

Members of the **CPRT continued**

U.S. CONSUMER PRODUCT SAFETY COMMISSION (CPSC)

CPSC works to save lives and keep families safe by reducing the risk of injuries and deaths associated with consumer products. The CPSC is committed to protecting consumers and families from products that pose a fire, electrical, chemical, or mechanical hazard or can injure children.

Consumer Hotline: 1-800-638-2772

Web site: <http://www.cpsc.gov/index.html>

WASHINGTON STATE ATTORNEY GENERAL'S OFFICE (AG)

The AG's Consumer Protection Division enforces consumer protection laws to help keep the Washington marketplace free of unfair and deceptive practices.

Consumer Hotline: 1-800-551-4636

Web site: www.atg.wa.gov

WASHINGTON STATE DEPARTMENT OF FINANCIAL INSTITUTIONS (DFI)

DFI regulates a variety of WA State financial service providers. The agency also works to protect consumers from becoming victims of financial fraud.

Consumer Hotline: 1-877-RING-DFI (746-4334)

Web site: www.dfi.wa.gov

WASHINGTON STATE DEPARTMENT OF LABOR AND INDUSTRIES (L&I)

L&I is responsible for educating contractors and consumers about their rights and responsibilities under the contractor registration laws.

Consumer Hotline: 1-800-647-0982

Web site: www.lni.wa.gov

WASHINGTON STATE OFFICE OF THE INSURANCE COMMISSIONER (OIC)

The OIC protects consumers, the public interest, and our state's economy through fair and efficient regulation of the insurance industry.

Consumer Hotline: 1-800-562-6900

Web site: www.insurance.wa.gov

WASHINGTON SECRETARY OF STATE, CHARITIES PROGRAM (SOS)

The SOS, Charities Program provides citizens with accurate, timely information about charities in Washington State, assists organizations with registration, educates consumers to ensure they give wisely, and prevents fraud.

Consumer Hotline: 1-800-332-4483

Web site: www.secstate.wa.gov/charities

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION (WUTC)

The WUTC protects consumers by ensuring that utility and transportation services are fairly priced, available, reliable and safe.

Consumer Hotline: 1-800-562-6150

Web site: www.wutc.wa.gov



Consumer Protection Roundtable

(C P R T)

Members of the CPRT

CPRT is a regional information clearinghouse for a broad range of consumer issues from product safety to fraud. The CPRT membership is comprised of representatives from federal, state, county, and city consumer agencies, as well as various consumer organizations, and several consumer reporters from print and TV media.

CPRT seeks to provide timely and relevant information about consumer issues and concerns to the residents of the Puget Sound area through interaction with the media, through the sharing of information among the members, and through participation in consumer education-oriented public events and forums.

For more information on CPRT please visit our website:
www.cityofseattle.net/consumerprotection

CITY OF SEATTLE, CONSUMER AFFAIRS

The Consumer Affairs Unit regulates weights and measures in the city of Seattle and investigates complaints about the accuracy of gas pumps, scales, price scanning, package net contents, unit pricing and firewood deliveries. They also regulate taxicabs in the city of Seattle and investigate passenger complaints.

Consumer Hotline: (206) 386-1298

Taxi Cab Complaint Hotline: (206) 296-TAXI (8294)

Web site: www.cityofseattle.net/consumeraffairs

CITY OF SEATTLE, OFFICE OF CABLE COMMUNICATIONS

The Office of Cable Communications assists citizens with issues related to their cable companies and ensures that cable companies comply with the nation's strongest consumer protection standards. They also assist Seattle's low income seniors, the disabled and those living in subsidized housing to get cable discounts.

Consumer Hotline: (206) 684-8498

Web site: www.seattle.gov/cable/customer_service.htm

FEDERAL COMMUNICATIONS COMMISSION (FCC)

The FCC Enforcement Bureau, through firm, fast, flexible and fair enforcement of the Communications Act and the FCC's rules, will promote competition, protect consumers, and foster efficient use of the spectrum while furthering public safety goals.

Consumer Hotline: 1-888-CALL-FCC (225-5322)

Web site: www.fcc.gov

FEDERAL TRADE COMMISSION (FTC)

The FTC works for the consumer to prevent fraudulent, deceptive and unfair business practices in the marketplace and to provide information to help consumers spot, stop and avoid them.

Consumer Hotline: 1-877-FTC-HELP (1-877-382-4357)

TTY: 1-866-653-4261

Web site: www.ftc.gov

KOMO 4 News - "Buyer Beware" Consumer Unit

KOMO 4's Buyer Beware reports educate and assist consumers through alerts, explanations and investigations on a broad range of consumer issues from fraud and product safety to privacy, personal finance and consumer rights and regulations.

Consumer Hotline: (206) 404-4799

Web site: www.komotv.com click on "Buyer Beware"

E-mail: buyerbeware@komo4news.com

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION (NHTSA)

The NHTSA is responsible for reducing deaths, injuries and economic losses resulting from motor vehicle crashes, promotes use of seat belts and child safety seats and helps communities reduce the threats of drunk driving.

Consumer Auto Safety Hotline: 1-888-327-4236

Web site: www.nhtsa.dot.gov

Child Safety Web site: www.nhtsa.dot.gov/people/injury/childps/cpsfitting

NORTHWEST JUSTICE PROJECT (NJP)

Northwest Justice Project's mission is to secure justice in a democratic society by working for equal access to the legal system by empowering low-income persons and communities through education about their legal rights and obligations, and by promoting respect for human dignity through legal advocacy.

CLEAR Hotline: 1-888-201-1014 (for non-King County low-income individuals only)

CLEAR Sr. Hotline: 1-888-387-7111 (60 years and older only)

Web site: www.nwjustice.org

SENIOR SERVICES OF SEATTLE/KING COUNTY

Senior Services assists older individuals, their families and caregivers, with one-on-one advocacy and speakers' bureau on topics such as predatory lending, consumer protection, identity theft, telecommunication billing, financial exploitation and elder abuse.

Consumer Hotline: 1-888-4ELDERS (435-3377)

Web site: www.seniorservices.org