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USWITCH.COM WELCOMES STEPS TO SIMPLIFY THE ENERGY MARKET

Ofgem's announcement today of its steps to simplify the energy market for consumers is welcome says uSwitch.com.

Tom Lyon, energy expert at uSwitch.com, says: "The regulator has tested its approach with consumers to be certain that its planned reforms are pressing the right buttons and will get more people to switch. This is vital with household energy costs rocketing and yet less than two in ten households switching last year.

"Anything that will give those who aren't switching the confidence to shop around for a better deal is welcome. The fact is that simple steps like paying by direct debit, taking both gas and electricity from the one supplier and signing up to a competitive fixed price or online deal will save households almost a quarter off their annual energy bill. It's just incredible to think that the industry has failed so far to get this message through.

"While simplification is key, it's also important that it doesn't come with a price tag attached. Affordability is the most important factor for consumers and the tariff changes need to be constructed without pushing up prices. This is especially important given the size and scale of price increases already seen this year."

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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