



**My Home Energy Switch lets you compare all energy suppliers simply and quickly to make sure you're getting the best price for your gas and electricity.**

### What is My Home Energy Switch?

**My Home Energy Switch** is a new financial inclusion partnership between the National Housing Federation and uSwitch.com. It provides housing association tenants and staff with a free, impartial online or telephone comparison and switching service that **helps you to save money on gas and electricity.**

### Can I really save money by switching energy suppliers?

**You could save up to £530** by switching energy supplier. Suppliers are always changing their tariffs and prices so, regardless of which company you're with, you might still be able to save a substantial amount. You should check **My Home Energy Switch** regularly to make sure you're still getting a good deal.

### What's involved in switching energy suppliers with My Home Energy Switch?

The following process will take just a few minutes of your time:

- Compare all of the suppliers and plans using the online calculator at **www.myhomeenergyswitch.org.uk** or by calling **0800 0515346**
- Select the best value deal for you and complete the switching details required. To compare and switch **takes around five minutes.**

Then sit back and wait:

- **My Home Energy Switch** via uSwitch.com, will send you an email to confirm the switch.
- The details are processed and forwarded to the supplier.
- The supplier will contact you to confirm the date on which your new service will commence. You will have to take a meter reading on this date, to ensure you're not billed twice for the same energy.

It takes between four to six weeks to fully complete your switch. Your new supplier will work to switch you in the shortest time possible.

### Will there be any interruption to my supply?

No. Your new supplier will continue to use exactly the same wires, pipes and meters as you currently use. Your new supplier will also contact your existing supplier to arrange the transfer of your supply. The only change you will notice is the company name at the top of your bill and more money in your wallet!

### If I decide to switch, do I need to contact my current energy supplier?

Your new supplier will arrange the transfer for you. However, you should ensure that your new supplier takes a final meter reading from you (at the date of transfer), so your current supplier can produce a final bill.

### I'm not sure who my current supplier is, how can I find out?

If you are not sure who is currently supplying gas and/or electricity to your property, you should:

- review any recent bills you may have paid
- contact the Meter Number Helpline on **0870 608 1524** and they will tell you who your current gas supplier is
- ask your landlord or letting agency, or contact your regional electricity supplier. You can obtain their phone number from directory enquiries.

# Tenant and staff FAQs



## Can I get gas and electricity from the same supplier?

Yes. Many suppliers now supply both gas and electricity and offer combined plans that include incentives, discounts or reduced prices. These plans are often referred to as “*dual fuel*” deals.

## Do I have to change energy suppliers?

By comparing suppliers on My Home Energy Switch, you're under no obligation to switch. But you might find your current supplier is not giving you the best deal. My Home Energy Switch in partnership with uSwitch.com is regulated and monitored by Consumer Focus.

## What do I do if I need help with switching?

You can contact the My Home Energy Switch customer service desk on:

Tel: **0800 051 5346** (freephone)

Fax: **0207 911 6102**

Email: **MyHomeCustomerServices@uswitch.com**

Opening hours are:

**Monday to Thursday 8am - 9pm**

**Friday 8am - 6pm**

**Saturday 9am - 5pm**

**Sunday 10am - 5pm**

You can also use our new ***Send Us Your Bill*** service - just send us copy of your bill and we'll do the rest. To find out more please visit **[www.myhomeenergyswitch.org.uk](http://www.myhomeenergyswitch.org.uk)**

## I've got a prepayment meter - can I switch suppliers?

Yes. You can compare prices and switch to a cheaper prepayment tariff. Just select the 'prepayment' option when we ask you how you pay your bill and how you would like to pay your bill.

## Are my bank details secure with My Home Energy Switch?

Yes, your bank details are completely safe. You can rest assured that any personal information will only be seen by My Home Energy Switch and your new energy supplier so that we can set up your new direct debit.

## My question isn't on the list...

If you can't find the answer to your question, you can contact the My Home Energy Switch customer service team on **0800 051 5346** (freephone) or at **MyHomeCustomerServices@uswitch.com**



## What other My Home products are available?

What other My Home products are available? My Home Contents Insurance is an affordable, flexible home contents insurance scheme, designed specifically for housing association tenants to help you protect your valuable possessions at a fair and reasonable price.

For further details please call **0845 337 2463**.