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## **USWITCH.COM COMMENTS ON BRITISH GAS' 'HONEST CONVERSATION'**

*British Gas has unveiled a new initiative designed to make the energy market more simple, transparent and fair for consumers. Independent price comparison and switching service, [uSwitch.com](http://uSwitch.com), welcomes the news and says that this move is desperately needed to restore consumer trust.*

**Tom Lyon, energy expert at [uSwitch.com](http://uSwitch.com), says:** Consumer confidence and trust in energy suppliers is at an all time low, and British Gas' move today may be the blueprint for starting to rebuild it. British Gas decision to provide simpler tariffs and clearer pricing is the latest in a line of Britain's biggest suppliers making moves to start the healing process with consumers.

Make no bones about it, a step change towards a simpler market is desperately needed and we welcome moves by any supplier to provide the simplicity, clarity and transparency that consumers have been crying out for.

A year of price rises has led to plummeting customer satisfaction levels. Our recent Customer Satisfaction Report<sup>[1]</sup> shows that just four in ten customers (42%) think that suppliers offer value for money, a 17% drop on last year. Overall, the number of customers satisfied with their energy supplier dropped from an all-time high of 73% last year to 62% this year. As many households face a winter held hostage to high energy prices, now is the time for suppliers to move towards a fairer energy market for all.

**For more information visit [www.uSwitch.com](http://www.uSwitch.com) or call 0800 093 06 07**

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**Notes to editors:**

1. Survey conducted by YouGov online between 14th 18th October, 2011. A total of 5,270 UK energy customers took part in the survey. Customers were asked their opinions on a wide range of issues relating to satisfaction with their energy suppliers. The figures have been weighted. Comparison to 12 months ago refer to YouGov survey of 5,070 UK energy customers between 10th 13th August, 2010.

**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 Campaigns 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](mailto: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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