

9th February 2017

Dear Switched On,

I recently contacted Switched On to assist with managing a transfer of energy bills from the previous tenant at our commercial gym premises. Your customer care and communication with us throughout this process was nothing short of excellent.

Initially you explained (in plain English!) how commercial energy contracts differed from domestic billing. You then recommended the most sensible options available to us mid-contract, based on projected usage and future energy market trends. The entire process of getting the best value contract for us was efficient and straightforward, particularly after the first attempt to proceed failed due to my personal circumstances. You delivered on all fronts.

You and your team kept me up to date with how the process was going, which meant my phone calls with their customer service were informed and meant there was no confusion at any point. You managed to negotiate our bill to be back-dated to the day we took it over which avoided a very costly out of contract rate for the first month. We now have a fantastic rate, which is around 25% less than I could have achieved by doing it myself.

I would have no hesitation in recommending you to anyone who needs great advice, great value and stress free handling of their commercial energy bills.

Keep up the excellent work!

Best wishes,



Andy Gardner

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