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USWITCH WELCOMES GOVERNMENT PUSH TO HELP HOUSEHOLDS GET BEST ENERGY DEAL

The Government has announced today how it intends to build upon Ofgem's reforms so that the 84% of households who are not switching^[1] can still get the best deal. The proposals will give the ailing competitive energy market a vital shot in the arm, says uSwitch.com, the independent price comparison and switching service.

Ann Robinson, Director of Consumer Policy at uSwitch.com, says: "The Government has recognised that the best way to help consumers get a better energy deal is to make sure there is a healthy competitive market. Having made the diagnosis, it now plans to give the market a much-needed shot in the arm by removing some of the blockages that are preventing consumers from actively taking part.

"DECC's plans also recognise the needs of very different groups of consumers – making switching even easier for the tech-savvy smart phone user while looking to provide more hand-holding and face-to-face support for the vulnerable. This is especially important as the vulnerable have the most to gain from being able to shop around.

"We are also delighted that the Government is setting out to reassure consumers and to give them confidence in price comparison services. We have a big role to play in empowering consumers and giving them impartial, independent and factual information so that they can choose the best deal and supplier for their needs. It's important that these principles are maintained so that consumers can trust what is going to be an increasingly valuable source of independent advice and information.

"As ever though, the proof of the pudding will be in the eating. The measure of success will be in the growing numbers of consumers shopping around and helping themselves to lower prices. This in turn will make the energy companies sit up and then we shall start to see what a truly competitive market is able to deliver."

For more information visit www.uSwitch.com or call 0800 093 06 07

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Notes to editors:

1. DECC press notice 17/5/2013.

About us

uSwitch.com is a free, impartial, online and telephone-based comparison and switching service, helping consumers compare prices on gas, electricity, water, heating cover, home telephone, broadband, digital television, mobile phones and personal finance products including mortgages, credit cards, current accounts and insurance. In 2010 uSwitch.com celebrated ten years of saving customers money.

uSwitch.com is the first comparison website to achieve the Plain English Campaign's Internet Crystal Mark, which is recognised as a standard that a website has clear language, is accessible and easy to use, and has been tested on a sample of its users.

uSwitch.com is dedicated to helping consumers save money whether they have internet access or not. It offers a dedicated call centre, manned by uSwitch customer service representatives, as well as a freepost 'Send us your bill' service, whereby customers can post their latest energy bills with their telephone number to FREEPOST USWITCH, to get a free call back from a dedicated customer services representative. The service is also available via fax, email and post. Consumers should fax 0203 214 8417, email CustomerServices@uswitch.com or write to Customer Services, uSwitch.com, Centro 3, 19 Mandela Street, London, NW1 0DU with their postcode and usage details.

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