



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](http://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](mailto:contact@consumercouncil.org.uk)

W: [www.consumercouncil.org.uk](http://www.consumercouncil.org.uk)

Utility Regulator  
Queens House  
14 Queen Street  
Belfast BT1 6ED

T: 028 9031 1575  
E: [info@uregni.gov.uk](mailto:info@uregni.gov.uk)

[www.uregni.gov.uk](http://www.uregni.gov.uk)



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