

Switching your gas supply to SSE Airtricity: A simple guide

Credit customers



Day 1: Start your switch

Contact us to request your switch. We'll begin the process, which usually takes up to 40 days. You'll receive confirmation of your registration by email or post, depending on your preference.



Days 1–14: Cooling off period & credit checks

We process your request and carry out a credit check. If there are any issues, our Credit Control Team will get in touch. You can cancel your switch during these 14 days and return to your previous supplier. If there are any objections from your current supplier, we'll try to resolve them with you. If the switch is cancelled, we'll send you confirmation.



Day 15: Meter reading

After the cooling off period, we notify the Distribution Network Operator (DNO) (Phoenix or Evolve) and arrange a meter reading. If we can't obtain one, we'll request it from the DNO. The DNO then processes your switch, which usually takes around 21 days.



Day 35+: Completing your switch

Once your switch is finalised, we'll send you a Welcome Pack and start billing you quarterly. If you've chosen our Direct Debit Budget Plan, your first payment may be collected about a month after your switch is complete.

If you're having issues with your switch
please contact us on 0345 900 5253

