



**Our Reference:** 121038\_02/21

Dear Resident,

## Thanks to the power of collective switching, we have secured a low-cost energy tariff for residents.

Warwickshire County Council is running its 12th collective energy switch for residents. Over 1.2 million households across the country have already taken part in this easy and hassle-free way to switch supplier. To date, switchers in Warwickshire have saved an average of £232.

## Do you want to know who has won the auction, and see how much you could save?

1. Visit [www.warwickshire.gov.uk/switchandsave](http://www.warwickshire.gov.uk/switchandsave) and sign up for free, before 23 March.
2. It only takes a few minutes and is completely obligation free.
3. You will see a personal offer based on the energy details you provide.
4. You decide if you want to accept and switch, or not.
5. We then take care of the entire switch for you, meaning the whole thing is as smooth and hassle-free for you as possible.

## Don't have internet access?

If you don't have Internet access, please see overleaf for information about how you can register.

## Interested in renewable electricity?

All electricity tariffs that suppliers submit in our auctions must be 100% renewable. For more information please see overleaf.

## How does the collective switch work?

- Residents in Warwickshire have been registering over the last four weeks, as the more households that participate, the greater our negotiating power.
- Energy suppliers were invited to take part in an auction to bid against each other to offer the best deal. This took place on 9 February.
- The winning supplier was the one making the lowest offer.
- You are not obliged to take up an offer: it is your choice.
- If you decide to accept the offer you need to let us know before 23 March.

## Join with Warwickshire residents and see how much you could save today!

Best Wishes,

**The Warwickshire Switch & Save Team**  
**Warwickshire County Council,**  
**Part of the Big Community Switch**

**Big Community**  
**Switch**

PS: if you are already registered or have accepted your offer, thank you for taking part! You do not need to do anything, and you can ignore this letter.



## Frequently Asked Questions

### Why should I switch?

In most cases you can save money. Or put another way, if you don't switch, you may pay more for your energy, especially if you are on a 'Standard Variable Tariff'. These are the default tariffs many suppliers put customers on when their fixed contract comes to an end or if they have never switched before. 7 in 10 households are on a standard tariff which means they can save the most (or are spending even more than they should be).

### I am in a fixed contract. Can I switch?

**Yes.** If your fixed period is coming to an end in the next month or so, you should be able to switch without a penalty. Some fixed contracts come with early termination (or 'exit') fees. These should not apply in the last 49 days of your fixed term.

### I rent. Can I still switch energy suppliers?

**Yes.** As long as the bill is in your name, you can switch.

### I don't want any hassle. Is it easy to switch?

**Yes.** We will work with the supplier to oversee your switch. You don't have to contact your current supplier and if you have any questions, you can ask us, or the supplier.

### Can I choose a green tariff?

**Yes.** Although the auctions are based on price and the offer that saves residents the most money wins, the electricity tariffs are also renewable. This means that not only are we able to get you a low price for your energy, but you're able to reduce your environmental impact too.

### I don't have internet access. Can I still take part?

Up to five households can be registered on one email address so you could consider asking a friend or relative to register you.

If you are unable to register online for any reason, please contact our customer service desk at **Act On Energy** on **0800 988 2881**, who can do this for you. This helpline is open weekdays, Monday to Friday 9am-5pm.

Alternatively, fill in the enclosed form with your personal billing information, then return it to the following FREE POST address no later than **22 March 2021**:

**Freepost RUAY-JCSS-GLCC, Act On Energy, Unit 1.4 Lauriston Business Park, Pitchill, Salford Priors, Warwickshire, WR11 8SN**

If you are having difficulty finding the information needed to register, please send your bills to the above address or simply call our customer service desk, an advisor can talk you through.

Once you have registered you will receive a personal offer letter via post along with a freepost return envelope, should you wish to accept your offer and switch.

**Big Community**  
**Switch**

### Questions?

Visit: [www.warwickshire.gov.uk/switchandsave](http://www.warwickshire.gov.uk/switchandsave)

Email: [hello@bigcommunityswitch.co.uk](mailto:hello@bigcommunityswitch.co.uk)

Call the Big Community Switch helpline 0800 048 8285  
(Mon-Fri, 8:00am - 5:30pm)

