

## **THE BIG COMMUNITY SWITCH – FAQs**

### **❖ What is the Big Community Switch?**

It is a collective switching scheme. It gives an opportunity for Colchester residents to use a collective buying power. Ichoosr take the sign up numbers to the energy companies and get them to bid for the best collective deal that they can do.

The scheme will not guarantee savings, but it will give an opportunity for residents, under no obligation to see if they can save on their gas and electricity bill

The sign up process will be available to residents online, but they can use internet connections at their local library and other council buildings. Visit [www.colchester.gov.uk/bigcommunityswitch](http://www.colchester.gov.uk/bigcommunityswitch) to sign up.

Residents' local zone teams will be able to assist those unfamiliar with the internet to sign up. You can visit [www.colchester.gov.uk/findmyzone](http://www.colchester.gov.uk/findmyzone) to discover who your local zone team are.

### **❖ Who are iChoosr?**

Ichooser is the company that Colchester Borough Council has partnered with to offer the switching scheme to our residents. Ichoosr work together with CBC to put interested consumers in touch with suppliers who make them the best offer for their energy bills.

### **How do I stand to benefit from a collective switching scheme?**

The outcome of the auction will be a cheaper price, which is probably lower than the price you currently pay. You no longer have to waste precious time comparing prices as we do it for you. We also compare the terms and conditions for you.

### **What do you mean by no obligation?**

Naturally you first want to know the price, supplier and terms & conditions before you decide to switch suppliers. That is why you sign up with no obligation and then you decide after the auction whether you wish to accept the offer. You only mark your interest by signing up. There is no obligation.

### **What does it cost?**

Participation is free. The supplier pays a cost to iChoosr for every customer who effectively switches suppliers.

### **How do I register for a collective switching scheme?**

You sign up with no obligation on the CBC website [www.colchester.gov.uk/bigcommunityswitch](http://www.colchester.gov.uk/bigcommunityswitch)

### **What happens to my data?**

We will only share your data with the supplier if you accept the offer.

**How does the auction work?**

The auction process is very transparent and usually we organise a public auction. The terms and conditions are published beforehand. You can bid during various rounds. At the end of the auction we will announce the best supplier.

**What happens after the auction?**

After the auction, you will receive an offer via email and you can decide whether you wish to accept the supplier's offer.

**What kind of contract will I be asked to enter into?**

Ichoosr will present an offer to you with a minimum fixed contract of 1 year. This time will vary depending on the supplier that wins the auction though. It will be your choice whether to accept the offer or not.

**Will I have to pay cancellation fees?**

This depends on your current supplier and any cancellation fess will be the customer's responsibility. It will be up to the customer to weigh up this fee against a lower rate available to decide whether to switch or not.

**Will receive any commission from recommending a friend?**

No.

**What happens if I accept the offer?**

Then we will oversee the switch to your new supplier and we will ensure that everything goes smoothly. If something should go wrong then we are at your service to help you.

(There will be no disconnection during the switch).

**Whom can I contact if I am not happy?**

You can always contact [bigcommunityswitch@ichoosr.com](mailto:bigcommunityswitch@ichoosr.com) by email and they will respond as soon as possible.

(90% of enquiries are answered with 120 minutes.)

**What happens if I move house?****1. If you move before the auction takes place:**

You simply need to amend your personal details and save them. Always make sure to e-evaluate your proposal as this might alter due to different usage in the new residence and/or by moving to a different energy distribution region.

**2. If you move after having received your personal proposal, but before last date of 'acceptation':**

Please wait to accept your personal proposal until you have actually moved. You need to be the rightful occupant of a property before you can accept an energy contract for your new residence. Make sure you update and save your data according to your new address. You can do so via the link you received by email to access your personal proposal. Always make sure to e-evaluate your proposal as this might alter due to different usage

in the new residence and/or by moving to a different energy distribution region.

**3. If you move after the last acceptance date for our offer:**

Unfortunately, you can only accept the offer for your old residence, before you move out (and before the last acceptance date). You cannot take your contract with you – it stays at the address you are moving from.

**When you move:**

You need to give your supplier notice – at least two week's notice. Your supplier will then arrange for a meter reading, or most likely, ask you to give them a meter reading. This will be used to calculate your final bill. Then you need to find out who is the current supplier at your new property.

If the previous occupier at your house hasn't left you any information, then you can always find out who your gas supplier is by calling the Meter Number Helpline on 0870 608 1524. To find out who your electricity supplier is, call your local electricity distribution company – the number will be in the local phone directory under 'Electricity'. Then call your new supplier and ask them to register you as the new occupant of the property.

A termination/cancellation fee might be applicable when you move, we advise you to contact your current supplier to find out about the Terms and Conditions.

**What should I do if my bank details change?**

You should contact your supplier directly.

**I use Economy 7 – can I still register?**

Yes, you can still register as our suppliers serve those with Economy 7.

**I use Economy 10 – can I still register?**

No, unfortunately at this time, our suppliers cannot offer you a switch if you currently use Economy 10.