

November 2013

Urgent Consumer Alert

Lancashire Trading Standards Service are warning of a telephone caller purporting to be representing Lancashire County Council and offering energy surveys. They seem to be targeting the elderly. The caller asks for personal information such as if they own their own property and which energy provider they are currently with.

The Government is currently launching a scheme called the Green Deal where independent traders may seek information such as whether you own your own property and if you are claiming benefits – however, none of these traders are working with or on behalf of Lancashire County Council. For more information about Green Deal visit www.gov.uk or call the Energy Saving Advice Service on 0300 123 1234.

Trading Standards strongly suspects this is a scam call and residents should not give any information out to the caller. Trading Standards advice generally is not to do business with cold callers, be they on the doorstep or by telephone.

**Contact the Trading Standards Service via the
Citizens Advice Consumer Helpline on**

08454 04 05 06