

# Agency gives referral aid

Second in a series of consumer reports.

By JANIE NAFSINGER  
Of the Emerald

One of the problems consumers often have is where to go with a grievance.

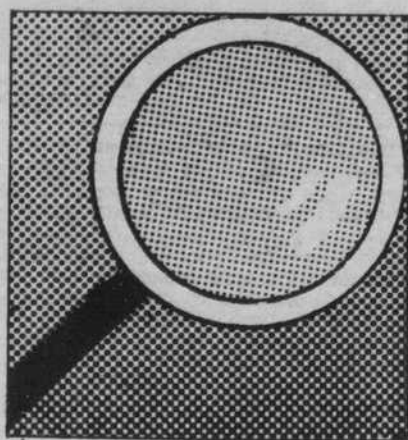
Eugene's Better Business Service will hear those grievances — or, better yet — will probably refer you to another agency designed specifically to help.

In fact, a large part of the BBS' job is referral service, says Pat Driscoll, one of two staffers who run the tiny, non-profit public service.

"Most people don't realize there are a lot of sources of help available," Driscoll says. "We try to make them aware of these other agencies."

The Better Business Service is a member of the Better Business Bureau, located in Portland. The local agency, managed and funded by the Eugene Chamber of Commerce, is in the chamber office in the lobby of the Eugene Hotel.

The office is open to the public weekdays from 2 p.m. to 4 p.m., but Driscoll and co-worker Ruby Brenne spend many other hours writing let-



ters and doing paper work. "We like to remain low-key on visits and phone calls," says Driscoll, explaining other public bodies are available to handle cases more directly.

"One young man who came in earlier in the week complained he had not received back wages from his employer," Driscoll says. His case was referred to the Bureau of Labor.

Complaints or questions concerning poor trade or advertising practices are directed to the district attorney's office. City and county housing councils handle landlord-tenant disputes; students with complaints about rental situations may also contact the Oregon Student Public Interest Research Group (OSPIRG), Driscoll adds.

She also points out legal aid services are offered by both Lane County and the University.

"That's one thing we don't do — give legal advice," Driscoll says. "If someone wants us to, we'll read a written opinion issued by an agency such as OSPIRG, or cite an Oregon House bill. But we don't issue our own opinions."

Many cases with which the BBS deals concern complaints about merchandise or service received at local stores. In such cases, Driscoll or Brenne will write to the store about the complaint.

Most cases are cleared up right away, Driscoll says. "Often, the complaint is the result of a misunderstanding by the customer."

A toll-free number in Salem is available for questions or complaints about licensed businesses, Driscoll says. Callers may contact agencies that regulate people in business. The agencies are listed in the Oregon Blue Book, she says, and the toll-free number is 1-800-452-7813.

All complaints directed to the BBS or other agencies must be in writing, Driscoll stresses. The Better Business Service's address is P.O. Box 1107, Eugene, 97440.

# Weaver stresses 'spend less' idea

By MARK STEWART  
Of the Emerald

Cutting extravagant government spending is the key issue of the 4th Congressional District race, incumbent Jim Weaver, D-Eugene said Tuesday.

"This is the issue today," Weaver told a group of reporters at the Lane County Courthouse. "Our entire economy could collapse if inflation is not stopped. We have to start making less do more."

When asked about the nationwide tax revolt, Weaver said the message is just starting to get through to some Congressmen.

"But the big spending pattern is still there," he said. "The President in his veto of the Public Works bill tried to break the big spending bill. He demonstrated that the votes (to uphold the veto) were there when he gave it leadership. It took the president with this blockbuster veto to get the message through to Congress."

Weaver said he got the "spend less" message long ago. He was rated one of the top tax-cutters in 1977 by the American Taxpayers Union and said he felt he would be in the top 5 percent again this year. He voted for \$7 billion in spending cuts in the last month and said he would have voted for more if there had been more on the floor of the House.

When asked which tax-cutting ballot measure he prefers, Weaver said he felt Measure 11

was superior because it places a lid on spending while Measure 6 does not.

Weaver said he opposes building thermal power plants in the Northwest because it would cause utility rates to skyrocket. He noted the Bonneville Power Administration has already slated a 100 percent increase in the wholesale rates for next year.

"Look what happened to the Tennessee Valley Authority — it



started out as a hydropower producer, and now just 18 percent of the power it generates is hydro," he said. "TVA rates are among the highest in the country."

He also said he favors "baseline" utility rates that reward consumers for conserving energy. Weaver said he favors "strong" conservation program over thermal generating plants.

He said he favors Lane County Ballot Measure 22 which would allow formation of the Emerald Public Utility District by county residents that are currently served by Pacific Power and Light.

"I want to see them get their fair share of cheap hydropower," he said.

# Board postpones decision on pollution regulations

By LORRAINE NELSON  
Of the Emerald

The Lane Regional Air Pollution Authority voted 3-1 Tuesday to postpone a decision on regulation changes that would loosen air pollution standards for veneer dryers.

The board acted at a public hearing Tuesday after several members of the audience urged the board to wait for more information on air pollution in the Eugene-Springfield area.

The director of the University Survival Center, Jim Stratton, said the Air Quality Maintenance Area Citizens Advisory Committee will report the results of a study of the particulate make-up of air pollution in Eugene-Springfield soon.

"We feel that there should be no action taken of any kind in regards to altering discharge levels until we have received the recommendations of this advisory committee," Stratton said.

In moving to postpone any decision, Lane County Commissioner Bob Wood, a member of LRAPA, said he thought "logical data" should be collected to make a decision and then "adopt what is good for Lane County. Most of the testimony pointed out that we do

not have data to determine standards not only for veneer drying industries but for other industries as well," Wood added.

Current LRAPA standards, adopted in August 1975, require veneer dryers to meet a 10 percent opacity limit. Opacity refers to the degree to which air pollution reduces the transmission of light.

The American Plywood Association would like to have the pollution standards relaxed to a 20 percent opacity limit, a figure that corresponds to state Department of Environmental Quality regulations in other parts of the state.

The 10 percent opacity limit is not enforced yet. The regulations state affected companies have until July 1, 1980 to comply with

the rule.

Enforcement of a 10 percent rule would eliminate about 850 tons of particulate emissions from the air every year, said Marty Douglas, public information director for LRAPA. Douglas said the 20 percent limit, enforced last year, cuts back on particulate emissions by 500 tons.

LRAPA will consider the opacity limit question again in February.

In other action, LRAPA voted to ban open residential burning in Lane County, in accordance with state regulations that currently prohibit open burning in Lane County after July 1, 1979.

After a review of the issue, possible geographic exemptions from the rule will be discussed at the LRAPA meeting in February.

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