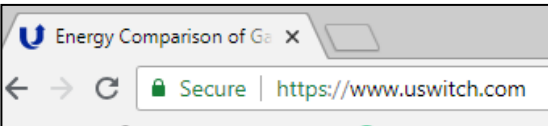
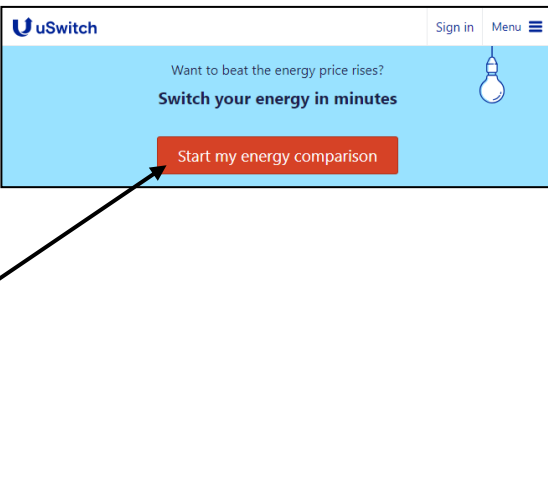
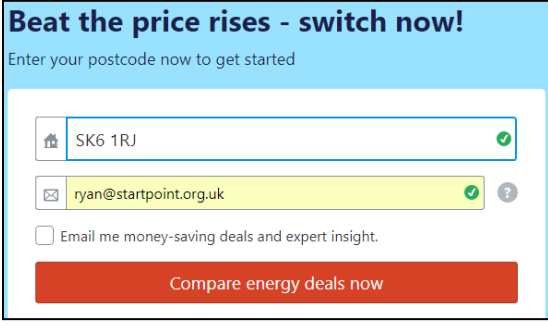


## Session Booklet – uSwitch

uSwitch is a UK based price comparison site that allows users to compare prices for a range of energy, finance, insurance, and communications services. We are going to use the uSwitch website to see if we can save money on our energy bills.

uSwitch	
1	<p>The first thing we are going to do is access the uSwitch website.</p> <p>Using your web browser, enter <a href="https://www.uswitch.com">www.uswitch.com</a> into the address bar and press enter.</p> 
<p>Knowledge check – Alongside comparing energy prices, what else can you compare on uSwitch?</p>	
2	<p>Now we are on the uSwitch website, we are going to look at comparing energy prices.</p> <p>uSwitch claim that you can enter your details in just a few minutes, compare deals and switch all in the same day!</p> <p>Click on 'Start my energy comparison' to begin.</p> 
<p>Knowledge check – If you wanted to speak to a person instead of completing the comparison online, what number would you call?</p>	
3	<p>Once you are on the uSwitch website, you need to enter your postcode and your email address. The website tells you that entering your email address is optional. uSwitch will email you the details of any results you find for easy reference, so if you are looking to change your energy supplier then entering your email address will be beneficial.</p> 



www.startpoint.org.uk

<p>4</p>	<p>In our example, we have used the postcode of Startpoint Coffee Shop on Woodley Precinct. The first thing uswitch.com asks you to do is select your address from a list.</p>	
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Knowledge Check – If you didn't want to supply your exact address, what options do you have on the uSwitch website?

<p>5</p>	<p>You'll now be asked if you use gas and if you are on a dual fuel tariff. You can select the correct answers to these questions and move on to identifying your gas and electricity supplier.</p>	
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Knowledge Check – What does dual fuel tariff mean?

<p>6</p>	<p>uSwitch lists the main energy suppliers (British Gas, E. ON, EDF Energy, First Utility, npower and ScottishPower). If your supplier isn't on the list, you can select 'Other suppliers' from the drop-down box and find your supplier.</p> <p>You'll then be asked how you pay for your energy. These options include prepayment as well as via direct debit. uSwitch will also ask you if you have an Economy 7 meter.</p>	
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## Knowledge Check – What is an Economy 7 meter?

7 Based on the energy supplier you select, uSwitch will list the names of the plans that the supplier offers. This gives them an idea of your current package and how much you pay. If your plan isn't listed, there is a drop-down menu where other plans will be listed.

Your plan name is: ?

Standard

Fixed Price July 2018

All Online Apr 2019

My plan is not listed above  
Choose your plan from the list below:

All Online Feb 2019

## Knowledge Check – Can you list all the plans available from npower, Igloo energy and Utility Warehouse?

### npower

- 1.
- 2.
- 3.

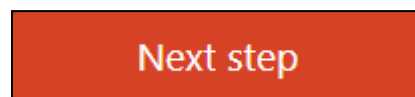
### Igloo energy

- 1.

### Utility Warehouse

- 1.
- 2.
- 3.

8 Once you've chosen your supplier and identified your plan, select 'Next step'.



9 You should now see a breakdown of your energy package as well as questions regarding your usage of both gas and electricity. You have 2 options within both gas and electricity. You can either select how much gas and electricity you use per month in pounds or select how many kWh you use.

**Your usage**

Do you know how much you use or spend on energy?

Yes  No

**Your gas**

Your gas consumption:

I spend £  every month

I use  kWh every year.

**Your electricity**

Your electricity consumption:

I spend £  every month

I use  kWh every year.

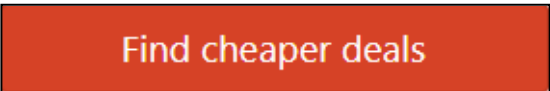
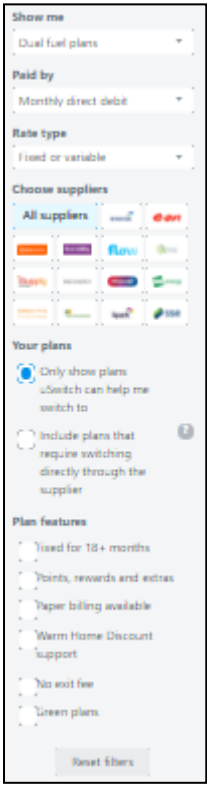
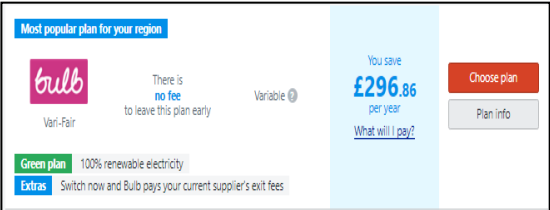
**Your current plan**

Utility Warehouse

Unit rate: £0.19 per kWh  
Standing charge: £7.00/yr  
(all rates ex. VAT)

If you don't know how much you spend on your energy, you can select 'No' as an option.

Knowledge Check – If you don't know how much you spend on your energy, what options does uSwitch give you?

10	<p>Now you've entered how much you spend/use, select 'Find cheaper deals'.</p>	
11	<p>You'll now be greeted with a list of all the potential energy plans that fit with the address you supplied.</p> <p>You'll notice down the left-hand side of the screen there are filters that allow you to toggle between dual fuel, payment options, fixed or variable rate, select specific suppliers, and features of the plans. If you are looking for a specific energy plan, these filters will allow you to exclude packages that fall outside what you are looking for.</p>	
12	<p>At this point, you'd need to select which plan you'd like to switch to and follow the steps on the website to go through with the switch. This may involve contacting your current supplier and potentially paying a fee for leaving you contract with them earlier than initially anticipated, although some suppliers state they'll cover any fees and deal with your current supplier for you.</p>	 <p>Here is an example of a package that will cover any fees for leaving your current supplier early.</p>