



Lower your energy bill

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Frequently Asked Questions

Why should I switch?

In most cases you can save money. Or to put it another way, if you don't switch, you may pay more for your energy. Most of the biggest suppliers have increased their 'standard variable tariffs' in the last few months so now is the time to see how much you can save.

What is a standard variable tariff?

These are the default tariffs many suppliers put customers on when their fixed contract comes to an end or if they have never switched before. 7 out of 10 households are on a standard tariff which means they can save the most. (or are spending more than they should be).

I am in a fixed contract, can I switch?

Yes. If your fixed period is coming to an end in the next month or so, you should be able to switch without penalty, some fixed contracts come with 'exit fees (or early termination fees)'. These should not apply in the last 49 days of your fixed term.

I rent, can I still switch energy supplier?

Yes. As long as the bill is in your name, you can switch.

I don't want any hassle, is it easy to switch?

Yes, we will work with the supplier to oversee your switch. You don't have to contact your current supplier and if you have any question you can ask us, or the new supplier.

I have a smart meter and wonder if you support smart metering?

Nowadays, most energy suppliers support some form of Smart Metering. If you decide to accept your offer you will be asked if you have a Smart Meter or not in the acceptance forms. The winning supplier will then be notified that you are using a Smart Meter. This will be registered in their system and your meter readings will be automatically sent to them. However, some Smart Meters may not be compatible with certain suppliers, meaning some people may find their Smart Meter loses certain functions. The energy regulator, Ofgem, states that each supplier should be able to take on all types of Smart Meters, but unfortunately, this is not always the case. If you are concerned about losing Smart Meter functionality, we recommend you contact us before you accept your offer. We will confirm with the winning supplier whether or not they are able to support your particular Smart Meter, and if there is any loss of functionality. The meter will still work as an actual meter just without the functionality to automatically send meter readings or see your usage on the in-house display unit.

I am on a pre-payment meter, can I switch?

Yes; there are several tariffs available: Pre-Payment, Electric only and Dual Fuel (Electricity and Gas).

I don't have internet access. Can I register via the council?

We offer a helpline through our local partner, Act on Energy. You can ring them on **08009882881**. The helpline is open weekdays, Monday-Friday 9am-5pm. Or attend a Bring your bill event at your local library. Event dates available at www.warwickshire.gov.uk/switchandsave or at your local library.

Further Questions

Email bigcommunityswitch@ichoosr.com

Call the helpline On 08000488285



, Independent experts in group buying.