

Citizens Advice Wakefield District

Debt Advice Newsletter

July 2017

Top 4 'presented debt issues' Quarter 1—2017/18

Council Tax Arrears

Credit Cards

Unsecured Loans

Overdrafts

As the **statutory consumer watchdog for energy customers** in June we published our latest energy supplier ratings which tells consumers how suppliers are performing across 5 measures, including complaint handling and switch timescales.

Extra Energy received the lowest overall star rating (**2.05**) for the 2nd time whilst **Ecotricity** came the top of our league table with an overall star rating of **4.4**

How did the BIG 6 fair?

EDF & SSE came **joint 5th** with overall ratings of **3.75**

British Gas came in **7th** with an overall rating of **3.7**

EON & Scottish Power came **joint 10th** with an overall rating of **3.15**

N Power came in **13th** with an overall rating of **3**

To look at the full league table go to: <https://www.citizensadvice.org.uk/about-us/how-citizens-advice-works/citizens-advice-consumer-work/supplier-performance/energy-supplier-performance/compare-domestic-energy-suppliers-customer-service/>

On the 1st June our Debt Advice Team joined the national Citizens Advice webchat service

Residents can now get debt advice from our team

Face to Face

Telephone

Email

Webchat

**citizens
advice**

**Wakefield
District**

July 2017 Scams Awareness Month

This year's Scams Awareness Month is about educating residents that they should act on their concerns, seek advice from the Citizens Advice Consumer Helpline (03454 04 05 06), report suspected scams to Action Fraud (0300 123 2040), tell family and friends about scams, and tweet about scams with #scamsaware. More can be found on our website: <http://scams.citizensadvice.org.uk>



Our debt service is available to **anybody** living in Wakefield District regardless of income/assets or level/type of debt. It is free, confidential and independent.

For further information contact mandylarder@wakefielddistrictcab.co.uk