

Utilita Energy acquires bvocal

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Utilita Energy, Britain’s fastest growing independent energy supplier, has confirmed the acquisition of call centre specialist, bvocal.

All 325 bvocal staff – 225 at its Chesterfield HQ and a further 100 at its recently opened Sheffield centre - will become part of the Utilita group of companies. bvocal has worked with Utilita since 2014.

The changes come into effect immediately (1 March) and means Utilita now has more than 1,000.

Utilita Energy’s customer numbers have shown strong growth in recent years. The supplier expects to reach 500,000 in April – up from just over 200,000 as little as 18 months ago.

Steve Parker, Director of Sales & Marketing, Utilita Energy, commented: “bvocal has played an integral role in the growth of Utilita. It has proved to be a proven, successful sales channel.

“With this in mind, it made perfect sense to bring bvocal into Utilita in a move that will be mutually beneficial. As we continue to grow, bvocal will play a key role.”

Paul Stubbs, Managing Director, bvocal, added: “This is a fantastic business opportunity for both companies.

“Utilita has been bvocal’s only client for the past two years -

this deal is great for our brilliant staff, who will now benefit from working for Britain's fastest growing independent energy supplier."

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About Utilita Energy

Launched in 2003, Utilita Energy has established itself as Britain's leading supplier of Smart Pay As You Go (PAYG) energy - more than doubling its number of customers in 2014/15 alone and holding a Price Commitment since 2008 to be cheaper than the Big 6 energy suppliers*.

Offering a fairer energy deal to lower income and energy-conscious households, as of December 2016 more than 80% of its customers – the highest percentage in the UK energy sector - used Smart meters.

Utilita's Smart PAYG product allows them to top-up their energy remotely and monitor their usage and credit balance in real-time, enabling them to take control of their energy spend – making estimated bills a thing of the past. Utilita has also launched a free app to increase the number of safe, easy ways customers can pay for their energy.

In 2016, Utilita debuted in Which? Magazine's Top 5 Energy Suppliers for quality and customer service. In December 2016 Utilita welcomed its 450,000th customer.

To find out more about Utilita Energy - [click here](#)

* Based on Ofgem medium consumption (12,500 kWh for gas and 3,100 kWh for electricity) and using the best Dual Fuel standard variable prices available to prepayment customers from the Big 6 suppliers.

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