

## **Understanding JRHT's Switching Service**

### **What does the Switching Calculator do?**

The JRHT energy switching calculator allows all staff and residents to compare the prices of electricity and gas tariffs so that they can find the best deal for them. It involves all types of tariffs including prepayment meters, Economy 7, standard variable rates, fixed rate tariffs amongst many more options. It is an Ofgem accredited service run by Energylinx, a specialist domestic energy comparison company, in partnership with JRHT.

### **How does it work?**

Energylinx manage the switching site and keep it updated as tariffs and prices change daily. As an Ofgem accredited site it compares the entire market so you know that you will be able to see a range of options to make a decision.

### **What tariffs can I switch to?**

By choosing the drop down menu with tariffs that 'we can assist you switch to' you can see all the tariffs that you can switch to using the calculator. Using this tab then you can choose whether to proceed online or over the phone to speak to one of Energylinx's professionally trained UK based customer support team. Not all tariffs can be switched through this service as the supplier must have an agreement with Energylinx to do so.

### **Where can I find it?**

The calculator is located in the 'Save money, save energy' page within the Resources for Residents section of the JRHT website.

### **What information do I need?**

In order to run a comparison you will need your postcode to identify what the prices are in your area. You will need to know who your current provider is and what tariff you are on. From this position you can run a comparison without knowing your level of consumption but it is advised that you check your bill as to how much gas and/or electricity you consume in order to get a more accurate figure of how much you can save.

### **How do I read my bill?**

Your latest bill should give you all the information that you need to run a comparison. You will be able to see who your provider is by checking who the bill is from. The bill will also have the details of which tariff you are on which you can then input into the calculator via the drop down menu. The bill should also detail how much you are

paying or consuming in pounds and/or KWh which you can then use to input into the calculator.

### **What support is available?**

Call the Garth customer services on either 0800 587 0211 or 01904 735000 and they will direct you to a member of JRHT staff that can give you some advice on switching and the calculator. If you would rather complete your comparison and switch over the phone, with professional customer service support, then call 01259 220084 to be put in contact with Energylinx's customer service team who can give you advice and carry out a switch for you.

### **How long will it take?**

Using the calculator to compare prices will only take a few minutes to see the tariffs that are available then it is up to you to decide if you want to switch and what deal suits you best. The most important issue is for you to make the decision as to what deal suits you so we would encourage careful consideration of different options before making a decision. Once you have chosen your tariff and completed the relevant information online or over the phone then the energy supplier will allow a 14 day 'cooling off' period before the switch is completed.

### **How do I use the calculator?**

The calculator is a simple step by step process. Firstly, you must select the fuel type that you would like to compare. Next, input your postcode and address to find the prices in your area and click 'Create Personal Projection'. Fill in your current supplier and which tariff you are. Complete your payment method, if you have an Economy 7 tariff and your consumption levels. Enter the 'What is important to you information and then click the 'Compare Now' icon. From this page you can scroll through the available tariffs in your area. To see the tariffs that you can switch to through the service use the drop down menu above the tariff listings and select tariffs 'we can assist you switch to'.

You can also run a comparison and switch over the phone. See 'What support is available' for contact details.

### **Who will have my details?**

If you only run a comparison then none of your details are kept. If you switch then you will be passing on your information to the energy provider whose tariff you chose. The only personal details that JRHT will receive are the name, email address, postcode and the fuel that is being switched. This information will only be used to understand what promotional methods are the most effective.