

# 1-800-292-4704

## Energy Hotline may have answer

As a part of its federal energy project responsibilities, the Michigan Energy Extension Service operates an Energy Information Clearinghouse and statewide toll-free telephone "hotline."

Since opening the Energy Hotline in April 1978, the clearinghouse staff has responded to more than 40,000 calls/letters from Michigan residents requesting energy information.

Incoming hotline calls and letter requests currently average 350-500 weekly.

The Energy Hotline is open weekdays Monday-Friday, from 9 a.m. to 4 p.m., supplemented by a telephone recording service during the evening and throughout the weekend. At present, the telephone service includes two incoming lines.

APPROXIMATELY 190 no-cost brochures, pamphlets, fact sheets, directories and curriculum guides are available for distribution. They offer a broad scope of information — ranging from topics concerned with conservation methods (at home and in the marketplace), new technologies, conventional sources to community/human services, financial assistance and grant programs.

Michigan specific information is routinely added to the clearing house roster of publications, based on consumer need and public interest.

A comprehensive data base/literature search system, directly linked to energy files at the U.S. Department of Energy (in Oakridge, Tenn.); the Lockheed Corp. (in

Palo Alto, Calif.) and the New York Times Information Data Bank (in New York), provides the clearinghouse staff with on-line up-to-date conservation and technology information sources.

IN ADDITION, 40 representatives from professional associations, citizen organizations, state and local governments, and universities, offer advice and assistance as members of an Energy Information Technical Review Group.

The technical review group better enables the clearing house staff to assess the accuracy and the reliability of energy information, products and services.

Central to the clearinghouse is a record-keeping system designed to monitor and evaluate the service provided. Each citi-

zen's call or letter is "logged in," and demographic data are collected.

EACH REQUESTOR is sent a follow-up questionnaire to determine: the quality of service received, the usefulness of information given, and the specific conservation actions taken as a result.

These findings play a significant role in reviewing the service and information made available to Michigan residents via the clearinghouse and energy hotline.

The Michigan Energy Extension Service Clearinghouse is supported by three full-time staff members (a coordinator and two information specialists), and a small support group of volunteers and student assistants.

The hotline number is 1-800-292-4704

## Write or call center for information

The National Solar Heating and Cooling Information Center is a complete, one-stop service facility for information, technical and non-technical, on all aspects of solar heating and cooling.

If your interest in solar is new, chances are you'll need basic information. Contact the center.

People there will put you on their ca-

tegorized mailing list to assure that you'll receive current continuing information about solar energy for your home, office or plant.

If you need detailed information on solar energy, you can contact the center for locations of solar homes and offices in your area for inspection.

The center can provide names of archi-

tects who specialize in solar design and builders with solar experience. It also has detailed scientific and technical findings along with comprehensive listings of books and periodicals on specific subjects.

IF YOUR COMMUNITY or business group would like a speaker who is an expert in the field of solar energy heating and cooling, the center will put you in touch with the

right person.

If you are having a major energy fair, scientific or professional conference or trade show, the center may be able to schedule one of its exhibits in your area.

Both the Department of Housing and Urban Development and the Energy Research

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## IS YOUR FAMILY ENERGY WISE?

Drop in at your local  
Consumers Power Company office  
and ask for our free booklet.

A wise family saves energy.



Consumers  
Power