

Free booklet offers help for consumers

It's there, handy. That's why the telephone is so useful when you have a consumer complaint or question. There are times, however, when help is not available locally. That's when toll-free 800 numbers can offer you no-cost information at your fingertips.

The U.S. Office of Consumer Affairs, the American Telephone and Telegraph Co. and the Federal Consumer Information Center of the General Services Administration have developed a pocket-sized booklet listing many of these toll-free numbers for federal and state consumer services. For your free copy of "Direct Contacts for Consumers," send your name and address on a postcard to the Consumer Information Center, Dept. 599K, Pueblo, Colo. 81009.

To find out about cars, call 800-424-9393. The National Highway Traffic Safety Administration Hotline will provide information on motor safety recalls, handle complaints about safety-related vehicle defects, and receive reports about vehicle safety problems. It does not accept complaints about warranty or service problems unless they relate to safety complaints.

The Internal Revenue Service has regional and district offices that can provide copies of IRS publications and

forms, and will answer questions relating to federal taxes. These offices can be reached by dialing either a local or toll-free number. To find the appropriate number for you, consult the telephone directory under the "U.S. Government" listing.

Are you interested in alternative methods of heating or cooling your house? Call 800-523-2929 to reach the Conservation and Renewable Energy Inquiry Referral Service for non-technical information on solar, wind, and other heating and cooling technologies, energy conservation, and alcohol fuels.

If you are thinking about starting a small business, the Small Business Administration has a toll-free number you can call to get publications on starting a variety of businesses.

To learn about other available services, send for a free copy of "Direct Contacts for Consumers." At the same time, you will receive a free copy of the Consumer Information Catalog. Published quarterly by the Consumer Information Center of the General Services Administration, the catalog lists more than 200 federal booklets on topics from automobiles to money management to housing.

Business told to regulate its own house

Business should voluntarily police itself even after government regulation is ended, the chairman Detroit Edison Co. says.

Walter J. McCarthy Jr., chief executive officer of Michigan's largest electric utility company, told a strategic planning conference at the Engineering Society of Detroit recently that the American people do not want any easing of environmental improvement, affirmative action, product safety and other programs that benefit the nation.

"All of us must continue to deal with these issues. It is only a question of whether we will do it voluntarily and reasonably, and with greater cost-benefit, or we are forced to do it someone else's way," said McCarthy.

Business had had several opportunities in the past to

"seize the initiative and demonstrate its commitment to self-regulation or reform . . . to more socially responsible behavior."

But although "long-range planning would have suggested looking beyond any temporary lull in public and legislative zeal for reform," businessmen for the most part have taken a short-term view and invited government regulation through their inaction, McCarthy said.

The utility executive said socially responsible behavior is good business and translatable to earnings, because it creates a safer work environment, a more stable social order, better qualified workers and other conditions that are good for business and for society.



Wiggs Winter Sale

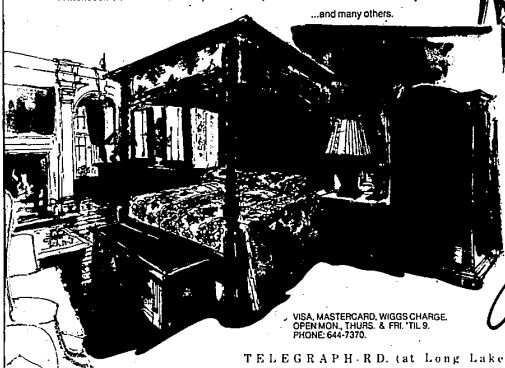
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- 5-Pc. Georgian Court cherry Dining Group, reg. \$1758, SALE \$999 (Rnd. Ped. Ext. Table, 2 Duncan Phyde Side Chairs & 2 matching Arm Chairs)
- 5-Pc. Dining Group, reg. \$919, SALE \$450 (Rnd. Heirloom Ped. Table with 4 Hitchcock black/harvest Fantop Side Chairs)

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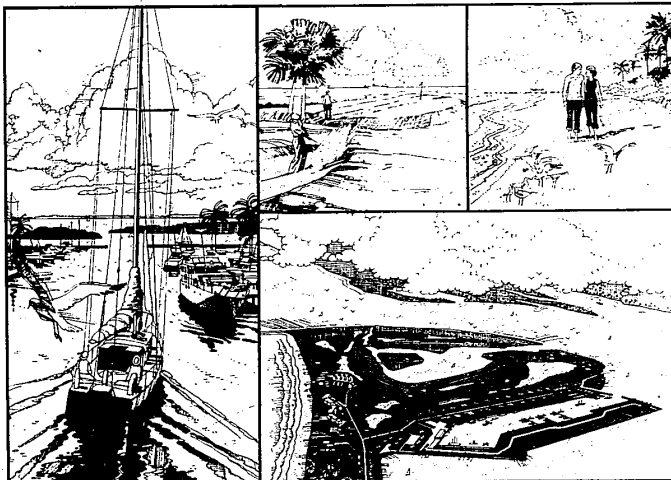
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