



For immediate release: Monday 17th October, 2011

USWITCH.COM WELCOMES BRITISH GAS' WARMER WINTER PACKAGE

British Gas has unveiled a package of measures designed to help and reassure customers this winter. Independent price comparison and switching service, uSwitch.com, welcomes the news and says that the fact that Britain's biggest supplier is now freezing its prices for winter will bring relief to many customers as the cold sets in.

Ann Robinson, Director of Consumer Policy at uSwitch.com, says: "British Gas' winter price freeze will be warming news for customers. Prices have rocketed in the last 12 months and as a result many cash strapped households are dreading their winter fuel bills. This move won't turn the clock back on price rises, but at least it will reassure customers that there won't be any further increases at least for a short while. npower has announced a winter price freeze too, but of course credit should go to SSE which has guaranteed its prices until next August, protecting its customers way beyond this winter alone.

"British Gas has also announced a 'Tariff Checker'. This should give customers greater transparency over British Gas' deals and prices allowing them to ensure that they are getting a fair deal. It means that those customers who are unable or unwilling to use the competitive market can still get some benefit from the lower prices and more innovative energy plans that are out there. This information should be a helpful guide although it won't match the accuracy and impartiality of a full market comparison based on your individual needs.

"With the average household energy bill coming in at just under £1,300 a year I would urge any customers who think they could be eligible for the £120 Warm Homes Discount to apply straight away. The rebate will help with your winter fuel bill but, you will need to know as early as possible whether you will be receiving it or not as it could impact on how you use energy this winter.

"All in all, today's announcement is to be welcomed. British Gas is the second supplier in less than a week to surprise the market and consumers by taking steps far in excess of what Ofgem has been proposing. It will be interesting now to see how competitors respond."

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

-Ends-

For more information please contact:

Jo Ganly, uSwitch.com on 0207 802 2915 or joganly@uswitch.com

Beth Murray, Lansons Communications on 0207 566 9728 or bethm@lansons.com

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.

uSwitch.com is owned by Forward Internet Group Limited, a privately funded collection of internet-based businesses focused on consumer engagement and innovation.