



iSupplyEnergy - Response to the Which? Fair Energy Prices Campaign:

iSupplyEnergy completely support the Which? Fair Energy Prices Campaign. We put our customers at the heart of everything we do, focusing on fair and transparent pricing, and excellent customer service. This has recently been endorsed by our 8th position in the 2017 Which? Energy Satisfaction Survey.

Of our customer base, c10% are on the Standard Variable Tariff, which we believe to be one of the lowest percentages in the industry. Since our launch in 2012 our SVT has never risen, despite significant increases in supplier costs and the wholesale pricing market. We consistently offer some of the best fixed rate tariffs in the marketplace, which are available to both new and existing customers.

Before the end of a fixed rate contract, customers are written to, and subsequently sent reminders, encouraging them to renew onto another fixed rate tariff and notifying them that they will move onto our SVT if they take no action. With our online account management system available 24/7, we have an easy and streamlined renewal process, helping customers to find the best tariff for them. We also advise customers of the best available tariffs on all bills and statements.

We will continue to monitor the number of customers on SVT and review our communication strategy to help ensure that our customers are on the best available tariff.