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USWITCH.COM COMMENTS ON WHICH?'S ENERGY COMPLAINTS REPORT

Independent price comparison and switching service, uSwitch.com, urges customers to shop around to find the best deal with their energy supplier after Which?'s report on energy complaints found that a staggering four million households complained about their energy supplier in 2011.

Ann Robinson, Director of Consumer Policy at uSwitch.com, says: "Last year's price rises, fines and investigations have caused overall customer satisfaction with energy providers to plummet. uSwitch.com research shows that the number of customers satisfied has dropped from an all-time high of 73% in 2010 to just 62% in 2011.

"However, the good news is that those who are unhappy with their energy provider have the power to act and there is an increasing choice of suppliers. There is no excuse for putting up with bad service, poor value for money or with a nagging doubt that your supplier does not have you on the best deal. If you are not happy try speaking to your supplier. If you are still unhappy with the service you are getting then it's time to look around for a better deal."

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

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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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