

# Citizens Advice Wakefield District Newsletter

July 2017

## Top 3 [enquiry areas] Quarter 1—2017/18

**Debt**  
42%

**Benefits**  
32%

**Employment**  
8%

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/>*

## Volunteering Opportunity

**We are seeking to recruit new individuals to join our District Trustee Board**

**If you know of anyone who may be interested, in the first instance they should contact our volunteer training & recruitment officer via our website**

[www.wakefielddistrictcab.co.uk](http://www.wakefielddistrictcab.co.uk)

## 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>.

**PLAY YOUR PART  
ACT ON SCAMS**

**Scams Awareness Month**



**#scamsaware**

**citizens  
advice**

**Wakefield  
District**