



# State Senator Clark Chapin

Brookfield ★ Canaan ★ Cornwall ★ Goshen ★ Kent  
Litchfield ★ Morris ★ New Milford ★ North Canaan  
Salisbury ★ Sharon ★ Torrington ★ Warren ★ Winchester

Dear Neighbors,

Here in Connecticut, the state offers many consumer protections and services to help residents. This brochure contains information about some of those services, including those that can help you solve consumer problems and protect you from unfair business practices.

I am committed to making sure all businesses and organizations in Connecticut participate in a fair marketplace and respect the needs and requests of all customers. I encourage you to stay informed about the local resources that promote fair practices and consumer protections.

If you have questions about consumer protection in general, please contact the Department of Consumer Protection's information line at (860) 713-6300 or visit their website at [www.ct.gov/dcp](http://www.ct.gov/dcp).

I am also available to help and can be reached in my office at 1-800-842-1421.

Clark Chapin  
State Senator – 30th District



Facebook.com/  
SenatorClarkChapin



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Thank you for this opportunity to share information about important issues affecting our state. If you have questions about this or any issue concerning state government, please feel free to contact me directly.

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Sincerely,  
  
Clark Chapin

State Senator

# Clark Chapin Consumer Guide 2014



[www.SenatorChapin.com](http://www.SenatorChapin.com)

# Consumer Guide 2014

## How to Get on the Do Not Call List

Are telemarketers bothering you excessively?

To join the National Do Not Call Registry call 1-888-382-1222 or sign up online.

To sign up online, follow the registration steps below.

1. Go to [www.donotcall.gov](http://www.donotcall.gov) and click on "Register a Phone Number."
2. Enter up to three phone numbers and your email address. Click "Submit."
3. Check for errors. Click "Register."

Check your email for a message from [Register@donotcall.gov](mailto:Register@donotcall.gov). Open the email and click on the link within 72 hours to complete your registration.

## How to Unsubscribe from the Yellow Pages

If you no longer wish to receive the yellow pages, you can opt out of deliveries. There are two ways to unsubscribe:

### 1) Visit [www.YellowPagesOptOut.com](http://www.YellowPagesOptOut.com)

On this website, you have the option to customize or opt out of directory deliveries. Pick and choose which yellow pages you want to receive or unsubscribe from.

Note: You must register an account with your email address to use this website.

### 2) Call the Publisher

There are multiple different publishers who produce yellow pages. Look inside the book you receive for the publisher's phone number. Call the number and follow the prompts to unsubscribe or speak to a customer service representative.

## How to Get Help from the Department of Consumer Protection

The Department of Consumer Protection's Complaint Center tracks, and attempts to resolve, disputes between consumers and businesses operating in Connecticut.

To file a complaint visit the website at [www.ct.gov/dcp](http://www.ct.gov/dcp). Click on "Consumers" and then on "Complaint Center."

You can also contact the Department of Consumer Protection via phone.

Consumer Info / Complaints:  
(860) 713-6300 • Toll-Free: (800) 842-2649

Some of the complaints the agency **DOES** handle include issues with the following:

- Home improvement contractors
- New home construction
- Professionals, trades people or contractors that should be licensed or registered with DCP
- Real estate agents, brokers and appraisers
- Frauds, scams, misrepresentations or misleading advertisements
- Prescription errors
- Gasoline and heating fuel issues
- Connecticut-based telemarketers and internet retailers

Some of the complaints the agency does **NOT** handle:

- Automobile repair: Unless your automobile repair issue qualifies you for the Lemon Law Program, you should send your complaint to the Department of Motor Vehicles.
- Banking: The Department of Banking handles these complaints.
- Credit cards: The Department of Banking handles these complaints.
- Debt collectors: The Department of Banking handles these complaints.
- Insurance: The Insurance Department handles insurance related complaints.
- Internet retailers located outside Connecticut
- Telemarketers located outside Connecticut

## How to Report Problems with Your Utility Company

Does your electric bill seem too high? Were you charged an incorrect rate? Is there a problem with the quality of service you are receiving?

If you experience a problem with your utility company and cannot resolve the issue with the company the Connecticut Public Utilities Regulatory Authority (PURA) may be able to help. You can file a complaint with PURA by calling the agency or filling out an online complaint form found on their website.

Phone Contacts:  
1-800 382-4586 (toll free within Connecticut)  
1-860 827-2622 (outside Connecticut)

Website:  
[www.ct.gov/pura](http://www.ct.gov/pura)



*State Senator Clark Chapin, Ranking Member of the General Assembly's Energy and Technology Committee and Environment Committee, received the Clean Energy Champion Award from the New England Clean Energy Council. The award recognizes his commitment to advancing the development of clean and reliable energy in Connecticut.*