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NPOWER FIFTH ENERGY SUPPLIER TO INCREASE PRICES

- **npower is putting its prices up by an average of 15.7% for gas and 7.2% for electricity from 1st October 2011^[1]**
- **Average household bill for a dual fuel npower customer will now go up from £1,149 to £1,282 – an increase of £133 or 11.6%^[2]**
- **npower last increased its prices in January by 4.9% or £32 for gas and 5% or £23 for electricity^[1]**
- **In total, npower customers have seen their bills shoot up by £187 or 17.1% this year, taking them from £1,095 a year to £1,282^[2].**

npower has become the fifth of Britain's big six energy suppliers to announce a second price increase this year. It will be increasing its prices by 15.7% for gas and 7.2% for electricity from 1st October 2011^[1]. It will add an extra £133 on to npower's average annual standard dual fuel bill, which will increase from £1,149 to £1,282 as a result^[2].

Ann Robinson, Director of Consumer Policy at uSwitch.com, says: "With just one more major supplier left to announce, very few cash-strapped British households will be escaping a double digit increase to their energy bills this year. There's never a good time to increase prices, but with the cost of wholesale energy now falling rapidly there has to be a question mark over whether energy companies have jumped the gun.

"If the fall in wholesale prices continues I would urge suppliers to pass these reductions on to their customers as quickly as possible to relieve some of the pressure we expect to see on winter energy bills this year. This would be a firm show of faith and would go some way to rebuilding trust and confidence between consumers and suppliers.

"With so much uncertainty and no guarantees, consumers must continue to help themselves. Simple steps like moving to dual fuel, paying by direct debit and signing up to a competitive

online plan will reduce the price you pay for your energy. Cutting down on the amount you use by becoming more energy efficient will reduce your bills even further. Those that are particularly worried about the impact of future price hikes on their household budget should still look at fixed price plans. Some of these offer good value and security until 2014 – you just have to be aware that if prices do go down you may not benefit.”

Average bill sizes:

Supplier	July bill size	New bill size	With effect from
British Gas	£1,096	£1,286	18 th August
EDF Energy	£1,118	£1,118	N/A
E.ON	£1,123	£1,293	13 th September
npower	£1,149	£1,282	1 st October
SSE	£1,094	£1,265	14 th September
ScottishPower	£1,211	£1,391	1 st August
Average	£1,132	£1,273	

Source: uSwitch.com

Based on a medium user consuming 3,300kWh electricity and 16,500kWh gas a year on a standard plan paying on receipt of bill 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 announcement issued today. Previous price increase took effect on 4th January, 2011.
2. Based on a medium user customer using 3,300 kWh of electricity and 16,500 kWh of gas, on an npower standard Dual Fuel plan, paying quarterly by cash or cheque with bill sizes averaged across all regions.

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 and post. Consumers should fax 020 7233 5933 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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