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- Consumer Information

CONSUMER INFORMATION

Alberta Consumers' Association (Consumers' Association of Canada, Alberta)

Mailing address:

P.O. Box 11171, Edmonton T5J 3K4

Phone: 780.426.3270

Email: contact@albertaconsomers.org

Website: www.albertaconsomers.org

- Hours: Mon, Wed and Fri 9:30 am to 4:30 pm

Alberta Consumers' Association is an independent, non-profit, volunteer based organization. CAC Alberta operates as a consumer watchdog agency by monitoring the marketplace; providing information, skills and strategies; analyzing consumer problems; representing the consumer interest to industry and government; and uniting consumers to ensure fairness in the marketplace.

Service Alberta

Consumer Services

Phone: 780.427.4088

1.877.427.4088 (outside Edmonton)

Email: servicealberta@gov.ab.ca

Website: www.servicealberta.gov.ab.ca

- Service Alberta administers and enforces consumer protection legislation and informs Albertans about their rights and responsibilities in matters such as residential tenancies, purchase decisions and protection of their identities.

- The ministry's Consumer Contact Centre (1.877.427.4088) provides information on dozens of topics including landlord/tenant disputes, making purchases over the internet and lodging a consumer complaint.
- Albertans can also call 310-0000 to access the Citizen Services Call Centre for information about a program or service or for a referral to a ministry specialist.

Frauds and Scams

For information about renovation fraud or identity theft contact: Service Alberta Consumer Information Centre

Edmonton: 780.427.4088

Toll-free: 1.877.427.4088

Website: www.servicealberta.ca and follow the Consumer Information link.

Atco Blue Flame Kitchen

10035 105 St. NW T5J 2V6

Phone: 780.420.1010

Toll Free: 1.877.420.9090

Website www.atcoblueflamekitchen.com

- Telephone Hours: Mon to Fri 10:00 am to 4:00 pm
- Provides reliable, up-to-date answers to everyday household questions.
- Offers information on general home care, stain removal and clothing care.
- Recipe service.
- Publishes annual seasonal cookbooks and recipe sheets.

*I trust that age doth not wither nor
custom stale my infinite variety.
– Sir Arthur Conan Doyle*

Better Business Bureau

888 -9707 110 St. NW T5K 2L9

Phone: 780.482.2341

Fax: 780.482.1150

Email: info@edmontonbbb.org

Website: www.edmonton.bbb.org

- Reliability reports on businesses in Central and Northern Alberta.
- Consumer education and advice.
- Dispute resolution between consumers and businesses

Canadian Hard of Hearing Association, Edmonton Branch

10-9912 106 St. NW T5K 1C5

Phone: 780.428.6622 (Voice/TTY)

Fax: 780.420.6661

Email: chha-ed@shaw.ca

Website: www.chha-ed.org

- Nonprofit, advocacy, support and information-sharing group and meetings.
- Speech reading classes, seniors' group, beginner Conversational American Sign Language classes.
- Scholarship Programs, Hearing Aid, assistance fund

Canadian Life and Health Insurance Ombuds Service (CLHIO)

#710, 20 Toronto St.

Toronto, ON M5C 2B8

Phone: 1.888.295.8112

Fax: 416.777.9750

Email: info@clhio.ca

Website: www.clhio.ca

- The CLHIO is a member of the Financial Services OmbudsNetwork (FSON), a bilingual Canada-wide consumer assistance system that helps consumers with concerns and complaints about financial products and services. This service is provided at

no charge to consumers. The FSON is an independent organization endorsed by financial services regulators and sponsored by the financial services industry.

Canadian Marketing Association

#607, 1 Concorde Gate

Don Mills, ON M3C 3N6

Phone: 416.391.2362

Fax: 416.441.4062

Email: info@the-cma.org

Website: www.the-cma.org

A Do Not Contact service is available free to consumers.

- Names, addresses, postal codes of people registered for the service are distributed quarterly to members and other business subscribers who must delete them from their mailing lists.
- Names are maintained on the service for 3 years and the service takes approximately six weeks to take effect.

Competition Bureau

50 Victoria St. Gatineau, QC K1A 0C9

Phone: 819.997.4282

1.800.348.5358

1.800.642.3844 TTY only

Fax: 819.997.0324

Website: www.competitionbureau.gc.ca

Responds to complaints and/or information requests regarding:

- False or misleading advertising and deceptive marketing practices such as deceptive telemarketing, deceptive notice of winning a prize, promotional contests, multi-level marketing or pyramid selling,
- Labelling of textiles articles, marking of precious metals and packaging and labelling of non-food consumer products,
- CA Identification Number applications and searches,

- Restraints to competition: conspiracy, price fixing, bid-rigging, monopoly and mergers.

Insurance Bureau of Canada

#401, 10722 103 Ave. NW T5J 5G7

Contact: Consumer Information Office

Phone: 780.423.2212

Fax: 780.423.4796

Email: consumerinquiriesedmonton@ibc.ca

Website: www.ibc.ca

Hours of operation: 8:30 am - 4:00 pm

Questions on:

- House/condo/apartment insurance
- Auto insurance
- Claims & claims process

Office of the Utilities Consumer Advocate

TD Tower

Suite 1701 10088 - 102 Ave. T5J 2Z1

Phone: In Alberta, dial 780.310.4-UCA
780.310.4822

Outside Alberta, dial 780.644.-5130

Fax: 780.644.5129

Toll-free access: Dial 310-0000 first

Email: UCAhelps@gov.ab.ca

Website: www.ucahelps.gov.ca/26.html

You should contact the Utilities Consumer Advocate for help if:

- You have contacted your utility company to discuss a billing or service concern, but things have not been resolved and you would like advice on how to proceed.
- You require information or advice regarding an Alberta Utilities Commission regulatory hearing or possible representation at a regulatory hearing.

- You would like information about Alberta's restructured utilities market and/or your rights and responsibilities as a consumer.

SPECIALIZED CLOTHING SERVICES

Textile Analysis Service

Department of Human Ecology Faculty of Agriculture, Life and Environmental Sciences

B19 Human Ecology Building

University of Alberta NW T6G 2N1

Phone: 780.492.7677

Fax: 780.492.4821

Website: www.hecol.ualberta.ca

Email: jane.batcheller@ualberta.ca

- Aids consumers, retailers and dry cleaners in determining causes of clothing and fabric problems such as unusual shrinkage, wear or damage. Fee charged for garment analysis.
- Answers inquiries about textile selection, serviceability, care and staining problems by post, telephone, fax or email.

REAL ESTATE

Royal LePage Summit

2611 Ellwood Dr

Phone: 780.431.1900

Fax: 780.431.1600

Contact: Trevor Hotz

Email: trevorhotz@royallepage.ca

Website: www.trevorhotz.ca

Hours of operation: 8:30 am - 5:30 pm

"...bringing you home!!"

Senior's Real Estate Specialist



Trevor Hotz

Senior's
Real Estate
Specialist

"...bringing you home!!"

780 431 1900 email: trevorhotz@royallepage.ca

Royal LePage Summit

ROYAL LEPAGE

www.royallepage.ca

Helping you is what we do.