

OFGEM APPOINTS UTILITA TO SERVICE EVERSMART CUSTOMERS

Embargoed 15:30, 10 September, 2019

Utilita is delighted to have been appointed Supplier of Last Resort (SoLR) for Eversmart Energy's customers.

Ofgem made the decision after a thorough and competitive SoLR process, following Eversmart Energy's decision to cease trading last week.

It will ensure those customers affected will be properly protected. Utilita has committed to absorbing all necessary costs and protecting all customers' credit balances and closed balances.

Bill Bullen, CEO Utilita Energy, said: "We welcome Eversmart's customers to Utilita and are committed to transferring them with minimum disruption at what we appreciate is an unsettling time for them.

"We are pleased we can step into protect Eversmart's customers and are satisfied we can give them a great level of service, a seamless transition, a fair energy deal and the stability afforded by being with one of the UK's ten biggest suppliers.

"I would also like to thank Ofgem for putting its faith in Utilita for the second time in 2019, following our appointment in January as Supplier of Last Resort for Our Power's 31,000 customers.

"If customers are concerned, they should not worry. The best thing to do is to take a meter reading from both gas and electric meters and sit tight. Utilita will get in contact with all customers shortly."

Eversmart's customers will also benefit from Utilita's wide-ranging products and services.

These include our uswitch award-winning app, which gives our customers total control of their energy consumption with real-time credit balances and energy usage, POWER UP functionality (which allows eligible customers to self-serve discretionary credits), Friendly and Emergency credit and our Utilita Extra customer rewards programme.

Utilita will take responsibility for Eversmart's customers as of Wednesday 11 September, 2019.

Eversmart customers can call 01962679098 or visit www.utilita.co.uk/supply-transfer

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