The ins and outs of…

Erroneous transfers

Switching energy suppliers is normally pretty straightforward. But it can sometimes happen that we accidently switch over your neighbour’s energy supply instead of yours.

So to put things right, we start what the industry calls an ‘erroneous transfer’.

Why does it happen?

When a customer tells us they would like to switch to us, we get the ball rolling by matching their details to an address on a central database (all energy suppliers do it like this). But sometimes the information isn’t 100% right, especially for flats or new builds.

So if we are given the wrong details, we might end up taking the supply from the wrong home.

Who does this affect?

It affects our new customer (the one who wants to switch) and their neighbour (the one whose details we were given by mistake).

We understand that this isn’t ideal, so we promise to keep the new customer and their neighbour in the loop while the erroneous transfer is going on. And we will do everything we can to get things put right as quickly as possible.

How will you put things right?

If you are the neighbour and we have taken your supply by mistake, we will give it back to your supplier. This might take around six to eight weeks and you will still get your gas and/or electricity while it’s happening. We will get in touch with your supplier so they can carry on billing you as though you never left them.

If you are the one switching to us and we have taken over your neighbour’s supply by mistake, we will take over the right one as soon as we can, but this might mean you switch to us a bit later than planned.

Do I need to do anything?

No. We will do it all for you and keep you updated along the way.

If you have any questions, please get in touch by calling us on 0800 408 6706.