

How to switch energy supplier and tariff



Did you know you can save money on your energy bills by switching energy supplier?

Your current supplier may be able to provide you with a cheaper tariff, but you could be missing out on big savings if you don't check what the other suppliers can offer.

Sounds difficult? It's easy using WDH's energy switching service.

Just follow our step by step guide:

1

Find
your bill
information

Before you use the service you'll need the following information from your latest energy bills or statement:

- Your postcode.
- Name of energy supplier.
- Name of energy tariff.
- Current payment method.
- Yearly energy usage in kWh.
- If you pay by direct debit, or would like to, you'll also need your bank account sort code and account number to hand.
- If you want an online (paperless) account you'll need to provide your email address.

2

Switch
& Save
comparison

www.switch-save.com

0800 112 0206

01259 220 219 (from mobile)



2a

Your details

You'll need to state if you have:

- A Smart Meter – this sends your meter readings directly to your energy supplier.
- Economy 7 – usual if you have storage heaters.

2b

Your
choices

Make your tariff search choices:

- Payment method – changing to monthly direct debit will usually give the biggest savings.
- Online or Offline Tariff – Online tariffs (paperless billing) will also usually be cheaper.
- Fixed period tariffs – these will not go up in price over the period but are more likely to have exit fees.

Note: Prepayment meter customers can only switch to other prepayment meter tariffs - but can switch even with debts of up to £200 per fuel.

3

Make the switch

- Select the best tariff for you.
- You can continue your switch online or by phone.
- You will enter into an online or verbal contract.

4

Cooling off period

- You will usually have a 7 to 14 day cooling off period in which you can change your mind and cancel your switch. The letter or email you receive with details of your switch will state your cooling-off period.
- If you receive the Warm Home Discount check you will still be eligible with your new supplier.

5

New supplier contacts old supplier

- Your new supplier will arrange the transfer with your old supplier, so you don't need to contact them.

6

Meter reading request

- Your new supplier will contact you to confirm your start date and request your meter readings.
- Make sure you reply within the stated timescale to make sure your switch goes ahead.

7

Pay final bill from old supplier

- Once you've paid your final bill check your direct debit to your old supplier is cancelled.
- If you are in credit your supplier will refund you (you should only need to contact your supplier if there is a delay).

Don't forget: It's worth checking you have the best tariff each year.



If you would like any further information or support to switch you can call into a WDH service access point or contact the Sustainability Team on 0345 8 507 507 or email: sustainabilityteam@wdh.co.uk