyalty so switching can help you access cheaper tariffs and save money.

Can I switch energy suppliers if I have a prepayment meter?

Yes, you can switch energy suppliers even if you have a prepayment meter. Most suppliers offer at least one prepayment tariff so it's worth checking to see if you can save money by switching prepayment meter plans.

If you owe your energy supplier money and have a prepayment meter you can still switch to a new supplier providing you owe less than £500 and are paying the debt off.

Prepayment tariffs are usually more expensive, so you may want to ask about the different options available to you, including if you can change to a standard meter. Most suppliers offer this for free, though some may charge.

How do I find the best deal?

When it comes to getting a good energy deal, what really matters is finding the best electricity or gas supplier in your area. This can easily be done by using one of the following OFGEM accredited internet price comparison sites:

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

What information do I need to change my tariff or energy supplier?

To start switching energy suppliers, you will need the following information:

- Your postcode.
- Current gas and electricity supplier, and the name of your tariff (look at your latest bill, or contact your supplier).
- How much you spend (or use in kilowatt hours - kWh) on gas and electricity. You can find this on recent bills or the annual energy statement sent by your supplier.
- How you would like to pay with a new energy supplier. Direct Debit or online payments are usually cheaper than paying by cheque or prepayment meter.
- Your bank details if you decide to switch and want to pay by direct debit.

Will my electricity supply be affected when I switch?

Your new energy supplier will organise the switch, ensuring that there is no disruption to your energy supply.

The only things you will need to do are:

1. Pay your final bill to your old supplier
2. Cancel any Direct Debits you have with your old supplier
3. Take a final meter reading

You should be completely switched within four to six weeks.

Contact Nest on Freephone
0808 808 2244
to see how we can help you

