



Would you like to learn more about **SWITCHING** your electricity or gas supplier?



FIND OUT HOW TO SWITCH

Key facts on **SWITCHING** supplier

It could
SAVE you
MONEY.

The electricity
and gas is
**EXACTLY THE
SAME** whoever
your supplier is.

**SWITCHING
IS EASY.**

There is **NO
CHANGE TO**
the **WIRES AND
PIPES** used to
bring electricity and
gas to your
home.

Switching your
supplier **WON'T
STOP** the
ELECTRICITY
or **GAS** coming
into your home.

Your new
supplier will
**DO THE
WORK FOR
YOU.**

Check out
the **DEALS
OFFERED** by all
suppliers before
you switch
supplier.

The **CONSUMER
COUNCIL CAN
HELP** if you
have questions
about switching
suppliers.



How can I SWITCH?

- ✓ If the electricity or gas account is in your name, you can switch supplier.
- ✓ Contact the supplier you would like to switch to and they will do all the work for you.
- ✓ You can contact the supplier by phone, online or face to face with a sales adviser.
- ✓ You will need a bill from your current supplier as your new supplier will need some information from it.
- ✓ Your new supplier might have to carry out a credit check on you and/or you might have to pay them a reasonable security deposit.
- ✓ Once you agree to switch suppliers, you have two weeks when you can change your mind. If you do change your mind, contact the supplier you wanted to switch to and ask them to stop the switch.
- ✓ You should be switched to your new supplier within three weeks.
- ✓ Your old supplier will send you a final bill.

To get contact details for all the suppliers you can phone the Consumer Council on 0800 121 6022.

Or check out the Consumer Council's interactive, independent energy price comparison tool to compare prices for all the suppliers – www.consumercouncil.org.uk – go to energy and click on their energy price comparison tool.

HERE TO HELP

The Consumer Council is available to help you switch electricity and gas supplier. They can provide you with independent advice and support if you have questions or concerns. They also have an interactive, independent energy price comparison tool on their website, which compares the tariffs of all the domestic electricity and gas suppliers in Northern Ireland.

The Consumer Council can also help if you have a complaint. They can provide free, impartial information and handle complaints on behalf of consumers who have been unable to resolve problems directly with their energy supplier.

For more information on suppliers and switching you can contact:



Consumer Council, Seatem House,
28 - 32 Alfred St, Belfast BT2 8EN

T: 0800 121 6022

E: contact@consumercouncil.org.uk

W: www.consumercouncil.org.uk

Utility Regulator
Queens House
14 Queen Street
Belfast BT1 6ED

T: 028 9031 1575
E: info@uregni.gov.uk

www.uregni.gov.uk



The Utility Regulator is responsible for regulating the electricity, gas, water and sewerage industries in Northern Ireland.