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Instructional Materials; Insurance; Investment; Laws;
*Merchandise Information; Money Management; Motor
Vehicles; Nutrition; Older Adults; *Public Agencies;
Real Estate; Safety; State Agencies; Utilities;
Wills

IDENTIFIERS Fraud; Funerals; Mail Order; Small Claims Court, W
Warranties

ABSTRACT

This bibliography, designed primarily for state and local consumer offices, includes 650 publications on a wide range of consumer affairs subjects. Topics include advertising, appliance purchase and repair, automobiles, how and where to complain, contracts, credit and banking, fraud, door-to-door sales, energy and utilities, financial planning and management, nutrition, funerals and wills, health care, home repair, housing, insurance, investments, real estate, laws, mail order, safety, senior citizens' concerns, small claims courts, training materials, and warranties. Part I is an alphabetical listing of publications by title. Following the title is number of pages, languages in which the publication is available, copyright and ordering information, and name of the authoring agency. Part II is a listing of titles by subject category. Part III lists contributing offices and includes addresses, phone numbers, and a key to each office's publications which are included in the bibliography. (CT)

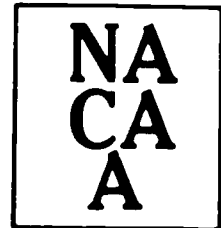
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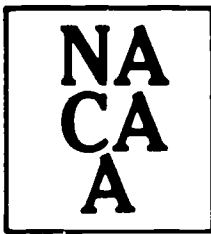
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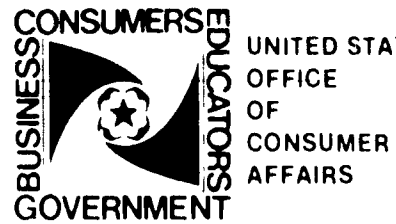
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SEPTEMBER 1982

Dear Reader:

The U. S. Office of Consumer Affairs (USOCA) and the National Association of Consumer Agency Administrators (NACAA) are pleased to make this bibliography available to you. Publications included in the bibliography are those received early in 1981 and thereafter in response to a letter from USOCA and NACAA to state, county and city government consumer offices and state insurance commissioners. These 650 publications, submitted by organizations in 43 states and the District of Columbia, cover a wide range of subjects of interest to those involved in consumer affairs.

While the bibliography may prove useful to others, it was designed primarily for the benefit of state and local consumer offices. We believe it will make it easier for consumer officials to share information and ideas and, therefore, to serve consumers in their communities more efficiently and more effectively. It is our hope that readers will request only publications shown to be available to them and that, whenever possible, publication requests will be accompanied with self-addressed, stamped envelopes. This will help to minimize financial and workload pressures on offices whose publications are listed.

Special thanks are due to these offices for providing materials for inclusion: to Charlotte Newton of NACAA; and to Dr. Lillian Mohr, Anne Chapman, Daisy Cherry, and Kern Calvert of USOCA. Comments or suggestions regarding this publication should be directed to Ms. Chapman or to Ms. Newton at the above addresses.

Sincerely,

CLAIR E. VILLANO
President

National Association
of

Consumer Agency Administrators

VIRGINIA H. KNAUE
Director

U.S. Office of Consumer Affairs
and
Special Assistant to the President

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HOW TO USE THIS BOOK

This bibliography consists of three main sections. Part I is a listing of all of the publications arranged alphabetically by title. The first line of each entry in this section contains one or more letters or numbers. These are codes denoting subjects covered by the publications. A key to these codes can be found at the beginning of Part I. Also included in each entry is detailed information regarding number of pages, copyrights, availability, price, and issuing office. Many offices submitted more than one publication. Therefore, to avoid needless repetition of addresses, we have provided a single listing, by state, of office addresses and telephone numbers in Part III, which begins on page 167.

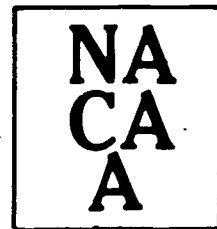
Readers who desire listings of publications covering specific topics should refer to Section II (p.113). Titles are listed alphabetically under each subject heading. Detailed information about each publication can then be obtained by referring to Part I.

In most cases subject categories should be self-explanatory. Readers who have difficulty locating publications on a particular topic should check the Appendix, which we hope will clarify any questions.

While extensive effort has been made to ensure that information is complete and accurate, we recognize that information such as price and availability of some materials may have changed during the time the bibliography was in preparation. We regret any inconvenience this may cause readers or issuing offices.

PART I

Alphabetical List of Publications



KEY TO BIBLIOGRAPHY CODES

The letter and number codes below are used in each entry in Part I to indicate subjects covered by each publication. Many publications cover more than one subject.

A	Advertising
B	Appliance Purchase & Repair
C	Automobile Purchase & Rental
D	Automobile Repair & Maintenance
E	Complaints--How & Where to Complain
F	Contracts
G	Credit & Banking
H	Deceptive Practices/Fraud
I	Door-to-Door Sales
J	Energy & Utilities
K	Financial Planning & Management
L	Food & Nutrition/Food Safety
M	Funerals & Wills
N	Health Care
O	Home Improvement & Repairs
P	Housing/Household Moving & Storage
Q	Insurance, Automobile
R	Insurance, Health
S	Insurance, Life

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U Insurance, General
V Investments/Business Opportunities
W Land Sales
X Landlord-Tenant Relations
Y Laws & Regulations
Z Mail Order Purchases
1 Personal Improvement
2 Safety
3 Senior Citizens' Concerns
4 Small Claims Courts
5 Surveys, Studies & Reports
6 Training Materials
7 Warranties/Guarantees
9 Miscellaneous

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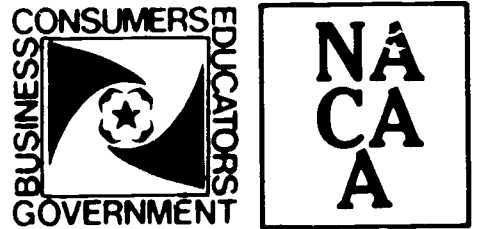
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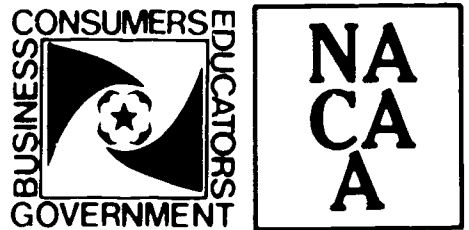
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PART III

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701-224-3404

5, 30, 43, 73, 91

Quad County Community Action Agency
27 1/2 South Third Street
Grand Forks, ND 58201
701-746-5431

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Ohio

Office of Attorney General
30 East Broad Street, 15th Floor
Columbus, OH 43215
614-466-8831

14, 29, 40, 41, 59, 66, 105, 106,
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Ohio Department of Insurance
2100 Stella Court
Columbus, OH 43215
614-466-6197

82, 106, 107

Portage County Prosecutor's Office
Consumer Protection Division
247 South Chestnut Street
Ravenna, OH 44266
216-296-9911

70, 98

Cleveland Office of Consumer
Affairs
601 Lakeside Avenue
119 City Hall
Cleveland, OH 44114
216-664-3200

16, 24, 29, 53, 89

Columbus Office of Consumer
Services

16, 49

Department of Community Services
60 East Main Street
Columbus, OH 43215
614-222-7144

Dayton Division of Consumer Services
824 Centre City Offices
7 East Fourth Street
Dayton, OH 45402
513-225-5048

8, 86, 93, 98

Oregon

Consumer Protection and Services
Division

19, 24, 41, 42, 44, 46, 51, 81
91, 104

State Department of Justice
111 Labor and Industries Building
Salem, OR 97310
503-378-4320

Pennsylvania

Bureau of Consumer Protection
Office of Attorney General
Strawberry Square--15th Floor
Harrisburg, PA 17120
717-787-9707

5, 11, 12, 13, 41, 44, 51, 58
65, 76, 80, 85, 105, 110, 111

Pennsylvania Insurance Department
Strawberry Square--13th Floor
Harrisburg, PA 17120
717-787-3289

48, 82

Cumberland County Bureau of
Consumer Affairs
114 North Hanover Street
Carlisle, PA 17013
717-249-5802

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Delaware County Office of Consumer
Affairs, Weights and Measures
Toal Building
Second and Orange Streets
Media, PA 19063
215-891-4865

39, 50, 60, 65

Montgomery County Consumer Affairs
Department 66, 79
Montgomery County Courthouse
Norristown, PA 19404
215-278-3565

Rhode Island

Rhode Island Consumers' Council 91
365 Broadway
Providence, RI 02909
401-277-2764

South Carolina

Office of Attorney General 8
Consumer Fraud and Antitrust
Section
P. O. Box 11549
Columbia, SC 29211
803-758-3040

Department of Insurance 92
Division of Consumer Affairs
2711 Middleburg Drive
Columbia, SC 29204
803-758-3266

South Dakota

Office of Attorney General 54, 73
Division of Consumer Protection
Insurance Building
Pierre, SD 57501
605-773-4400

Tennessee

Division of Consumer Affairs 7, 9, 13, 14, 22, 34, 49, 53,
Department of Agriculture 56, 59, 61, 62, 64, 76, 81,
Box 40627, Melrose Station 89, 92, 98, 99, 101, 104, 110
Nashville, TN 37204
615-741-1461

Texas

Office of Attorney General 99
Consumer Protection and Antitrust
Division
P. O. Box 12548, Capitol Station
Austin, Texas 78711
512-475-3288

Utah

Consumer Affairs Division 25
Utah State Trade Commission
330 East Fourth South
Salt Lake City, UT 84111
801-533-6441

Vermont

Office of Attorney General 81
Consumer Protection Division
109 State Street
Montpelier, VT 05602
802-828-3171

Department of Banking and Insurance 5, 47, 54, 81, 86
120 State Street
Montpelier, VT 05602
802-828-3301

Virginia

Virginia Department of Agriculture 6, 56, 61, 69, 72, 79, 103
and Consumer Services
Office of Consumer Affairs
3016 Williams Drive
Fairfax, VA 22031
703-573-1286

Virginia Department of Agriculture and Consumer Services Office of Consumer Affairs P. O. Box 1163 Richmond, Va 23209 804-786-2042	95, 96
Fairfax County Department of Consumer Affairs 4031 University Drive Fairfax, VA 22030 703-691-3214	10, 17, 20, 46, 47, 49, 59, 61, 97
Prince William County Office of Consumer Affairs Gar-Field Administration Building 15960 Cardinal Drive Woodbridge, VA 22191 703-221-4156	8, 45, 65, 79, 80, 98, 99, 103, 104
Norfolk Division of Consumer Protection Room 804, City Hall Building Norfolk, VA 23501 804-441-2821	13, 22, 25, 64, 65, 83, 84, 86, 92, 105, 108
Washington	
Office of Attorney General Consumer Protection Division 1366 Dexter Horton Building Seattle, WA 98104 206-464-6261	19, 25, 74, 107
West Virginia	
Office of Attorney General Consumer Protection Division 1204 Kanawha Boulevard, East Charleston, WV 25301 304-348-8986	28, 53
Insurance Commissioner 2100 Washington Street, East Charleston, WV 25305 304-348-3386	38, 52, 53

Wisconsin

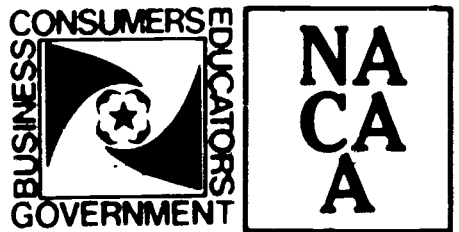
Office of Consumer Protection
Department of Justice
P. O. Box 7856
Madison, WI 53707
608-266-0759

9, 21, 28, 47, 55, 56, 59, 60
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Commissioner of Insurance
123 West Washington Avenue
7th Floor
Madison, WI 53702
608-267-9585

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APPENDIX



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