



Written evidence to the Business, Energy and Industrial Strategy Select Committee from Citizens Advice

1. About Citizens Advice

1.1 Citizens Advice has statutory responsibilities under the Consumers, Estate Agents and Redress Act 2007 to represent consumers' interests in the energy sector.

2. Submission

2.1 During the Business, Energy and Industrial Strategy's Select Committee evidence session on Tuesday 12 December 2017, Victoria Macgregor - Director of Energy at Citizens Advice - agreed to follow up with more detailed statistics on the number of people that we help with energy issues, and statistics on our Price Comparison website. Please find our further answers below for your consideration.

2.2 Question 115 from Rachel Reeves MP:

2.21 The energy advice pages of our website had nearly 1 million hits (923,000) last year - more than 100 an hour.

2.22 Our Extra Help Unit, which has statutory duties and powers, helped around 8,000 energy consumers in vulnerable situations in the year to Nov 2017 - investigating their issues, obtaining financial redress and helping suppliers to improve their processes for supporting vulnerable customers. *N.B. these are included in the below figures.*

2.23 We helped fix 163,000 energy problems through our local network and 45,000 through our helpline. That's over 500 people *a day* getting help with energy problems.

2.24 Specifically on problems with debt and affordability in energy, we helped around 70,000 consumers in the year to October 2017.

2.3 Question 117 from Antoinette Sandbach MP:

2.3.1 Since January 2017, our Price Comparison [website](#) received around 356,300 visits from consumers wanting information on suppliers' offers, of which 155,151 went on to identify the best deals for their circumstances.

2.3.2 Our Energy Supplier Star Rating [pages](#) have received around 4,000 views. The detailed webpage is mainly for transparency purposes -our primary goal is to ensure that our price comparison tool users see this information when carrying out a price comparison.

20 December 2017