

Which energy price comparison websites and switching services did we find to be most accessible and user-friendly?

The following results are based on price comparison website evaluations which were carried out by RiDC's researchers and 16 disabled members of our consumer panel. Below we review 16 of the most popular energy price comparison websites and switching services, in terms of their capabilities and accessibility features.

Where 'Yes' appears in the table below, this means that firstly, the website has the feature, and secondly, that the majority of panel members who evaluated the websites, agreed with positive statements about that feature. In contrast, 'No' means that either the feature does not exist on the website or that a majority of panel members disagreed with positive statements about that feature.

	OFGEM accredited	Ability to filter deals with Warm Home Discount	Clear instructions and support	Screen-reader friendly	Support for screen magnification and/or changes to text size and colour	Keyboard accessible	Readable text size	Good colour contrast	Plain and understandable language	Easily understood details of energy deals
1 Money Supermarket	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes	Yes
2 Uswitch	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	No
3 Money Saving Expert	No	Yes	No	No	No	No	No	No	Yes	No

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4 Compare the Market	No	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes
5 Go Compare	No	No	No	No	Yes	Yes	Yes	Yes	Yes	Yes
6. Which?	No	No	No	No	No	Yes	No	No	No	No
7 Confused	No	Yes	Yes	Yes	No	Yes	No	Yes	Yes	Yes
8 Simply Switch	Yes	No	Yes	No	Yes	No	No	Yes	Yes	No
9 Look After my bills	No	Yes	No	No	No	No	No	Yes	Yes	No
10 Energy Helpline	Yes	No	No	No	Yes	No	No	Yes	Yes	No

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11 Citizens Advice	No	Yes	No	Yes	Yes	No	Yes	Yes	Yes	Yes
12 The Energy Shop	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes
13 Switch Gas & Electric	Yes	No	No	Yes	Yes	No	Yes	Yes	Yes	No
14 My Utility Genius	Yes	Yes	No	No	Yes	No	No	No	No	No
15 Energylinx	Yes	No	No	No	No	No	No	No	No	No
16 Quotezone	Yes	No	No	No	Yes	No	No	No	Yes	No

Which of the above websites did we find to be most accessible for specific user-groups and/or assistive technologies?

The below recommendations are based on the feedback received from four categories of panel members for whom the features will be important:

1. Blind, dyslexic, cognitive impaired users who use screen readers or text-to-speech software
2. Visually impaired users who use screen magnification software or make text size or colour adjustments to their web browser or device
3. Dexterity or mobility impaired users who are unable to use a mouse and use keyboard navigation instead
4. Cognitive or learning impaired users

The feedback reflects their experience of using these websites as well as the evaluation process described above. These websites were found to be most accessible based on the following criteria:

- Confirmed ease of performing different actions on the website (e.g. viewing the homepage, accessing the energy section of the website, filling in personal details and viewing the listed energy deals).
- Panel members' confirmed high levels of satisfaction with relevant accessibility features (see table above)
- High scoring on a scale measuring the usability of the website when using assistive technology

1. Most screenreader friendly

1. Uswitch
2. Switch Gas and Electric
3. Citizens Advice

4. Money Supermarket

5. Confused

2. Most supportive of screen magnification software and/or changes made to text size or colour on a web browser or device

1. Energy Helpline

2. Go Compare

3. The Energy Shop

4. Citizens Advice

5. Uswitch

3. Most keyboard accessible

1. Uswitch

2. Compare the Market

3. Confused

4. The Energy Shop

5. Go Compare

4. Most readable and understandable

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1. Money Supermarket
2. Citizens Advice
3. Compare the Market
4. Confused
5. Go Compare