

Electricity Supplier Switching Data

Definitions

Change of Supply Event

Change of supply is an event in which a customer intends to switch electricity supply from their current supplier to a new supplier. When there is no objection from the old supplier and all the requisite intermediate processes are completed, the new supplier starts supplying the customer's premises. The number of change of supply events shown is the total number of changes from one supplier to another which have completed in the month and where the new supplier has started supplying the electricity.

Large Suppliers

These are Britain's largest energy companies, supplying gas and electricity to over 50 million homes and businesses in the UK, with over 95% share of domestic customers.

Companies in this category are British Gas, EDF Energy, E.ON, npower, Scottish Power and SSE.

Small Suppliers

Small suppliers are suppliers other than Big 6 Suppliers who are licensed by Ofgem to supply electricity to UK business and households. There are over 30 of these. This category will include companies such as First Utility, Good Energy, Co-op Energy and Ovo.

Overall Market Gains

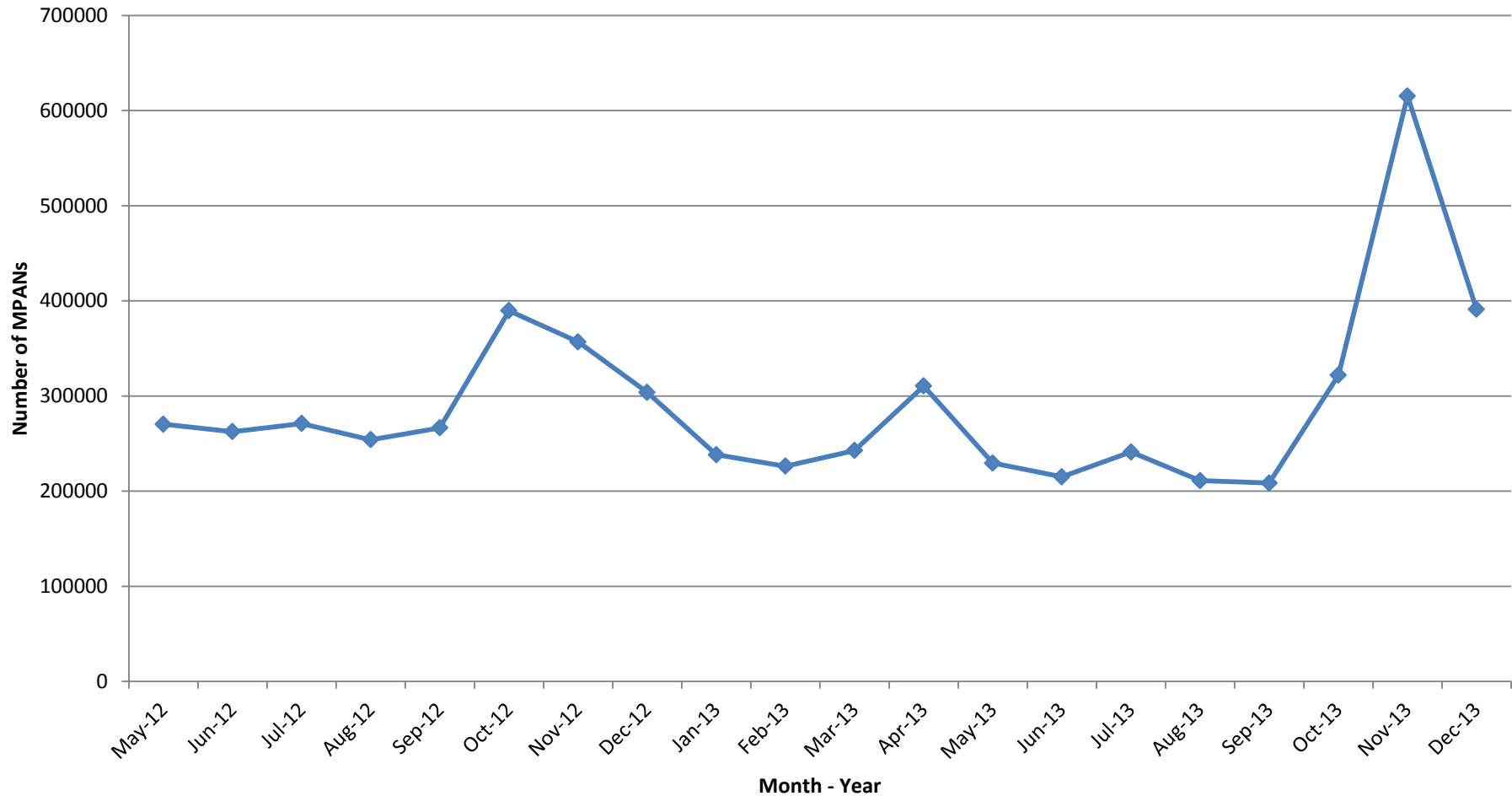
Overall market gains is the total of all supplier gains in a calendar month. This gives the total number of customers who completed a change of electricity supply in the month from one supplier to another.

About Electralink

ElectraLink was created in 1998 and provides an independent, secure and low cost service to transfer data between the market participants operating in the deregulated GB retail electricity industry.

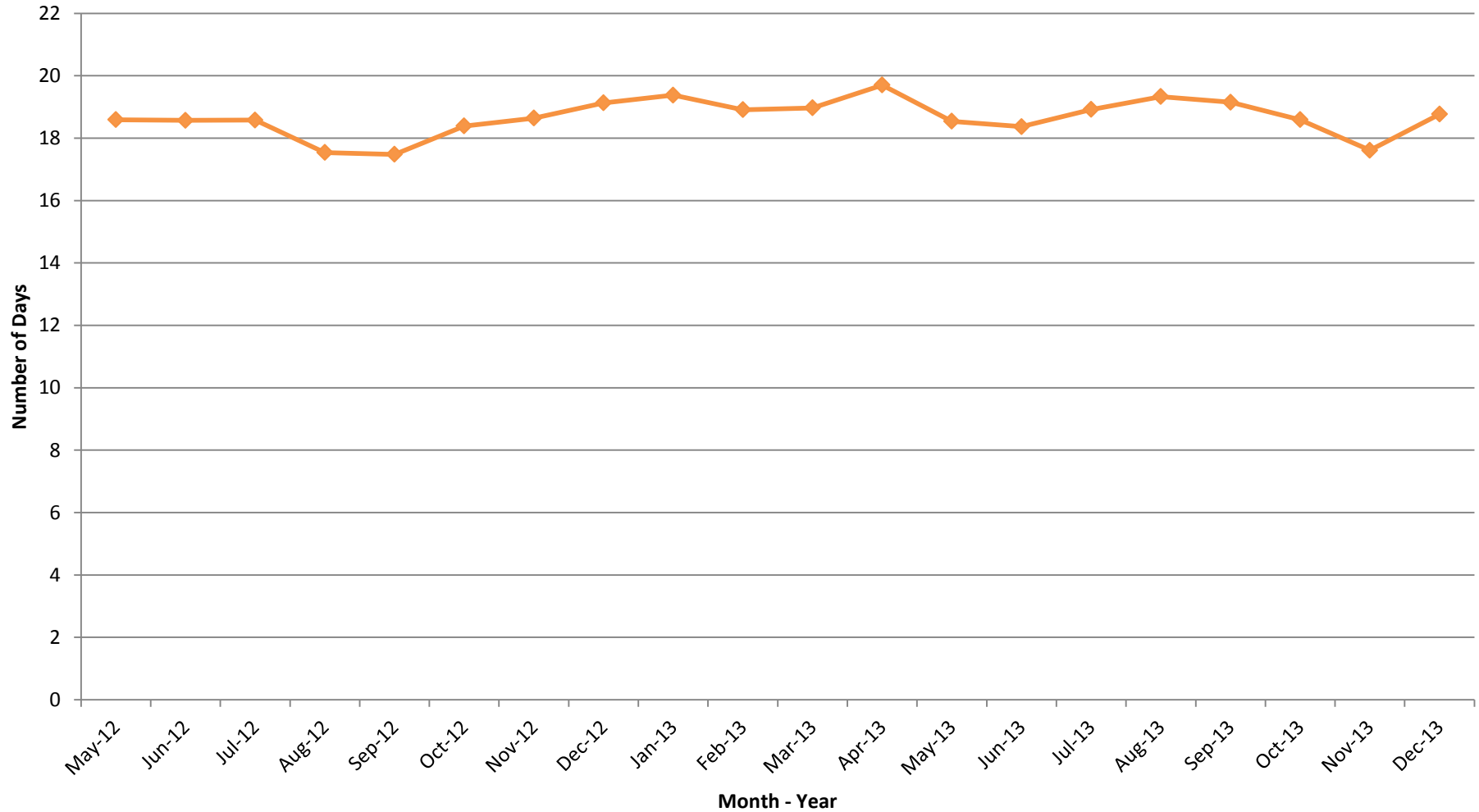
The company operates the Data Transfer Network (DTN), a state-of-the-art data transfer service which underpins customer switching, meter interoperability and other business processes critical to a competitive energy market. The DTN is at the centre of the electricity industry and ElectraLink's data services, such as these reports, mine this data source to provide analytics and insight based on actual process interactions carried across the DTN, to enable market participants to improve their performance.

Number of Change of Supply Events



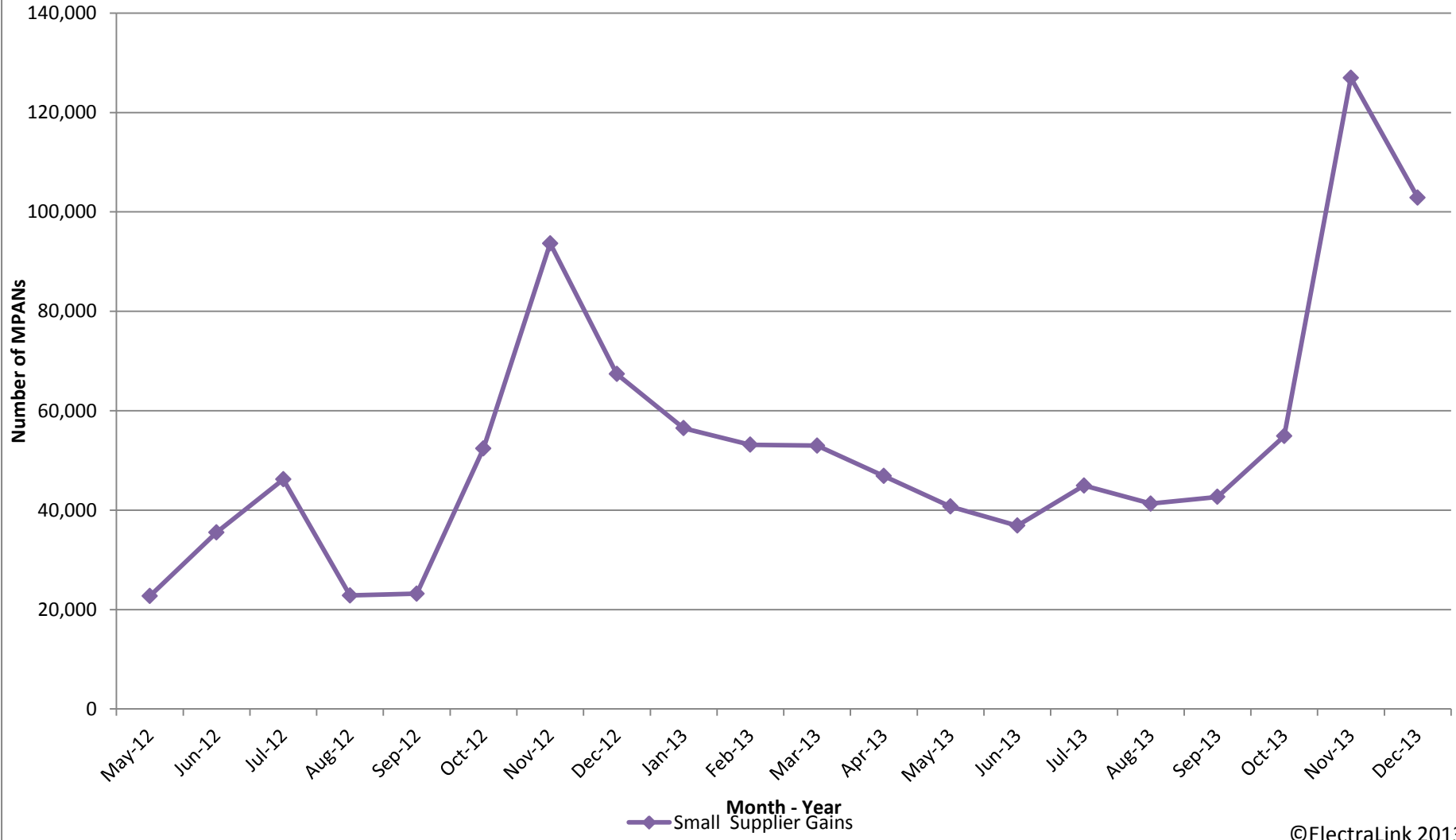
—◆— Monthly COS Events

Average Time to Switch



◆ Monthly Avg COS Time

Gains by Small Suppliers from Big 6



% of Small Suppliers Gain on Overall Market Gains



—▲ Small Supplier Gains Vs Total Gains %

Change of Supplier – Data tables

Chart 1 – COS Events

Month - Year	Monthly COS Events
May-12	270333
Jun-12	262586
Jul-12	271037
Aug-12	254057
Sep-12	266614
Oct-12	389609
Nov-12	356952
Dec-12	303858
Jan-13	238299
Feb-13	226217
Mar-13	242749
Apr-13	310512
May-13	229588
Jun-13	215076
Jul-13	241163
Aug-13	211071
Sep-13	208552
Oct-13	321890
Nov-13	615363
Dec-13	391072

Chart 2 – Average COS Time

Month -Year	Monthly Avg COS Time
May-12	18.59
Jun-12	18.57
Jul-12	18.58
Aug-12	17.54
Sep-12	17.48
Oct-12	18.39
Nov-12	18.64
Dec-12	19.13
Jan-13	19.38
Feb-13	18.91
Mar-13	18.97
Apr-13	19.7
May-13	18.54
Jun-13	18.37
Jul-13	18.92
Aug-13	19.33
Sep-13	19.15
Oct-13	18.59
Nov-13	17.61
Dec-13	18.77

Chart 3 – Small Supplier Net Gains

MonthYear	Small Supplier Gains
May-12	22,717
Jun-12	35,536
Jul-12	46,208
Aug-12	22,833
Sep-12	23,185
Oct-12	52,418
Nov-12	93,651
Dec-12	67,370
Jan-13	56,493
Feb-13	53,156
Mar-13	52,977
Apr-13	46,865
May-13	40,731
Jun-13	36,876
Jul-13	44,943
Aug-13	41,297
Sep-13	42,667
Oct-13	54,901
Nov-13	126,979
Dec-13	102,884

Chart 4 – Percentage of Small Supplier Gains on Overall Market Gains

MonthYear	Small Supplier Gains	Total Gains	Small Supplier Gains Vs Total Gains %
May-12	22,717	270,333	8.40%
Jun-12	35,536	262,586	13.53%
Jul-12	46,208	271,037	17.05%
Aug-12	22,833	254,057	8.99%
Sep-12	23,185	266,614	8.70%
Oct-12	52,418	389,609	13.45%
Nov-12	93,651	356,952	26.24%
Dec-12	67,370	303,858	22.17%
Jan-13	56,493	238,299	23.71%
Feb-13	53,156	226,217	23.50%
Mar-13	52,977	242,749	21.82%
Apr-13	46,865	310,512	15.09%
May-13	40,731	229,588	17.74%
Jun-13	36,876	215,076	17.15%
Jul-13	44,943	241,163	18.64%
Aug-13	41,297	211,071	19.57%
Sep-13	42,667	208,552	20.46%
Oct-13	54,901	321,890	17.06%
Nov-13	126,979	615,363	20.63%
Dec-13	102,884	391,072	26.31%