



For immediate release: Friday 13 January, 2012

NPOWER CUTS GAS PRICES

- npower is cutting its prices by 5%^[1] or £39^[2] for gas from 1st February
- Average household bill for a dual fuel npower customer will now drop from £1,282 to £1,243 – £148 or 14% higher than its average bill of £1,095 in October 2010^[2]
- npower increased prices by £187 or 17% in 2011^[2]
- Overall, in the last 18 months, suppliers put prices up by 21% or £224 adding £2.24 billion onto household energy bills^[3].

Ann Robinson, Director of Consumer Policy at uSwitch.com, says: “Another day, another big supplier has cracked under the mounting pressure to reduce bills. Today’s announcement is good news for households struggling with high bills especially as npower have also waived the cancellation fee for those on fixed plans. But the cold reality is that, like the other three price cuts we’ve seen this week, it won’t go far enough. Many consumers are still struggling with the 21% or £224 price hike consumers suffered over the last 18 months. Once again an energy company has only cut prices for one fuel, but we hope there will be more good news to come.

“We welcome the fact that npower will bring its cut into effect on the 1st February, but consumers can carry out their own price cut by shopping around for a cheaper deal and reducing the amount of energy they use by being more energy efficient now. Moving to a dual fuel plan, paying by direct debit and signing up to a competitively priced deal will save you up to £420^[4] - far more than today’s price cut. “

Average household energy bills after price cuts:

Supplier	October 2010	November 2011	After announced price decrease
British Gas	£1,030	£1,286	£1,260
EDF Energy	£1,037	£1,241	£1,203
E.ON	£1,061	£1,293	-
npower	£1,095	£1,282	£1,243

ScottishPower	£1,152	£1,391	-
SSE	£1,038	£1,265	£1,237
Average	£1,069	£1,293	£1,271

Source: uSwitch.com

Based on a medium user consuming 3,300 kWh of electricity and 16,500 kWh of gas with bill sizes averaged across all regions.

Best buy energy deals:

Supplier	Plan Name	Price
First: Utility	iSave Dual Fuel V9	£1,030
OVO Energy	New Energy Fixed	£1,061
ScottishPower	Online Fixed Energy May 2013	£1,070
npower	Go Fix 10	£1,078
EDF Energy	Fix to March 2013	£1,080
E.ON	SaveOnline 11	£1,106
British Gas	Online Energy	£1,142
Co-op Energy	Pioneer	£1,145
SSE	Online Standard	£1,179

Source: uSwitch.com

Based on a medium user consuming 3,300 kWh of electricity and 16,500 kWh of gas with bill sizes averaged across all regions.

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

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Notes to editors:

1. npower press release issued 13/01/12
2. Based on a medium user customer using 3,300 kWh of electricity and 16,500 kWh of gas, on a npower standard Dual Fuel plan, paying quarterly by cash or cheque with bill sizes averaged across all regions.
3. Customers affected taken from individual supplier announcements as follows: SSE (announcement 29/10/2010) increase to affect around 3.6 million customers, British Gas (announcement 12/11/2010) increase will affect around 8 million customers, ScottishPower (announcement on 19/11/2010) move to affect around 2.5 million customers, nPower (announcement on 10/12/2010) move to affect around 6.2 million customers, E.ON (announcement on 11/01/2011) move to affect around 4.3 million customers. EDF Energy (announcement 3/2/2011) will affect 3.3 million customers. These add up to 27.9 million customers. uSwitch.com estimates 10 million standard plan customers based on 26 million households and Ofgem statistics showing that 7 million customers are on price guarantee plans, 3.5 million are on online tariffs, 3.8 million electricity customers and 2.6 million gas customers are on PPMs. The average increase from the first wave of price rises for a customer on a standard plan, based on a medium user profile using 3,300kWh of electricity and 16,500kWh of gas paying on receipt of bill, was £63. Taking this increase over 10 million standard plan customers totals £630 million added to consumer bills. On the same basis, the second wave of increases added £1.61 billion to bills.
4. Between 1st July, 2011 and 31st October, 2011 at least 10% of people who switched energy supplier for both gas and electricity with uSwitch.com saved £420 or more.

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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