Domestic Bulk Liquefied Petroleum Gas (LPG):
How to switch supplier on a metered estate

CMA
Competition & Markets Authority

LPG is used by thousands of households across the UK. On metered estates it is stored in a communal tank and then piped to homes. The supply is kept topped up by a single LPG company.

Switching supplier could get you a better deal – here's what you need to know.

Your LPG supplier must:

- Give you clear information about your current supply, when your contract ends and how you can switch

- Take care of your tank on your behalf, it's their responsibility - you don't need to worry about it

Thinking of signing a new LPG contract?

- Don't rush in - if you're new to a metered estate you don't need to sign up to a fixed term contract to receive a supply of LPG

- If you're an existing customer speak to your supplier about your options including the date that the contract ends

- You can search for LPG suppliers in your area via the UKLPG website

- Switching suppliers could save you money in the long run

- Remember - signing a new fixed term contract may lock everyone else on your estate into that supplier until your new contract runs out again

Co-ordinate your switch

- Your estate may have a metered estate manager or tenant's association to help you connect with neighbours - making switching easier

- Keep talking with your neighbours - you can only switch supplier if everyone agrees to switch and everyone is out of a fixed term contract

Don't rush into a new LPG contract - speak to your neighbours first

Why is this important?

By law, LPG suppliers must make it easy for customers to switch suppliers.

In 2017 just 1.3% of customers switched.

Knowing about your legal rights and how you can switch supplier may help you save money.

Where can I find more information?

Contact your supplier direct for information on switching.

For more detail on what suppliers must do for customers see our detailed guides.

These materials do not constitute legal advice and should not be relied upon as such.