

Switching your gas supply to SSE Airtricity: A simple guide



PPM Customers



Day 1: Start your switch

Contact us to request your switch. We'll begin the process, which typically 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 complete 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

As you have a prepayment meter, you'll need to visit your nearest PayPoint outlet and top up your card with £5–£20 within 28 days. For a smooth switch we recommend completing your top-ups at the same PayPoint outlet.



Once you've topped up your receipt should show the message "change of supplier complete – update all payment cards". If this message doesn't appear, top up again for an amount of £5. If this doesn't work, contact us for support.

Once your switch is finalised, we'll send you a Welcome Pack.

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

If you don't receive the message to let you know your switch was successful within 28 days, we'll reissue it and ask you to top up again. If switching still fails please contact us to arrange a manual switch or we will revert your supply to the original supplier and let you know.