



Ready Reference Guide

2011 Edition

Bureau of Consumer Protection
Wisconsin Department of Agriculture, Trade & Consumer Protection

Ready Reference Guide

2011 Edition

The *Ready Reference Guide* and other valuable information
is available online at datcp.wisconsin.gov
or by contacting:

Department of Agriculture, Trade and Consumer Protection
Bureau of Consumer Protection
PO Box 8911, Madison, Wisconsin 53708-8911
(800) 422-7128 (toll-free in WI), (608) 224-4976
V/TTY (608) 224-5058
E-Mail: datcph hotline@wisconsin.gov
Website: datcp.wisconsin.gov

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Ready Reference Guide

2011 Edition

AARP

(See **AMERICAN ASSOCIATION OF RETIRED PERSONS**)

ACCOUNTING EXAMINING BOARD

Dept. of Regulation & Licensing
1400 E. Washington Ave.
PO Box 8935
Madison, WI 53708

(608)266-5511
(608)266-2112
drl.wi.gov

Licensing of certified accountants
(All accounting complaints against
uncertified accountants should be
handled by DATCP.)

(877)617-1565
(608)266-7482

Number of complaints.

ACUPUNCTURISTS

Dept. of Regulation & Licensing
1400 E. Washington Ave.
PO Box 8935
Madison, WI 53708

(877)617-1565
(608)266-0145
(608)266-7482
(608)266-5511
drl.wi.gov

Licensing.
Number of complaints.

ADDITIVES

(See also **FOOD, DRUGS, HEALTH-FACILITIES, NUTRITION, DIETS**)

Food & Drug Administration (FDA)
700 Regent St., Ste. 202
Madison, WI 53715

(608)264-5332

DATCP
Food Safety & Inspection
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4700
datcp.wisconsin.gov

ADHESIVE – DANGEROUS

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

ADJUSTMENT SERVICE COMPANIES

Dept. of Financial Institutions
Banking Division
345 W. Washington Ave.,
4th Fl.
PO Box 7876
Madison, WI 53707-7876

(608)261-7578
www.wdfi.org

Licensing

ADOPTION

Wisconsin Dept. of Children & Families
201 E. Washington Ave., 2nd Fl.
PO Box 8916
Madison, WI 53708-8916

(608)261-7660
dcf.wisconsin.gov
dcfweb@wisconsin.gov

General Information

ADVANCE FEE LOANS

Dept. of Financial Institutions
345 W. Washington Ave.
PO Box 7876
Madison, WI 53707-7876

(800)452-3328
(608)266-7583
www.wdfi.org

Wisconsin Law requires companies to register with Financial Institutions

ADVERTISING

(See also **BAIT AND SWITCH ADVERTISING, PRICE COMPARISON ADVERTISING**)

DATCP
8911 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Federal Trade Commission
600 Pennsylvania Ave. NW
Washington, D.C. 20580

www.ftc.gov

Consumer Line
(9 a.m. – 5 p.m. M-F ET)

AEROSOLS

(800)422-7128

Dangerous pesticides
Product safety

AGING

(See also **ELDERLY**)

AGRICULTURE, TRADE & CONSUMER PROTECTION, WISCONSIN DEPT. OF

DATCP Hotline
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
http://datcp.wisconsin.gov

General

datcph hotline@
wisconsin.gov

U.S. Dept. of Agriculture
(USDA)
1400 Independence Ave
SW
Washington DC 20250

(202)720-2791

(8:30 a.m. – 5:00 p.m. M-F ET)

AIDS

CDC-National Prevention
Information Network
PO Box 6003
Rockville, MD 20849-6003

(800)458-5231
www.cdcnpi.org
cdcinfo@cdc.gov

Publications available
(9 a.m. – 6 p.m. M-F ET)
Answer questions regarding aids and sexually
transmitted diseases.

Aids Line
Resource Center of
Wisconsin
820 N. Plankinton
PO Box 510498
Milwaukee, WI 53203

(800)232-4636
(800)334-2437
(414)273-2437
www.irc-wisconsin.org
irc-wisconsin@
arcw.org

AIR

(See also **POLLUTION**)

Dept. of Justice
Indoor Clean Air Act
17 W. Main St., 5th Fl.
PO Box 7857
Madison, WI 53707-7857

(608)266-7234

AIRLINES, AIRFARES, AIRPLANES, ETC.

Federal Aviation
Administration
800 Independence Ave. SW
Washington, D.C. 20591

(800)322-7873
(866)835-5322
www.faa.gov

Consumer hotline for aviation safety & security
(M-Fri. 8-4 p.m. ET)

Missing baggage

Transportation Security
Administration
601 S. 12th St
Arlington, VA 20598

(866)289-9673
www.tsa.gov

US Dept. of Transportation
Aviation Consumer Protection Division
C-75
Washington, D.C. 20590

(202)366-2220
AirConsumer.dot.gov

Service related issues regarding
airplanes and publications
Airline service concerns
(first contact the airline)

DATCP

2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Advertising

Fare Comparison
18111 Preston Rd.
Ste. 800
Dallas, TX 75252

farecompare.com

Check lowest round trip on fares
between airports.

ALCOHOL

Bureau of Alcohol, Tobacco, Firearms
& Explosives
1000 N. Water St., Ste. 1400
Milwaukee, WI 53202

(414)727-6200

(414)727-6170

Alcohol or tobacco diversion, all
firearms and explosive licensing.
Criminal Enforcement
(Ste. 1400)

Dept. of Revenue
2135 Rimrock Rd
Madison WI 53713
PO Box 8933
Madison, WI 53708-8933

(608)266-6757

(608)266-6702

www.dor.state.wi.us

Alcohol & tobacco law enforcement
Beverage & cigarette tax
Enforcement

U.S. Treasury
Alcohol & Tobacco Tax & Trade Bureau
National Revenue Center
1310G St NW, Ste. 300
Washington, D.C. 20220

(800)398-2282

www.ttb.gov

ttbquestions@ttb.treas.
gov

Application information for becoming
a winery, brewery, distilled spirits
plant, tax-free user, wholesaler or
importer.

AMERICAN ASSOCIATION OF RETIRED PERSONS (AARP)

Consumer Protection
601 E. St. NW
Washington, D.C. 20049

(888)687-2277

(202)434-2222

TTY: (877)434-7589

www.aarp.org

Examines those consumer problems
and issues that impact the financial
security of people 50 years of age
and older.

AMUSEMENT RIDES

Safety & Buildings
Dept. of Commerce
201 W. Washington Ave.
PO Box 7970
Madison, WI 53707-7970

(608)266-2780

www.commerce.wi.gov

Registration

ANIMALS

Dept. of Regulation & Licensing
Veterinary Examining Board
1400 E. Washington Ave.
PO Box 8935
Madison, WI 53708

(608)266-1626

(877)617-1565

(608)266-2112

Animal technicians and veterinarians
licensed
Complaints

DATCP-Animal Health Division
2811 Agriculture Dr.
PO Box 8911

(608)224-4872

datcp.wisconsin.gov

Health
Humane Complaints
Import and Transfer CWD, Johnes

Madison, WI 53708-8911	(608)224-4542	Disease
DATCP-Div. of Agricultural Resource Management		Pet Food Labels
DATCP-Meat Safety & Inspection Bureau	(608)224-4726	Meat Safety & Inspection, Licensing, Labeling & Standards

ANNUITIES

Insurance Commissioner 125 S. Webster St. PO Box 7873 Madison, WI 53707-7873	(800)236-8517 (608)266-0103 www.oci.wi.gov	Complaints
	ocicomplaints@Wisconsin.gov	

ANTI-TRUST

Dept. of Justice Criminal Litigation & Antitrust Unit & Consumer Protection 17 W. Main St., 5 th Fl. PO Box 7857 Madison, WI 53707-7857	(608)266-1447 www.doj.state.wi.us	Antitrust questions
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ANTIQUÉ SHOPS

(See also **PAWN SHOPS**)

APPLIANCES

(See also **CONSUMER ACTION PANELS (CAPS), MAJOR APPLIANCE CONSUMER ACTION PANEL (MACAP)**)

Division of Energy – Dept. of Administration 101 E. Wilson St., 6 th Floor PO Box 7868 Madison, WI 53707-7868	(608)266-8234 (866)267-3680	Pamphlets on efficiency of home appliances (e.g., freezers, furnaces, air conditioners, etc.).
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DATCP 2811 Agriculture Dr. PO Box 8911 Madison, WI 53708-8911	(800)422-7128 (608)224-4976 datcp.wisconsin.gov	Sales and repairs
	datcphotline@wisconsin.gov	

APPRAISERS (REAL ESTATE)

Dept. of Regulation & Licensing 1400 E. Washington Ave. PO Box 8935 Madison, WI 53708	(608)266-2112 (877)617-1565 DRL@wisconsin.gov	General number Licensing. General and residential real estate only. Complaints
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ARBITRATION

Better Business Bureau - Wisconsin Autoline 10101 W. Greenfield Ave. West Allis, WI 53204	(800)955-5100 bbb.org	Automobiles only 9-5 p.m. CT
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ARCHITECTS

Dept. of Regulation & Licensing Architects, Professional Engineers, Designers & Land Surveyors Examining Board 1400 E. Washington Avenue Madison, WI 537063	(877)617-1565 (608)261-4468 DRL@wisconsin.gov (608)266-2112	To receive licensing application materials. Includes architectural and engineering corporations. Complaints.
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ARSON

Dept. of Justice Division of Criminal Investigation Arson Bureau 17 W. Main St., 5 th Fl. Madison, WI 53702	(608)266-1671 www.doj.state.wi.us
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Wisconsin Arson Tipline	(800)362-3005	Anonymous tips
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ASBESTOS

Dept. of Health Services Division of Public Health Asbestos & Lead Section 1 W. Wilson, Rm. 137 Madison, WI 53703	(608)261-6876 www.dhs.wisconsin. gov/lead	Certification & training
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ASSESSMENTS

(See **PROPERTY ASSESSMENTS**)

ASSISTED LIVING FACILITIES

Dept. of Health Services 1 W. Wilson St. Madison, WI 53703	(608)266-8481	License and regulation.
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ATCP

(See **AGRICULTURE, TRADE & CONSUMER PROTECTION, WIS DEPT OF**)

ATHLETICS

DATCP 2811 Agriculture Dr. PO Box 8911 Madison, WI 53708-8911	(800)422-7128 (608)224-4976 datcp.wisconsin.gov	Business practices Equipment safety
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ATTORNEYS

(See also **LAWYER REFERRAL SERVICE** and **LEGAL AID & RELATED SERVICES**)

Office of Lawyer Regulation 110 E. Main Street, Rm. 315 Madison, WI 53703	(877)315-6941 (608)267-7274 http://wicourts.gov	Competency, misconduct
Statewide Lawyer Referral & Information Services PO Box 7158 Madison, WI 53707	(800)362-9082 (608)257-4666 www.legalexplorer.com	Answers simple legal questions. Referrals to private attorneys in geographic areas.
State Bar of Wisconsin 5302 E. Park Blvd. Madison, WI 53718 <u>Mailing address:</u> PO Box 7158 Madison, WI 53708	(608)257-3838 (800)728-7788 wisbar.org www.legalexplorer.com	Verification of attorneys' license.
Fee Arbitration 5302 E. Park Blvd. Madison, WI 53718	(608)257-3838	Fee disputes

ATTORNEY GENERAL

(See **JUSTICE** and **U.S. ATTORNEY GENERAL**)

ATV (SNOWMOBILES, BOATS)

Dept. of Natural Resources 101 S. Webster St. PO Box 7921 Madison, WI 53707	(608)266-2621 (888)936-7463 www.dnr.state.wi.us	Licensing
DATCP 2811 Agriculture Dr. PO Box 8911 Madison, WI 53708-8911	(800)422-7128 (608)224-4976 datcp.wisconsin.gov datcphotline@ wisconsin.gov	Complaints

AUCTION

Motor Vehicle Division Dept. of Transportation (DOT) Dealers & Agent Section 4802 Sheboygan Ave., Rm. 201 PO Box 7909 Madison, WI 53707-7909	(608)266-1425	Ruled by city ordinance, contact city clerk MVD Auction dealer license information Complaint Hotline against dealers Auctioneers licensing
Dept. of Regulation & Licensing 1400 E. Washington Ave. PO Box 8935 Madison, WI 53708	(877)617-1565 (608)261-7097 drl.wi.gov	

AUDIOLOGISTS

Dept. of Regulation & Licensing
1400 E. Washington Ave.
PO Box 8935
Madison, WI 53708

(877)617-1565
(608)261-7931
drl.wi.gov

License information
Rules & practice questions
Number of complaints

AUTO REPAIR

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

ATCP 132 – Does not apply to semi-tractor trailers

Better Business Bureau
1010 W. Greenfield Ave.
West Allis, WI 53204

(800)955-5100
(800)273-1002
(414)847-6000
www.wisconsin.bbb.org

Autoline program, out of court settlement, arbitration

AUTO SAFETY

(See also **CAR DEFECTS**)

National Highway Traffic Safety Administration – Auto Safety Hotline
U.S. Dept. of Transportation
1200 New Jersey Ave. SE
Washington, D.C. 20590

(800)424-9393
www.nhtsa.gov

Recording 8:00 am-10:00 pm (EST M-F)
Report vehicle safety defects
For vehicle recall information, leave make, model, and year of car.
They send forms.

Auto Safety Hotline

(888)327-4236

Center for Auto Safety
1825 Connecticut Ave.
Suite 330
Washington, D.C. 20009

(202)328-7700
autosafety.org
complaints@autosafety.org

No phone calls - consumer must write (handle manufacturer defect complaints)

AUTOMOBILES

(See also **AUTO SAFETY**)

Motor Vehicle Division
Dept. of Transportation (DOT)
Dealers & Agent Section
4802 Sheboygan Ave., Rm. 201
PO Box 7909
Madison, WI 53707-7909

(608)266-1425
www.dot.wisconsin.gov
dealers.dmv@dot.state.wi.us

Consumer complaints
Dealer Licensing. Chapter 138: Dealer facilities and records.
Ch. 139: Motor Vehicle Trade Practices
Advertising, dealers, salesmen, salvage dealers, auction dealers, new & used warranties, secret warranties, extended warranties through manufacturer; leases with option to purchase; Lemon Law, sale of vehicles on internet.

	(608)266-1466 (608)267-0482 (608)266-3041 (608)266-3041 (800)242-7510 (608)266-2353 (608)266-3666	Titles & vehicle registrations Odometer tampering Personalized plates Disabled plates Vehicle emission inspection Drivers licenses Liens
DOT-Milwaukee DOT-Milwaukee (Dealer Section) DOT-Milwaukee DOT-Green Bay	(414)266-1084 (414)266-1090 (800)242-7510 (262)492-5734	Vehicle emission Dealer investigations Inspection program
DATCP 2811 Agriculture Dr. PO Box 8911 Madison, WI 53708-8911	(800)422-7128 (608)224-4976 http://datcp.wisconsin.gov	Chap. 132: Motor Vehicle Repair Autos with expired warranties
Dept. of Financial Institutions 345 W. Washington Ave. Madison, WI 53703	(800)452-3328 (608)264-7969 www.wdfi.org	Credit sales (financing); questions re: terms of leases
Office of the Commissioner of Insurance 125 S. Webster, PO Box 7873 Madison, WI 53707-7873	(800)236-8517 (608)266-0103 oci.wi.gov	Rustproofing companies must be registered; extended warranties through private companies
Auto Safety Hotline National Highway Traffic Safety Administration 400 Seventh Street SW Washington, D.C. 20590	(888)327-4236 www.nhtsa.dot.gov	Auto safety standards; recalls; importing standards; info to detect if odometer rolled back.
Center for Auto Safety 1825 Connecticut, Suite 330 Washington, D.C. 20009	(202)328-7700 autosafety.org	No phone calls; consumer must write (handle manufacturer defect complaints)

AUTOMOBILES – INDIVIDUAL MANUFACTURERS LISTING

(See also **CONSUMER ACTION HANDBOOK**)

Daimler-Chrysler Corp. PO Box 21-8004 Auburn Hills, MI 48321-8004	(800)992-1997	General customer relations
Ford Motor Customer Service 16800 Executive Plaza Dr. PO Box 6248 Dearborn, MI 48126	(800)392-3673	Customer assistance and Consumer Appeals Board (Contact dealership first)
General Motors Corp. Consumer Enthusiasm GM Building 300 Renaissance Center Detroit, MI 48265	(313)556-5000	Customer assistance
Chevrolet (GEO) Motor Division PO Box 33170	(800)222-1020	Customer assistance (Contact dealership first)

Detroit, MI 48232-5170

Pontiac Motor Division (800)762-2737
Customer Assistance Center
PO Box 33172
Detroit, MI 48232

Oldsmobile Motor Division (800)442-6537
Customer Assistance Network
PO Box 33171
Detroit, MI 48232-5171

Buick Motor Division (800)521-7300
Customer Assistance
PO Box 33136
Detroit, MI 48232

Cadillac Motor Car Division (800)458-8006
Customer Assistance
PO Box 33169
Detroit, MI 48232-5169

GMC Customer Assistance Center (800)462-8782
PO Box 33172
Detroit, MI 48232-5172

GM of Canada (800)263-3777 Canadian customer assistance
1908 Colonel Sam Dr.
Oshawa, Ontario
Canada L1H 8P7

Center for Auto Safety (202)328-7700 Policy adjustments (hidden warranties). Consumer should call area manufacturer's office NOT the dealership or CAS.
Suite 330
1825 Connecticut Ave. NW
Washington, D.C. 20009

National Institute for Automotive Service Excellence (ASE) (703)669-6600
101 Blue Seal Dr. SE (877)273-8324
Ste. 101 www.aseblueseal.org
Leesburg, VA 20175

CARFAX Inc. carfax.com Check a car's title history. Requires a one-time charge.
5860 Trinity Pkwy.
Ste. 600
Centerville, VA 20120

BABY EQUIPMENT

DATCP (800)422-7128 Safety
2811 Agriculture Dr. (608)224-4976
PO Box 8911 datcp.wisconsin.gov
Madison, WI 53708-8911

BAD CHECKS

Contact local District Attorney's office

Enforcement of the Wis. "Worthless Check Statute 943.24"

BADGER CARE PLUS

US Department of Health Services

(800)362-3002

Health insurance for children

BAIT AND SWITCH ADVERTISING

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Fraudulent Advertising, Wis. Stats. § 100.18

BANKRUPTCY

U.S. Bankruptcy Courts
Eastern District (Milwaukee)
517 E. Wisconsin Ave., Room 126
Milwaukee, WI 53202

(414)297-3291
(877)781-7277

All district offices can give information and names of companies that have gone bankrupt. Consumers can file proof of claims against bankrupt companies (company owes consumer money).

Western District (Madison)
120 N. Henry, Rm. 340
PO Box 548
Madison, WI 53701
(8 a.m. – 4:30 p.m.)

(608)264-5178

Western District (Eau Claire)
500 Barstow St., Rm. 100
PO Box 5009
Eau Claire, WI 54702-5009
(8 a.m. – 4:30 p.m.)

(715)839-2980
(800)743-8247
www.wiw.uscourts.gov

BANKS

Dept. of Financial Institutions
345 W. Washington Ave.
PO Box 8041
Madison, WI 53708-8041

(800)452-3328
(608)264-7969
(608)261-7578
www.wdfi.org

General referrals

Jurisdiction:

- Licensing & supervisory power over various lending agencies.
- Regulatory authority under the collateral loan law, the discount loan law and small loan law.
- Licensing & supervisory power over motor vehicle sales finance companies, debt adjustment companies and collection agencies.
- Regulatory authority over state banks.
- Administrator of the Wisconsin

Federal Deposit Insurance Corporation (FDIC)
550 17th St. NW
Washington, D.C. 20429

(877)275-3342
www.fdic.gov

insurance-research@
fdic.gov

Consumer Act.

(8 a.m. – 8 p.m. ET)
Refer for general consumer information on:
State chartered banks that are not members of Federal Reserve
- Deposit insurance
- How to obtain financial reports of FDIC insured institutions
- Failure of financial institutions
- Compliance or civil rights matters

Federal Reserve Consumer Help

(888)851-1920

Complaints against banks

Office of the Comptroller of the Currency (OCC)
Customer Assistance Group
1301 McKinney St., Ste. 3450
Houston, TX 77010
Fax: (713)336-4301

(800)613-6743
www.occ.treas.gov

Charter/supervise national banks.
(Handle all complaints against national banks for every state)
(9 a.m. – 4 p.m. Central)
Closed Fridays

BARBERS

Dept. of Regulation & Licensing
1400 E. Washington Ave.
PO Box 8935
Madison, WI 53708

(877)617-1565
(608)266-2112
drl.wi.gov

Examining Board
Number of complaints

BASEMENT WATERPROOFING

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4953
datcp.wisconsin.gov

Chapter ATCP 133
"Basement Waterproofing - Unfair Trade Practices"

BATHROOM FACILITIES (PUBLIC)

Dept. of Commerce
Inspection Section/Safety & Buildings
201 W. Washington Ave.
Madison, WI 53703

(608)266-3151
www.commerce.state.wi.us

Contact local building inspector.

Comm (Chapters 61-65)

BEAUTY SALONS

(See **COSMETOLOGY**)

BED AND BREAKFAST

(See **ENVIRONMENTAL SANITATION**)

BETTER BUSINESS BUREAU (BBB)

(See also **CONSUMER ACTION HANDBOOK**)

Better Business Bureau - Wisconsin
10101 W. Greenfield Ave.
West Allis, WI 53204

(800)273-1002
(414)847-6000
(800)273-1002
www.wisconsin.bbb
.org

Toll free for Wisconsin residents
Complaints
Inquiries (outside Milwaukee)
In-state
Autoline arbitration complaints

For phone numbers and addresses of
BBB's in US see Appendix, page 154.
BBB's in Canada see Appendix, page
159.

Council of BBB's Inc.
4200 Wilson Blvd., Suite 800
Arlington, VA 22203

(703)276-0100
www.bbb.org

Information on non-profit
organizations, Business Hotline,
(Membership direct line)

BEVERAGE LICENSING

Dept. of Revenue
PO Box 8900
Madison, WI 53708

(608)261-6435
www.dor.state.wi.us

Wholesale beverage licensing.

BICYCLES

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Safety

BID-RIGGING

(See **ANTI-TRUST**)

BINGO

(See also **CONTESTS**)

DOA/Division of Gaming
Charitable Gaming – Bingo
3319 W. Beltline Hwy., 1st Fl.
PO Box 8979
Madison, WI 53708

(608)270-2530
(608)270-2555
www.doa.state.wi.us/
gaming

Charitable bingo, raffles, and crane
games

BIRTH CERTIFICATES

Wisconsin Office of Vital Records
PO Box 309
Madison, WI 53701

(608)266-1371
(608)266-1373
dhs.wisconsin.gov/vital
records

To speak with representative

BLIND

Dept. of Health Services
Bureau of Blind Services
PO Box 7881
Madison, WI 53707

(608)266-5641
(888)879-0017
dhs.wisconsin.gov/blind

Services for the blind

BOATS, LICENSING & SAFETY

Dept. of Natural Resources
Boat Safety Unit
PO Box 7921
101 S. Webster St.
Madison, WI 53707-7921

(608)266-2621
(888)936-7463
www.dnr.state.wi.us

Boat licensing & titling section (Do not license dealers or marinas) (ATV and snowmobile registration)

(608)266-0859

Law enforcement and marine investigations

Boat Owners Association of the United States
880 S. Pickett St.
Alexandria, VA 22304

(703)461-4666
www.boatus.com

Boat repair disputes – contact private attorney or go to Small Claims Court.

BODY PIERCING

Dept of Health Services
PO Box 2659
Madison, WI 53701-2659

(608)266-2835
dhs.wisconsin.gov

Wis. Stats. § 252.24

BONDS

(See **SECURITIES**)

BOOKS & MAGAZINES

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Sales

Postal Inspector/U.S. Post Office

(877)876-2455

Pornography (PS Form 1500)

BOTTLED WATER

(See **SODA WATER BEVERAGE**)

BOXING

Dept. of Regulation & Licensing
1400 E. Washington Ave.
PO Box 8935
Madison, WI 53708

(877)617-1565
(608)261-2393
(608)266-3736
drl.wi.gov

Licensing
Number of complaints

BREAST IMPLANTS

Food & Drug Administration
Breast Implant Info Line
10903 New Hampshire Ave
Silver Spring, MD 20903

(888)463-6332
(301)827-4573
www.fda.gov

Drug information line

BROKERS

Dept. of Financial Institutions
Securities Division
PO Box 1768
345 W. Washington Ave
Madison, WI 53701-1768

(800)472-4325
(608)266-1064
FAX (608)264-7979
www.wdfi.org

Investments & Securities.
Licenses stock brokers, dealers in securities.

BUDGET COUNSELING

Check local telephone book yellow pages under:
- budget counseling
- credit counseling
- credit repair

Call County Social Services

Dept. of Financial Institutions
PO Box 8041
Madison, WI 53708-8041

(800)452-3328
(608)264-7969
www.wdfi.org

WI Consumer Act, Ch. 421-427 regulate consumer credit transactions.

BUILDING CODES/INSPECTORS

Contact City Clerk for local building inspection office.

Dept. of Commerce
201 W. Washington Ave.
PO Box 7970
Madison, WI 53707-7970

(608)267-5113
(920)360-0020
(608)267-9566 FAX

(1-2 family)
(3 or more family units)
State building code
Code questions

Dept. of Neighborhood Services
841 N. Broadway, 1st Fl.
Milwaukee, WI 53221

(414)286-2268

City of Milwaukee – Bldg. Inspection

Area Building Inspectors:

Algoma	(920)487-5203
Antigo	(715)623-3633 ext. 134
Appleton	(920)832-6411
Belleville (V)	(608)924-6861
Bellevue	(920)468-5225
Black Earth (V)	(608)767-2272
Blooming Grove (T)	(608)223-1104
Blue Mounds	(608)437-4845
Bristol (T)	(608)837-5704
Brooklyn (V)	(608)835-2982
Burke (T)	(800)422-5220
Chilton	(920)849-2451
Clintonville	(715)823-7600
Combined Locks	(920)687-0426
Cottage Grove (T & V)	(608)837-3371
Crivitz	(715)757-2040
Cross Plains (T)	(608)798-2508
Cross Plains (V)	(608)798-4060
Dane (V)	(608)849-5422
Deerfield (V)	(608)764-5404
DeForest (V)	(608)846-6759
Denmark	(920)680-4258
DePere	(920)339-4052
Dunn (T)	(608)255-4219
Eau Claire (C)	(715)839-4947
Fitchburg (C)	(608)270-4200
Fond Du Lac	(920)322-3572
Green Bay	(920)448-3300
Hortonville	(920)779-6011
Howard	(920)434-4647
Kaukana	(920)766-6325
Kenosha	(262)653-4263
LaCrosse (C)	(608)785-9348
Lodi (C)	(608)592-3247
Lodi (T)	(608)643-5329

Area Building Inspectors (continued):

Madison (C)	(608)266-4551
Madison (T)	(608)257-4550
Manawa	(920)596-2577
Manitowoc	(920)686-6940
Marinette	(715)732-5127
Marshfield	(715)387-1344
Mazomanie (T)	(608)767-2272
McFarland (V)	(608)838-3154
Menasha	(920)886-6130
Menomonie	(715)232-2241
Middleton (C)	(608)827-1070
Middleton (T)	(608)833-4346
Milwaukee	(414)286-2268
Monona (C)	(608)222-2525
Montrose (T)	(608)424-3848

Mount Horeb (V)	(608)437-7884
Neenah	(920)886-6130
Oconto	(920)846-4515
Oregon (T)	(608)275-5324
Oregon (V)	(608)835-2982
Oshkosh	(920)236-5045
Pleasant Springs (T)	(608)873-8784
Princeton	(920)295-6612
Racine	(262)636-9464
Rhineland	(715)365-8606
Ripon	(920)748-4901
Seymour	(920)833-7961
Shawano	(715)526-6150
Sheboygan	(920)459-4064
Shorewood Hills (V)	(608)221-0661
Stevens Point	(715)346-1566
Stoughton (C)	(608)873-7626
Sturgeon Bay	(920)746-2915
Suamico	(920)434-2212
Sun Prairie (C)	(608)825-1184
Tow Rivers	(920)793-5566
Verona (C)	(608)845-6495
Vienna (T)	(608)849-5207
Washington	(262)335-4462
Waukesha	(262)524-3530
Waunakee (V)	(608)849-5613
Waupun	(920)324-7900
Wausau	(715)261-6780
West Bend (Washington Co)	(262)335-4462
Westport (T)	(608)849-4375
Windsor (T)	(608)846-3854
Wisconsin Rapids	(715)421-8227
Wittenberg	(715)253-6063

<http://www.commerce.state.wi.us/sb/docs/SB-UDCMuniStatus.pdf>
 Department of Commerce website
 for all inspectors

(C) City (V) Village (T) Town

BUILDING & CONSTRUCTION

DATCP
 2811 Agriculture Dr.
 PO Box 8911
 Madison, WI 53708-8911

(800)422-7128
 (608)224-4976
 datcp.wisconsin.gov

Home improvement

Dept. of Commerce
 201 W. Washington Ave.
 PO Box 7970
 Madison, WI 53707-7970

(608)266-3151
 www.commerce.state.wi.us

Commercial building
 Uniform Dwelling Code
 1 and 2 Family Dwellings

Metro Builders Association
 N16 W23321 Stone Ridge Dr.
 Waukesha, WI 53188

(262)436-1122
 www.mbaonline.org

They don't give out number of complaints on a builder. They can just tell consumer if they are members of the association.

BUNGEE JUMPING

Dept. of Commerce

(608)266-3151

Inspection

201 W. Washington Ave.
PO Box 7970
Madison, WI 53707-7970

www.commerce.state.
wi.us
FAX: (608)267-9566

BURGLAR ALARMS

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

BUSINESS AND BUSINESS OPPORTUNITIES

(See also **DISTRIBUTORSHIPS, FRANCHISES, SMALL BUSINESS**)

Dept. of Commerce
Div. of Marketing, Advocacy & Technology
Development
201 W. Washington
PO Box 7970
Madison, WI 53707

(608)264-6141
(800)435-7287
www.wi.gov

“Starting a Business? Here’s Help”
(Laws, regulations, and permits).
State tax laws and how to go into
business in Wisconsin. Clears up
confusion and helps work through
other state agencies.

UW – Madison
Small Business Development Center
975 University Ave.
Grainger 3260
Madison, WI 53706

(800)940-7232
www.wisconsinsbdc.
org

Business helpline

Wisconsin Small Business Administration
Federal Center Building
740 Regent St., Ste. 100
Madison, WI 53715
U.S. Small Business Admin.
310 W. Wisconsin Ave., Rm. 400
Milwaukee, WI 53203

(608)441-5261

(414)297-3941
www.sba.gov

Has prepared info to mail.
(8 a.m. – 4:30 p.m. M-F)

State Bar of Wisconsin
PO Box 7158
Madison, WI 53708

(608)257-3838 x 6006
(800)728-7788

“Starting a Business” brochure

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Brochure: Fraud Against Business
Fact Sheet: Business Opportunities
(multi-level marketing), has statute
attached.)
FTC Brochure: Franchise and
Business Opportunities.

Office of Inspector General
U.S. Dept. of Commerce – Hotline
1401 Pennsylvania Ave.
Washington, D.C. 20030

(800)424-5197
www.commerce.gov

- Prevents unfair foreign trade competition.
- Social & economic statistics and analyses for businesses and governments.
- Assists in growth of minority businesses.
- Assists in domestic economic development.

U.S. Small Business Administration
6302 Fairview Rd.
Ste. 300
Charlotte, NC 28210

(800)827-5722
www.sba.gov

- Grants patents & registers
trademarks.

Small business answer desk, assist
entrepreneurs going into business
and loan program guarantee.

BUSINESS PERMITS

Dept. of Commerce
201 W. Washington Ave.
PO Box 7970
Madison, WI 53707-7970

(800)435-7287
www.wisconsin.gov

Help line. Referrals to proper
agency

Info for licenses and permits
Tax requirements and employer
requirements.

BUSING-SCHOOL

(See also **MOTOR CARRIERS**)

Wis. School Bus Assn.
1015 Erie Ave.
Sheboygan, WI 53081

(920)457-7008

General information.

Dept. of Public Instruction
PO Box 7841
Madison, WI 53707-7841

(608)266-2146
[www.dpi.state.wi.gov/
sms/transhpg.html](http://www.dpi.state.wi.gov/sms/transhpg.html)

Not a consumer hotline; consumers
should contact local school board.

BUYING CLUBS (FUTURE SERVICE PLANS)

(See also **LEASES – CONSUMER GOODS**)

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Wis. Stats. ch. 136

BUY ONE, GET ONE FREE

See (**COMPERATIVE PRICE ADVERTISING**)

CABLE TV

(See also **WIRELESS CABLE**)

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

CAMP GROUNDS

Dept. of Health Services
Food Safety & Recreation
1 West Wilson Street
Madison, WI 53703

(608)266-2835
www.dhs.wi.gov

Campground evaluation

CANADA

Better Business Bureaus in Canada (416)644-4936 See Appendix, page 159.
www.ccbbb.ca

Consumer Affairs Offices in Canada www.ic.gc.ca See Appendix, page 160.

CANADIAN DRUGS

(See **DRUGS**)

CAP

(See **CLIENT ASSISTANCE PROGRAM**)

CAP'S (CONSUMER ACTION PANELS)

(See also **APPLIANCES, MAJOR APPLIANCE CONSUMER ACTION PANEL (MACAP)**)

AUTOCAP (Effective 1995) (703)821-7144 Third party dispute program
Auto Consumer Action Program administered by State Automobile
PO Box 32717 Dealers Associations.
Phoenix, AZ 85064-2717 (602) 468-9707 Fax number for filing a complaint.

CAR

(See **AUTOMOBILES**)

CAR SEATS

(See **CHILD RESTRAINING SEATS**)

CARNIVAL RIDES (AMUSEMENT RIDES)

Dept. of Commerce (608)261-2503 Inspections
Safety & Buildings (608)266-2780 Registration
201 W. Washington Ave.
PO Box 7970
Madison, WI 53707-7970

CARPETING

DATCP (800)422-7128 Carpets and Rugs - Safety
2811 Agriculture Dr. (608)224-4976
PO Box 8911 datcp.wisconsin.gov
Madison, WI 53708-8911

Carpet & Rug Institute (706)278-3176 Carpet & indoor air quality questions;
Consumer Information www.carpet-rug.org can track down manufacturer of your
PO Box 2048 carpet; have technical & consumer
Dalton, GA 30722 information on request. Is a trade
association. No complaints but can
refer you to a certified carpet
inspector in area.

CASINO NIGHTS - (Las Vegas Casino Nights)

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Casino nights are illegal lotteries.
Send brochure: Contests,
Sweepstakes, Sales Promotions.
Enforced by DA.

CELLULOSE INSULATION

(See **INSULATION**)

CEMETERIES

(See also **FUNERAL DIRECTORS AND EMBALMERS**)

Dept. of Regulation and Licensing
1400 E. Washington Ave.
Madison, WI 53708

(877)617-1565
(608)266-2112
drl.wi.gov

Salespersons and authorities,
complaints.

CEMETERY CONSUMER SERVICE COUNCIL

352 Cottonwood Ave.
Hartland, WI 53029

(262)367-9991

Made up of cemetery owners.
Informal arbitration process, helps
with any cemetery.

CENSUS

U.S. Census Bureau

(800)865-6384
(301)763-4636
www.census.gov

Chicago Regional Office

CERTIFICATE OF FREE SALE

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(608)224-4736

Form to provide assurance that
imported product has been
inspected.

CHAIN DISTRIBUTORSHIPS

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Ag Code 122 "Chain Distributorship
Schemes"

CHAIN LETTERS

(See also **POSTAL INSPECTOR**)

Chief Postal Inspector
Attn: Fraud Unit
U.S. Postal Inspection Service
475 L'Enfant Plaza SW
Washington, D.C. 20260-2100

(202)268-4267
<https://postalinspectors.uspis.gov>

Refer callers to Legislative
Reference Bureau for copies of law.

U.S. Postal Inspection Service
350 W. St. Paul, Ste. 301
PO Box 788
Milwaukee, WI 53201-0788

(800)654-8896
(877)876-2455
<https://postalinspectors.uspis.gov>

Law enforcement of postal service.
Investigates theft and fraud of mail.

Local Post Office
CHAMBER OF COMMERCE

Check local telephone directory.

Madison Office
615 E. Washington Ave
PO Box 71
Madison, WI 53703

(608)256-8348
Hrs. M-THR 8-4:30
FRI 8-3
www.MadisonChamber.com

Listing of members
Links to other chambers
Links to businesses
Links to visiting Madison

CHARGEBACK

(See **CREDIT CARDS**)

CHARITABLE SOLICITATIONS

Dept. of Regulation & Licensing
Charitable Solicitations
1400 E. Washington, Rm. 173
Madison, WI 53708

(877)617-1565
(608)261-7097
drl.wi.gov

Complaints. Each charity has to file an annual report with the Dept. of Regulation & Licensing detailing how its money is spent.

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Fraud & Misrepresentation
"Fraud Against Business"
"Contribution Requests"

National Charities Info Bureau
19 Union Square - West
New York, NY 10003

(212)929-6300

Questions about specific charities - both financial and their purpose. Evaluate charitable organizations.

Dept. of Justice
State Program Administrator & Revenue
17 W. Main St., 5th Fl.
Madison, WI 53702

(608)266-7234
www.doj.state.wi.us

Charitable trusts and private foundation forms are kept on file.

Better Business Bureau - Wisconsin
10101 W. Greenfield Ave.
West Allis, WI 53204

www.give.org

Internal Revenue Service

(877)829-5500
www.irs.gov

List of legitimate charities and nonprofit groups

CHECK CASHING BUSINESS

Dept. of Financial Institutions
345 W. Washington Ave.
Madison, WI 53703

(800)452-3328
(608)264-7969
www.wdfi.org

General line for Wisconsin Consumer Act

CHEMICALS, HAZARDOUS SUBSTANCES

DATCP

(608)224-4945

Reporting of dangerous chemicals in

Product Safety Division
2811 Agriculture Dr.
Madison, WI 53708

(800)422-7128
datcp.wisconsin.gov

household or other products and requests for information, referrals.

CHILD ABUSE

Dept. of Workforce Development
Equal Rights Division
201 E. Washington Ave.
Madison, WI 53707-7946

(608)266-6860
www.dwd.state.wi.us

Child Labor Laws

County Social Services

Check your local telephone directory.

Dept. of Children & Families
1 W. Wilson St., Rm. 527
Madison, WI 53703

(608)266-3036
http://dcf.wisconsin.gov

Child abuse and neglect; laws and policies

CHILD CARE

Dept. of Children & Families
Early Care & Education
1 W. Wilson St.
Madison, WI 53703

(608)266-9314
http://dcf.wisconsin.gov

Day Care Centers - Licensing
Nursery Schools, general complaints, can refer to a regional office.
Call city or county for licensing information

CHILD FIND PROGRAM (FINGERPRINTING)

Dept of Justice – Crime Info Bureau
PO Box 7857
Madison, WI 53707-7857

(608)266-7314
www.doj.state.wi.us

Nationwide clearinghouse.

CHILD LABOR

Dept. of Workforce Development
201 E. Washington Ave.
PO Box 7946
Madison, WI 53707-7946

(608)266-6860
www.dwd.state.wi.us

CHILD RESTRAINING SEATS

Motor Vehicle Division
Dept. of Transportation
4802 Sheboygan Ave.
Madison, WI 53707

(608)267-7520
(866)511-9467
www.dot.wisconsin.gov

Wisconsin information – not for safety (WIN)

DATCP, Product Safety
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4988
datcp.wisconsin.gov

U.S. Consumer Product Safety Commission
4330 E West Hwy
Bethesda MD 20814

(800)638-2772

CHILD SUPPORT

Dept. of Workforce Development
State Parent Locator
201 E. Washington Ave.
PO Box 7946
Madison, WI 53707-7946

(608)266-9909
www.dwd.state.wi.us

Interstate locator

County Family Court Commissioner
Economic Assistance

IV-D Program – Each county has this federal program to track down people in arrears of child support. Check with County Commissioner.

District Attorney's Office or Child Support Agency under county listings in telephone book.

CHIROPRACTORS/CHIROPRACTIC EXAMINING BOARD

Dept. of Regulation & Licensing
1400 E. Washington Ave.
Madison, WI 53708

(877)617-1565
(608)266-0145

Brochure available which explains what a chiropractor is and does; licensing requirements; and complaint procedures.
Number of complaints.

(608)266-7482
drl.wi.gov

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Billing problems

CHRISTMAS DECORATIONS

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Dangerous

CIGARETTE SALES

Dept. of Revenue
Cig. & Tobacco Div.
PO Box 8933
Madison, WI 53708-8933

(608)266-8970
www.dor.state.wi.us

Inquiries
Cigarette & tobacco taxation

CIVIL LIBERTIES

American Civil Liberties Union
207 E. Buffalo Street, Suite 325
Milwaukee, WI 53202-5774

(414)272-4032
www.aclu-wi.org

Hrs. 9:00 – 5:00

CLASS ACTIONS (PRIVATE LAWSUITS)

www.classactionreports.com Periodical may also be available at libraries

CLEANING PRODUCTS (HOUSEHOLD)

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Wisconsin Clean Sweep (608)224-4545 Disposal of ag chemicals, hazardous household chemicals

CLIENT ASSISTANCE PROGRAM (CAP)

Client Assistance Program
2811 Agriculture Dr.
Madison, WI 53708

(800)362-1290
(608)224-5071
(608)224-5069

Information referral and client advocacy on vocational or independent living.

CLOTHING

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Flammable, labels

COBRA ACT

U.S. Dept. of Labor
Employee Benefit Security Administration
200 Constitution Ave. N.W., Rm. N5619
Washington, D.C. 20210

(202)219-8776
(312)353-0900
www.dol.gov

Wisconsin Claims
IL regional office

COLLECTION AGENCIES PRACTICES

Dept. of Financial Institutions
PO Box 8041
Madison, WI 53708-8041

(608)261-9555
(800)452-3328
(608)264-7969
www.wdfi.org

Collection agencies inquiries.
Collection calls, consumer tips,
prohibited practices.

COLLEGE – TECHNICAL

(See **TECHNICAL COLLEGES**)

COMMERCE, WISCONSIN DEPARTMENT OF

Dept. of Commerce
201 W. Washington Ave.
Madison, WI 53702

(608)266-1018
www.commerce.state.wi.us

COMMODITIES FUTURES TRADING COMMISSION, U.S.

Commodities Futures Trading Commission 525 W. Monroe St., Ste. 1100 Chicago, IL 60661	(312)596-0700 www.cftc.gov	Regulatory agency
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COMMUNICATION

Federal Communication Commission (FCC) 445 12 th St. SW Washington, D.C. 20554	(888)225-5322 www.fcc.gov	Consumer Center
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COMMUNITY COLLEGES

Wis. Technical College System Board 4622 University Ave. Madison, WI 53705	(608)266-1207 www.wtcsystem.edu	Approval Board Accreditations
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COMMUNITY ADVOCATES

4906 W. Fond du Lac Ave. Milwaukee, WI 53216	(414)449-4777 http://community advocates.net	Milwaukee
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COMPARATIVE PRICE ADVERTISING

DATCP – Trade Bureau 2811 Agriculture Dr. Madison, WI 53708-8911	(608)224-4925 (608)224-4989	
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COMPTROLLER OF THE CURRENCY, U.S. OFFICE OF THE

Office of the Comptroller of the Currency Customer Assistance Group 1301 McKinney St. Ste. 3450 Houston, TX 77010-9050	(800)613-6743 Fax: 713-336-4301 www.occ.treas.gov	Hrs. Mon. 11:00-5:00 Tues.-Thurs. 9:00-5:00 Fri. 9:00-4:00 Complaints against national banks.
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COMPUTER DATING SERVICES

DATCP 2811 Agriculture Dr. PO Box 8911 Madison, WI 53708-8911	(800)422-7128 (608)224-4976 datcp.wisconsin.gov	
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CONDEMNATION

Dept. of Commerce 201 W. Washington Ave. PO Box 7970 Madison, WI 53707-7970	(608)266-2742 www.commerce.state. wi.us	Eminent domain/condemnation in government projects/relocation assistance
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CONDOMINIUMS

(See also **TIMESHARES, REAL ESTATE, INVESTMENTS & SECURITIES**)

DATCP 2811 Agriculture Dr. PO Box 8911 Madison, WI 53708-8911	(800)422-7128 (608)224-4976 datcp.wisconsin.gov	Wis. Stats. § 703 - Condominium Wis. Stats. § 707 - Timeshare Contact an attorney for legal advice
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CONSUMER ACT, WISCONSIN

Dept. of Financial Institutions 345 W. Washington Ave. PO Box 7876 Madison, WI 53707-7876	(800)452-3328 www.wdfi.org	General inquiries
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CONSUMER ACTION HANDBOOK

Handbook Federal Citizen Information Center Pueblo CO 81009	(888)878-3856 www.ConsumerAction.gov	Handbook provides a consumer assistance directory and public resources and contact information.
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CONSUMER EDUCATION

(See also **EDUCATIONAL APPROVAL BOARD, SCHOOLS**)

Dept. of Public Instruction 125 S. Webster St. PO Box 7841 Madison, WI 53707-7841	(800)243-8782 (608)266-2188 (800)441-4563 www.dpi.state.wi.us .pubsales	Publication and sales. Consumer Ed. Curriculum Guide for Wis. Public High Schools and other information. General information
State Bar of Wisconsin PO Box 7158 Madison, WI 53707-7158	(608)257-3838	
Federal Information Center	(800)688-9889 www.usa.gov	Answers questions about programs of any federal agency. How to get Visa or passport information.

CONSUMER ORGANIZATIONS, WISCONSIN

Center for Consumer Affairs University of Wisconsin Milwaukee 161 W. Wisconsin Ave., Suite 6000 Milwaukee, WI 53203	(414)227-3250	Continuing education for consumers.
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CONSUMER PRICE INDEX

Bureau of Labor Statistics (312)353-1880
Chicago Info Center
230 S. Dearborn St. FAX: (312)353-1886
Chicago, IL 60604 www.bls.gov

Bureau of Labor Statistics (414)276-2579 Recorded message
Milwaukee

CONSUMER PRODUCT SAFETY COMMISSION (CPSC), U.S.

(See also **PRODUCT SAFETY, PRODUCT QUALITY**)

U.S. Consumer Product Safety Commission (800)638-2772 Product safety issues. Product
4330 East West Highway www.cpsc.gov recalls. Recorded message.
Bethesda, MD 20814

CONSUMER PROTECTION

DATCP (800)422-7128 For a listing of US state, county and
2811 Agriculture Dr. (608)224-4976 city government consumer protection
PO Box 8911 datcp.wisconsin.gov offices see: Appendix, page 162.
Madison, WI 53708-8911
See list of Canadian consumer
protection offices: Appendix, p. 160.

CONSUMER REPORTS MAGAZINE

ConsumerReports.org Past copies of magazine and annual
Buyer's Guides available in local
Public Library.

CONTACT LENSES

U.S. Food & Drug Administration (888)463-6332
5600 Fishers Lane (920)433-3924 Green Bay
Rockville MD 20857-0001 (608)264-5332 Madison
(414)771-7167 Milwaukee

CONTESTS

(See also **BINGO, RAFFLES, PRIZE OFFERS**)

DATCP (800)422-7128 Fact sheet: Contests, Sweepstakes
2811 Agriculture Dr. (608)224-4976 and Sales Promotions
PO Box 8911 datcp.wisconsin.gov Chapter 945 Gambling Statute.
Madison, WI 53708-8911 Refer to DA and/or private attorney.
Local DA's have enforcement
DOA-Division of Gaming (608)270-2530 Bingo and crane games
3319 W Beltline Highway, First Floor (608)270-2552 Raffles
Madison, WI 53713
PO Box 8979
Madison WI 53708-8979

Assistant Attorney General
Dept. of Justice
17 W. Main St., 5th Dept of Health Services
Madison, WI 53702

(608)267-2070
www.doj.state.wi.us

Questions from Media and DA's
only, gambling.

Wisconsin Lottery Players Hotline

(608)266-7777
www.wilottery.com

To check lottery numbers.

CONTRACTORS

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Home improvements
Unfair Trade Practices
(misrepresentations)

Dept. of Financial Institutions
345 W. Washington Ave.
PO Box 7876
Madison, WI 53707-7876

(800)452-3328
(608)266-7583
www.wdfi.org

Loans, financial

Dept. of Commerce
Division of Safety & Buildings
201 W. Washington Ave.
PO Box 7970
Madison, WI 53707-7970

(608)266-3151
www.commerce.wi.gov

Contractors must register showing
proof that they have paid for worker's
compensation, unemployment
insurance and minimum levels of
liability or a bond to cover workers
and public injuries and damages to
property.

(608)261-8467

Phone number to check contractor
registrations

CONTRIBUTIONS

(See also **CHARITABLE SOLICITATIONS**)

CONVICTIONS (LANDLORD-TENANT)

(See also **DISCRIMINATION COMPLAINTS AND HOUSING**)

COOPERATIVES

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

There are no state laws regulating
cooperatives.

Cooperative Network
131 W. Wilson St.
Madison, WI 53703

(608)258-4400

COPYRIGHTS

(See also **PATENTS, TRADE NAMES/TRADEMARKS**)

U.S. Library of Congress
Copyright Office
101 Independence Ave. S.E.
Rm. 401
Washington, D.C. 20559

(202)707-3000
www.copyright.gov

Administered by this office. Protects
work of authors, composers and
artists, obtain copyright, patent
forms.

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Fact Sheet: Music Licensing for
(Jukebox, radio, live, background
music)

CORPORATION INFORMATION

Dept. of Financial Institutions
Div. of Corporate & Consumer Services
345 W. Washington Ave.
PO Box 7876
Madison, WI 53707-7876

(608)261-7577
(800)452-3328
www.wdfi.org

Dept. of Revenue
2135 Rimrock Rd
Madison WI 53713
PO Box 8949
Madison, WI 53708-8949

(608)266-2772
www.dor.state.wi.us

Corporation, franchise, income tax

(608)266-1143

Franchise tax hotline

CORRECTIONS, WISCONSIN DEPARTMENT OF

Wisconsin Dept. of Corrections
3099 E. Washington Ave.
PO Box 7925
Madison, WI 53707-7925

608-240-5000
www.wi-doc.com

Regulate and oversight over
Wisconsin detention facilities

CORRESPONDENCE SCHOOLS

(See also **SCHOOLS**)

Education Approval Board
30 W. Mifflin St.
PO Box 8696
Madison, WI 53708-8696

(608)266-1996
eab.state.wi.us

Call for information

eabmail@eab.state.
wi.us

COSMETICS

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911
Food and Drug Administration
5600 Fishers Ln
Rockville MD 20857-0001

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Advertising

(608)264-5332
(888)463-6332

Safety

Local FDA offices:

Madison
Milwaukee
Green Bay

(608)264-5332
(414)771-7167
(920)433-3924

Product safety, complaints, general
information

COSMETOLOGY SCHOOL

Dept. of Regulation & Licensing

(877)617-1565

Licensing requirements

1400 E. Washington Ave.
PO Box 8935
Madison, WI 53708

(608)266-5511
drl.wi.gov

Enforcement, complaints

COUNSELORS

Dept. of Regulation & Licensing
PO Box 8938
Madison, WI 53708

(877)617-1565
(608)266-7482
(608)266-0145
drl.wi.gov

Complaints
Licenses, counselors (e.g. marriage
and family) and social workers

COUNTERFEIT ITEMS

(See also **INTELLECTUAL PROPERTY CRIMES**)

COUNTY BAR ASSOCIATIONS

Lawyer Referral Service of the State Bar
of Wisconsin
PO Box 7158
Madison, WI 53707

(800)362-9082
(608)257-4666
www.legalexplorer.com

All of Wisconsin
Mon.-Thurs. 8:00-5:30
Fri. 8:00-5:00

Milwaukee Bar Association
424 E. Wells St.
Milwaukee, WI 53202

(414)274-6768
www.findmilwaukee
lawyers.com

COUPON BOOKS

DATCP - Trade Division
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4925
datcp.wisconsin.gov

Coupon Sales Promotions, ATCP
131

COURTS

Director of State Courts
16 E. Capitol
PO Box 1688
Madison, WI 53701-1688
Judicial Commission
110 E. Main St., Ste 707
Madison, WI 53703

(608)266-6828
www.wicourts.gov

Complaints

(608)266-7637

Complaints regarding misconduct of
court commissioners, judges, etc.

CRAMMING

(See also **TELECOMMUNICATIONS**)

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

Charge on telephone bill for
unauthorized services

CRANK CALLS

Contact telephone company and
local police

CREDIT

(See also **FAIR CREDIT BILLING ACT**)

Dept. of Financial Institutions (608)267-4713
345 W. Washington Ave.
PO Box 7876
Madison, WI 53707-7876 (608)264-7969
(800)452-3328
www.wdfi.org

All brochures are on the web (www.wdfi.org) or can be ordered by website.
Complaints – Office of Consumer Affairs
FTC - Fair Credit Reporting Act
Brochure: Building A Better Credit Record

Title III - Fair Credit Billing Act & Equal Credit Opp Act (Title IV)

INCLUDES: Collection methods, credit life insurance, credit reporting (rating), deceptive practices, failure to disclose terms, defective merchandise, discrimination, excessive charges, real estate, three-day cooling off period.

Federal Trade Commission Reg. Office (877)FTC-HELP
55 E. Monroe St., Suite 1860 (877)382-4357
Chicago, IL 60603-5701 www.ftc.gov

M-F 9-5 p.m. EST

CREDIT BUREAUS

(See also **CREDIT REPORTS, CREDIT REPORTING AGENCIES**)

CREDIT CARDS

Dept. of Financial Institutions (800)452-3328
345 W. Washington Ave. (608)264-7969
PO Box 7876
Madison, WI 53707-7876
Opt-Out Program (888)567-8688
www.wdfi.org

Fraud - Loss & Credit practices, unauthorized or unsolicited charges. Office of Consumer Affairs

To get name removed from credit card solicitation lists.

DATCP (800)422-7128
2811 Agriculture Dr. (608)224-4976
PO Box 8911 datcp.wisconsin.gov
Madison, WI 53708-8911

Fact Sheet: Credit Card Chargeback Request

CREDIT COUNSELING

Check with County Social Services. Check local yellow pages under Credit Counseling, Debt Counseling.

Dept. of Financial Institutions (800)452-3328
345 W. Washington Ave. (608)261-9555
PO Box 7876 (608)261-7969
Madison, WI 53707-7876 www.wdfi.org

Licensing of debt consolidation/adjustment service companies.

National Foundation for Consumer Credit Inc. (888)388-2227 For a directory of offices in your area if none listed in local phone book.
801 Roeder Rd., Ste. 900
Silver Spring, MD 20910

National Consumer Credit Counseling (800)388-2227 For nearest office near you.
Services
Consumer Credit Counseling Serv of St. Louis
1300 Hampton Avenue
St. Louis, MO 63139

Consumer Credit Counseling Service of (800)355-2227
Madison (888)868-5136
128 E. Olin Ave., Ste. 100 (608)252-1325 x 1134
Madison, WI 53713 www.fsamad.org
info@fsamad.org

CREDIT REPAIR

Dept. of Financial Institutions (800)452-3328 Brochure: How to Spot Credit
345 W. Washington Ave. (608)261-7969 Repair Scams
PO Box 7876 (608)261-9555
Madison, WI 53707-7876 www.wdfi.org

Check with County Social Services as listed in local telephone directory.

CREDIT REPORTS

Check local telephone book yellow pages

Federal law allows credit reporting agencies to report all truthful information (even if it is negative) for 7 years.

Automated OPT-OUT Line (888)567-8688

Call to prevent credit reporting agencies from selling any of your financial information to check marketers.

Annual Credit Report Request Service (877)322-8228 Free credit report
PO Box 105281 www.annualcredit
Atlanta, GA 30348-5281 report.com

DATCP (800)422-7128 Complaints
2811 Agriculture Dr. (608)224-4976
PO Box 8911 datcp.wisconsin.gov
Madison, WI 53708-8911

CREDIT REPORTING AGENCIES

Equifax Credit Information Service PO Box 7740250 Atlanta, GA 30374	(888)766-0008 TDD: (800)255-0056 www.equifax.com	Credit reports available by contacting credit reporting agency in writing by certified mail - \$10 fee Fraud assistance
Experian PO Box 9532 Allen, TX 75013	(888)397-3742 www.experian.com	Credit management services
Trans Union PO Box 6790 Fullerton, CA 92834	(800)680-7289 TDD: (877)553-7803 www.transunion.com	Credit report request line.
Fraud Victim Assistance Dept. PO Box 6790 Fullerton, CA 92834		

CREDIT UNIONS

Dept. of Financial Institutions Credit Unions 345 W. Washington Ave. PO Box 7876 Madison, WI 53708-0137	(608)261-9543 www.wdfi.org	State credit unions.
National Credit Union Administration 1775 Duke St. Alexandria, VA 22314-3428	(703)518-6300 (800)755-1030 www.ncva.gov	Federal credit unions.
Credit Union National Association PO Box 431 Madison, WI 53701	consumerassistance@ ncva.gov (608)231-4000	Trade Association. Lobbies for financial reform on credit legislation. Publishes consumer films and publications including quarterly magazine on issues such as money management, insurance, wills, buying a home and setting up a small business and a complaint directory, including names and addresses of retail companies.

CRIBS

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Safety

U.S. Consumer Product Safety Commission
4330 East West Highway
Bethesda, MD 20814

(800)638-2772
www.cpsc.gov

Product safety issues. Product recalls. Recorded message.

CRIME STATISTICS

Office of Justice Assistance
1 S. Pinckney St., Ste. 600
Madison, WI 53702

(608)266-3323

Arrest statistics from law enforcement.

CRIME VICTIMS SERVICES

Dept. of Justice
Crime Victims Services
17 W. Main St.
PO Box 7951
Madison, WI 53707-7951

(608)264-9497
(800)446-6564
www.doj.state.wi.us

Crime victim counseling and assistance.

CRIMINAL BACKGROUND CHECK

Dept. of Justice
Crime Information Bureau
17 W. Main St., 5th Fl.
Madison, WI 53702

(608)266-5764
www.doj.state.wi.us

CURRENCY EXCHANGE

Dept. of Financial Institutions
345 W. Washington Ave.
PO Box 7876
Madison, WI 53707-7876

(800)452-3328
(608)261-7969
(608)261-9555
www.wdfi.org

DAIRY PRODUCTS

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(608)224-4700
datcp.wisconsin.gov

DANCE STUDIOS

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

DATCP

(See **AGRICULTURE, TRADE AND CONSUMER PROTECTION, WIS. DEPT. OF**)

DATING SERVICES

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Proof of financial responsibility requirements.

DAY CARE CENTERS

(See **CHILD CARE, NURSING HOMES**)

DEBT COLLECTION

(See **CREDIT**)

DEBT CONSOLIDATION

(See also **ADJUSTMENT SERVICE COMPANIES**)

Dept. of Financial Institutions
Division of Banking
345 W. Washington Ave.,
PO Box 7876
Madison, WI 53707-7876

(608)261-7578

(800)452-3328
www.wdfi.org

DEFENSE SPRAYS

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Fact Sheet on Pepper Spray

Dept. of Justice
17 W. Main St., 5th Fl.
Madison, WI 53702

(608)266-1420
www.doj.state.wi.us

David H. Perlman, AAG
*Law making possession legal.
Effective 10/25/94

DENTAL SERVICES

Dept. of Regulation & Licensing
1400 E. Washington Ave.
PO Box 8935
Madison, WI 53708

(877)617-1565
(608)266-2112
drl.wi.gov

General information (dentists and dental hygienists)

DENTISTRY

Dept. of Regulation & Licensing
Dentistry Examining Board
1400 E. Washington Ave.
PO Box 8935
Madison, WI 53708

(877)617-1565
(608)266-2112

(608)266-2811
drl.wi.gov

General number

This number is for new dentists who want to get licensed.
Inquiries regarding licensing complaints. Includes dental

hygienists.
Rules & practice questions.
Enforcement. For information on a medical professional, must write to Regulation & Licensing, PO Box 8935, Madison, WI 53708 - no information given over the phone, include SASE.

Wisconsin Dental Association
111 E. Wisconsin Avenue, Suite 1300
Milwaukee, WI 53202

(800)364-7646
(414)276-4520
www.wda.org

Complaints from patients, insurance company and other dentists.

DETECTIVES, PRIVATE

Dept. of Regulation & Licensing
1400 E. Washington Ave.
PO Box 8935
Madison, WI 53708

(877)617-1565
(608)266-7482
drl.wi.gov

Licensing.
Number of complaints.

DIET CENTERS

(See also **Food**)

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911s

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Weight loss brochure

Food & Drug Administration - Milwaukee

(414)771-7114 x 19
(888)463-6332

Public Affairs Officer

DIGITAL TV CONVERSION

(888)388-2009
www.dtv2009.gov
www.dtv.gov

Federal Communications Commission
Consumer & Governmental Affairs Bureau
Consumers Inquiries & Complaints Division
445 12th St. SW
Washington, DC 20554

(888)225-5322
dtvinfo@fcc.gov

DIRECT SELLING

(See **DOOR TO DOOR SALES**)

DISABILITIES

(See also **DISCRIMINATION and HOUSING**)

ADA Partnership
131 W. Wilson St. Ste. 700
Madison, WI 53703

(608)261-6311
(608)267-0214 TDD

American Disabilities Act and state protection advocacy for people with disabilities.

DBTAC: Great Lakes ADA Center
University of Illinois at Chicago
Institute on Disability & Human Development

(800)949-4232
(312)413-1407 V/TTY
(312)413-1856 FAX

Provides informal guidance on the Americans with Disabilities Act (ADA) and Accessible Information

1640 W. Roosevelt Rd., Rm. 405
Chicago, IL 60608

Technology (AIT).

DISASTER

Wisconsin Emergency Management
2400 Wright St.
Madison, WI 53704

(800)943-0003

State office

DISCONNECTION – TELEPHONE

Public Service Commission
PO Box 7854
610 N. Whitney Way
Madison, WI 53707-7854

(800)225-7729
(608)266-2001
www.psc.state.wi.us

Consumer complaints

DISCRIMINATION

Dept. of Civil Rights
Equal Opportunities Division
210 Martin Luther King Jr. Blvd., Rm. 523
Madison, WI 53703

(608)266-4910
www.cityofmadison.com

File complaints related to
discrimination in the city of Madison -
- housing, employment, credit, public
accommodations (clinics,
restaurants, malls, theaters, motels,
taverns, barber shops) and Madison
city facilities.

Equal Employment Opportunity Commission
310 W. Wisconsin, Suite 800
Milwaukee, WI 53203

(414)297-1111
www.eeoc.gov

Federal law enforcement

Equal Rights & Labor Standards Division
Dept. of Workforce Development
PO Box 8928
Madison, WI 53708-8928

(608)266-6860
www.dwd.state.wi.us

Housing & job discrimination &
general information. Pamphlet: "Fair
Employment and the Employee."

819 North 6th Street, Rm. 255
Milwaukee, WI 53203

(414)227-4384
www.dwd.state.wi.us/ER

221 W. Madison St.
Eau Claire, WI 54703

(715)836-5153

PO Box 646
Racine, WI 53401

(262)638-6703

Field office only

1802 Appleton Rd
Menasha, WI 54952

(920)832-5302

State Personnel Commission
5005 University Ave.
Madison, WI 53705

(608)266-6860

For state employees against the
state

DISTRIBUTORSHIPS

(See also **BUSINESS AND BUSINESS OPPORTUNITIES, FRANCHISES, SMALL BUSINESS**)

Dept. of Financial Institutions (800)452-3328
Div. of Securities (608)266-1064
345 W. Washington Ave. www.wdfi.org
PO Box 7876
Madison, WI 53707-7876

DISTRICT ATTORNEYS

Check blue pages of local telephone directory.

For a list of Wisconsin DA offices, see: Appendix, page 181.

DA's have discretion in deciding what cases to prosecute. Dept. of Justice has no authority to compel a DA to take any certain actions.

DO NOT CALL

(See **NO CALL**)

DOCTORS

(See also **DENTISTRY**)

Dept. of Regulation & Licensing (877)617-1565
1400 E. Washington Ave. (608)266-2112
PO Box 8935 (608)266-2811
Madison, WI 53707 drl.wi.gov

General number
Licensing.
Also for physical therapists, podiatrists. Number of complaints.

DOCUMENTS (COPIES OF STATE)

Document Sales (608)266-3358
PO Box 7840
Madison, WI 53707

Copies of State Statutes and other state published materials.

DOOR-TO-DOOR SALES

DATCP (800)422-7128
2811 Agriculture Dr. (608)224-4976
PO Box 8911 datcp.wisconsin.gov
Madison, WI 53708-8911

Direct Marketing Selling Brochure - Ch. ATCP 127 Contracts and Practices covering purchase for personal use, not businesses.

Dept. of Financial Institutions (800)452-3328
345 W. Washington Ave. (608)266-7969
PO Box 7876 www.wdfi.org
Madison, WI 53707-7876

Three-day right to cancel, credit problems. If a business wants its right-to-cancel form approved only.

Local Police

Need to register with local police to sell door-to-door. Business-to-business purchase needed to contact an attorney.

DRIVERS SCHOOLS

Dept. of Transportation
Drivers Records & Licensing Info. Section
Hill Farms State Office Building
4802 Sheboygan Ave., Rm. 301
Madison, WI 53707

(608)266-2325
www.dot.state.wi.us
driverrecords.dmv@
dot.state.wi.us

Commercial driving

DRIVEWAY REPAIRS

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

DRUGS

U.S. Food & Drug Administration
5600 Fishers Ln
Rockville MD 20857-0001
Food & Drug Administration Regional Offices

(608)264-5332
(888)463-6332
www.fda.gov
(608)264-5332
(414)771-7167
(920)433-3924

Madison Office
Milwaukee Office
Green Bay Office

Wisconsin Dept. of Justice
Division of Narcotics Enforcement
17 W. Main St., 5th Fl.
Madison, WI 53702

(608)266-1671
www.doj.state.wi.us

Wisconsin Drug Tip Line

(800)622-3784

To report illegal drug crops

Cocaine Hotline/Drug Help

(800)662-HELP
(800)662-4357
www.drughelp.org

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4700
datcp.wisconsin.gov

Packaging, over the counter
advertising, sanitation and food
handling, foreign matter in foodstuffs.

Prescription Drug Clean Sweep

(608)224-4545

Wisconsin Prescription Drug Resource Center

www.drugsavings.wi.
gov

Canadian drugs

DRY CLEANING

Better Business Bureau - Wisconsin
10101 W. Greenfield Ave.
West Allis, WI 53204

(800)273-1002
(414)847-6000
www.wisconsin.bbb.org

Arbitration information

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Advertising and refunds

DATCP – Trade
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(608)224-4933
datcp.wisconsin.gov

Public Warehouse Storage &
Licensing only

Dry Cleaning and Laundry Institute
(formerly International Fabricare Institute)
Contact Bill Fisher
14700 Sweitzer Lane
Laurel MD 20707

(800)638-2627
www.ifi.org

Association for professional dry
cleaners

EDUCATION

(See **CONSUMER EDUCATION** and **EDUCATIONAL APPROVAL BOARD** and **SCHOOLS**)

EDUCATIONAL APPROVAL BOARD, WISCONSIN

EAB is a division of:
Wisconsin Technical College System Board
30 W. Mifflin St.
9th Fl.
PO Box 8696
Madison, WI 53708-8696

(608)266-1996
www.eab.state.wi.us
FAX: (608)264-8477

EAB inspects and approves schools
and courses of instruction of private
trade, correspondence, business and
technical schools; approves schools
and courses of instruction for the
training of veterans receiving
assistance from the federal
government.

Wisconsin Technical College Systems Board
4622 University Ave
Madison, WI 53705

(608)266-1207

Tech school questions

EGGS

DATCP Food Division
2811 Agriculture Dr.
Madison, WI 53708

(608)224-4700
(608)224-4714
datcp.wisconsin.gov

ELDERLY

Check local telephone directory yellow pages under Senior Citizens

Local Commission on Aging Groups will help with public benefit programs (SS, SSI, Medicare, etc.)

Check County Social Services Office

For a listing of elder adults-at-risk help lines, see: Appendix, page 187.

Dept. of Workforce Development
Bureau of Information & Public Affairs
PO Box 7972
Madison, WI 53707

(608) 266-3131
www.dwd.state.wi.us

Pamphlet with job and interview tips for the older worker, "Over Forty?" available from DWD (CD's more information).

Board on Aging & Long Term Care
1402 Pankratz St. Ste. 111
Madison, WI 53704-4001

(800)815-0015
(800)242-1060
longtermcare.state.wi.us

Local number
Statewide toll free number. (Medigap Helpline)

Ombudsman for Aging

(800)815-0015
www.dhs.state.wi.us/aging/contracts/coagof

Ombudsman program. Oversee care for elderly and disabled, has ombudsman service, provides information on Medicare supplemental insurance. Call 9-1-1 in case of life-threatening emergency. Elder abuse – Wis. Stats. § 46.90 (Age 60 and over). Physical, mental or financial abuse or exploitation, neglect, or self-neglect. Directory of count agencies available in Appendix, page 187.

Dept. of Health Services
Elder Abuse
1 W. Wilson St.
Madison, WI 53703

(800)677-1116
(608)266-1865
www.dhs.wi.gov

Ombudsman For Elderly & Disabled
1045 Clark Street
Stevens Point, WI 54481-3899

(715)345-5229

Bureau of Aging & Long Term Care
1 W. Wilson St.
Rm. 450
Madison, WI 53703

(608)266-2536
www.dhs.wi.gov

Nutrition and transportation
Call county aging office

Coalition of Wisconsin Aging Groups (CWAG)
2850 Dairy Drive, Suite 100
Madison, WI 53718

(608)224-0660
(800) 366-2990
www.cwag.org

Benefit specialist program.
Medicare appeals, etc.

Senior Care Hotline

(800)657-2038

ELECTIONS

(See **VOTING RIGHTS**)

Federal Election Commission
999 E Street, NW
Washington, DC 20463

(800)424-9530
(202) 694-1000
www.fec.gov

Offers information about federal election fundraising and provides financial records on candidates for federal office.

Governmental Accountability Board
212 E. Washington Ave.
Madison, WI 53703
PO Box 2973
Madison, WI 53703-2973

(608) 266-8005
seb.state.wi.us
http://elections.state.wi.us

ELECTRICAL PRODUCTS - SAFETY

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

ELECTRICITY

(See **UTILITIES**)

ELECTRICIANS

Dept. of Commerce
201 W. Washington Ave.
PO Box 7970
Madison, WI 53707-7970

(608)266-3151
(608)266-5649
(414)852-3696

Safety & Buildings Division
Joe Hertel
Tom Garvey - Electrical

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
datcp.wisconsin.gov

Handles billing problems

ELECTROLOGISTS

Dept. of Regulation & Licensing
1400 E. Washington Ave.
PO Box 8935
Madison, WI 53708

(877)617-1565
(608)266-2112
(608)266-5511
drl.wi.gov

General phone number
Licensing
Complaint form

ELEVATORS

Dept. of Commerce
Safety & Buildings Division
Elevator Inspection
201 W. Washington Ave.
PO Box 7970

(608)266-3151

WI Elevator Code Comm. 18.12

Madison, WI 53707-7970

EMBALMING

(See **FUNERAL DIRECTORS AND EMBALMERS**)

EMERGENCY

(See **DISASTER**)

EMISSIONS CONTROLS

Motor Vehicle Division Dept. of Transportation 4802 Sheboygan Ave. Madison, WI 53707	(414)266-1080 (800)242-7510	Vehicle Emission Inspection Program
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EMPLOYEE RETIREMENT INCOME SECURITY ACT – ERISA

(See **PENSION PLANS**)

EMPLOYMENT

(See also **WAGES**)

DATCP 2811 Agriculture Dr. PO Box 8911 Madison, WI 53708-8911	(800)422-7128 (608)224-4976 datcp.wisconsin.gov	ATCP Code 116, “Deceptive Employment Offers”
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Dept. of Workforce Development 201 E. Washington Ave. PO Box 7946 Madison, WI 53707-7946	(608)266-6860 www.dwd.state.wi.us	Equal Rights Complaints Discrimination Complaints Wage Claims - Wages & Hours Questions on employment applications
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Dept. of Workforce Development Equal Rights Division 819 N. 6 th Street, Rm. 255 Milwaukee, WI 53203	(414)227-4384	
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U.S. Equal Employment Opportunity Commission 310 W. Wisconsin Ave., Suite 800 Milwaukee, WI 53203-2292	(414)297-1111 www.eeoc.gov	Have information for public and take complaints.
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Department of Workforce Development Equal Rights Division 201 E. Washington Ave., GEF I Room A-300 PO Box 8928 Madison, WI 53708	(608)266-6860 www.dwd.state.wi.us/er	State employees. Discrimination complaints.
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EMPLOYMENT AGENCY

Dept. of Workforce Development
Equal Rights Division
201 E. Washington Ave., Rm. A300
PO Box 8928
Madison, WI 53708

(608)266-3345
www.dwd.state.wi.us

Agencies must be licensed.

(608)266-6860

Equal rights.

ENERGY

(See also **FUEL AND GASOLINE, WEATHERIZATION**)

Department of Administration
Division of Energy Services
101 E. Wilson St.
Madison, Wisconsin 53703

(608)266-8234
www.doa.state.wi.us

Alternative Energy Systems
- Monitor fuel prices
- Alternative energy systems
- Appliance efficiency
- Funding for energy saving programs
- Prices - current & future projections
- Energy statistics
- Weatherization information (See listing in Appendix, page 250.)

Department of Administration
Division of Energy Services
101 E. Wilson St.
Madison, Wisconsin 53703

(608)266-8234
www.doa.state.wi.us

Efficiency

(608)266-8234

Projections
Raising fuel costs
Solar systems

Dept. of Commerce
201 W. Washington Ave
PO Box 7970
Madison WI 53707-7970

(608)267-2240

State building codes

(608)266-3151

Local Building Inspectors

Local building codes. See BUILDING INSPECTORS.

Focus on Energy Program

(800)762-7077

Business programs

Governor's Energy Hotline

(800)522-3014
(866)HEATWIS
(866)432-8947
EnergyHelp.wi.gov

Heat assistance

ENERGY ASSISTANCE

Wisconsin Home Energy Assistance Program (WHEAP)
DOA Home Energy Plus Program
PO Box 7868
Madison, WI 53707-7868

(866)432-8947

Low income home energy assistance by county, e.g. furnace repair, weatherization, conservation services.

(608)267-3680

See list of Wisconsin Home Energy

Assistance Program contacts in Appendix, page 191.

ENGINEERS (Professional)

Dept. of Regulation & Licensing
1400 E. Washington Ave.
Madison, WI 53703

(877)617-1565
(608)266-5511
drl.wi.gov

Licensing of architects, landscape architect, geologist, engineers, designers & land surveyors, examining board & CPA.

(608)266-2112

Complaint form

ENTERTAINMENT RATINGS

(See **VIDEO GAMES**)

ENVIRONMENT

Environmental Protection Agency
1200 Pennsylvania Ave NW
Washington, D.C. 20460
Dept. of Natural Resources
101 S. Webster St.
Madison, WI 53702

(202)272-0167
www.epa.gov

General number. Depending on complaint or info needed, will direct you to appropriate unit.
Outdoor activities: general info & license application, fishing, hunting, boating.

(608)266-2621
www.dnr.state.wi.us

DNR – Service Center
3911 Fish Hatchery Rd.
Madison, WI 53711

(608)275-3266

Environmental standards for air management.
Water (private and municipal wells)

DNR-Bureau of Watershed Management

(608)267-7610

Water resources mgt.
Water quality (pollution, etc.)

DNR-Fisheries Management
101 S. Webster St.
Madison, WI 53703

(608)267-7498

Fishing/habitat protection

Dept. of Health Services
1 W. Wilson St.
Madison, WI 53701

(608)266-1120
www.dhs.wi.gov

Indoor air/groundwater childhood lead/mold

County/City Health Dept.

Indoor health. Check local telephone directory.

ENVIRONMENTAL LABELING OF PRODUCTS

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(608)224-4944
datcp.wisconsin.gov

ATCP 137
Representations

ENVIRONMENTAL SANITATION

Dept. of Health Services
Food Safety & Recreational Licensing
PO Box 2659
1 W. Wilson St.
Madison, WI 53701

(608)266-2835
www.dhs.wi.gov

Complaints regarding safety of hotels, motels, restaurants, bed and breakfasts, swimming pools, body art and piercing, tourist rooming houses, campgrounds & water parks.

EQUAL CREDIT OPPORTUNITY ACT

DATCP
2811 Agriculture Dr.
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

FTC Fact Sheet
Copy of law available here.

EQUAL RIGHTS

Dept. of Workforce Development
Equal Rights Division
201 E. Washington Ave., Rm. A300
PO Box 8928
Madison, WI 53708-8928

(608)266-6860
(IVR System)
www.dwd.state.wi.us

Inquiries

Dept. of Workforce Development
819 N. 6th Street, Rm. 255
Milwaukee, WI 53203

(414)227-4384
(IVR System)

Inquiries

Equal Employment Opportunities Comm.
310 W. Wisconsin Ave., Suite 800
Milwaukee, WI 53203

(414)297-1111

Federal complaints
Employment discrimination

Equal Rights Department
201 E. Washington Ave.
GEF I, Rm. A-300
PO Box 8928
Madison, WI 53708

(608)266-6860

State employees and discrimination complaints.

Equal Opportunities Commission
210 Martin Luther King Jr. Blvd.
Rm. 523
Madison, WI 53703

(608)266-4910

Employment, housing, etc.
Discrimination in the City of Madison only.

ERISA (Employee Retirement Income Security Act)

(See **PENSION PLANS**)

ETHICS BOARD

Wisconsin Government Accountability Board
212 E. Washington Ave., 3rd Fl.
Madison, WI 53703

(608)266-8123
ethics@ethics.state.wi.us

General assistance. Lobbyists register here, government ethics.

EVICTIION

(See **LANDLORD-TENANT**)

DATCP 2811 Agriculture Dr. PO Box 8911 Madison, WI 53708-8911	(800)422-7128 (608)224-4976 datcp.wisconsin.gov
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EXPORTS

International Agri-Business Center DATCP 2811 Agriculture Dr. PO Box 8911 Madison, WI 53708-8911	(608)224-5100 (800)462-5237 datcp.wisconsin.gov
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EXTENDED WARRANTIES

(See also **WARRANTIES – EXTENDED**)

EYE GLASSES

DATCP 2811 Agriculture Dr. PO Box 8911 Madison, WI 53708-8911	(800)422-7128 (608)224-4976 datcp.wisconsin.gov
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Advertising

Dept. of Regulation & Licensing 1400 E. Washington Ave. PO Box 8935 Madison, WI 53708	(877)617-1565 (608)266-2112 (608)266-0145 drl.wi.gov
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General phone number
Optometrists

FABRICS

DATCP 2811 Agriculture Dr. PO Box 8911 Madison, WI 53708-8911	(608)224-4988 datcp.wisconsin.gov
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Inquiries
Flammable labels

U.S. Consumer Product Safety Commission 4330 E West Hwy Bethesda MD 20814	(800)638-2772 www.cpsc.gov
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Recalls or product poses danger to
person

FAIR CREDIT BILLING ACT

(See also **CREDIT**)

DATCP 2811 Agriculture Dr. PO Box 8911 Madison, WI 53708-8911	(800)422-7128 (608)224-4976 datcp.wisconsin.gov
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FTC Fair Credit Billing Act brochure.
Equal Credit Opportunity Act
brochure.

FAIR CREDIT REPORTING ACT

Federal Trade Commission
Midwest Region
55 W. Monroe, Ste. 1825
Chicago, IL 60603

(312)960-5633

Inquiries

Federal Trade Commission
Consumer Response Center
600 Pennsylvania Ave. NW
Washington, D.C. 20580

(877)382-4357
www.ftc.gov

Consumer complaints

FAIR DEALERSHIP

Dept. of Justice
17 W. Main St., 5th Fl.
PO Box 7857
Madison, WI 53707-7857

(608)266-8986

Chapter 133, antitrust

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

FTC Fair Credit Reporting brochure

Fair Housing Center
600 Williamson St
Madison WI 53703

(608)257-0853
(877)647-3247

Fair housing information,
discrimination. Satellite of the
Metropolitan Milwaukee Fair Housing
Council.

FAIR TRADE ACT (REPEALED 3/11/76)

Dept. of Justice
Antitrust Section
17 W. Main St., 5th Fl.
Madison, WI 53702

(608)266-8986
www.doj.state.wi.us

FARMER'S MARKETS

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(608)224-5048
savorwisconsin.com

Locate markets throughout
Wisconsin

DATCPSavorWisconsin
@wi.gov

FARMING

DATCP
Farm Center Hotline
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)942-2474
datcp.wisconsin.gov

(608)224-5048

Analyze farm finances and business plans, mediate family/neighbor disputes and creditor/debtor issues, assist with electrical power issues (stray voltage).

Farm Service Agency
US Dept. of Agriculture
8030 Excelsior Dr., Ste. 100
Madison, WI 53717

(608)662-4422

FAX MESSAGES

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Unsolicited messages by facsimile machine. Wis. Stats. § 134.72

FEDERAL BUREAU OF INVESTIGATION (FBI)

Federal Bureau of Investigation (FBI)
330 E Kilbourn Ste 600
Milwaukee WI 53202

(414)276-4684
fbi.gov

See your local telephone directory for closest office

FEDERAL CITIZEN INFORMATION CENTER

Federal Citizen Information Center (FCIC)
1800 F St, NW Rm G-142
Washington DC 20405

(800)333-4636
www.firstgov.gov

Answers questions about programs of any federal agency

FEDERAL COMMUNICATIONS COMMISSION

Federal Communications Commission
Licensing Division
Gettysburg, PA 17325

(888)225-5322
(888)CALL-FCC
www.fcc.gov

Radio license renewal:
Administrators may renew their own license by obtaining and completing FCC Form 405-A and mailing it to: Federal Communications Commission, Attention: Licensing Division, Gettysburg, PA 17325. There is no charge for the form.

Federal Communications Commission
Enforcement Division
445 12th St. SW
Room 3-C326
Washington, D.C. 20554

(888)225-5322

Complaints, inquiries of telephone service. Recorded listing of releases and texts.
Slamming, cramming complaints.
Interference with radio to stereo, etc.

FEDERAL EMERGENCY MANAGEMENT AGENCY (FEMA)

500 C St. SW (800)621-3362
Washington, D.C. 20472 www.fema.gov

FEDERAL HOUSING ADMINISTRATION (FHA)

Denver Home Ownership Center (HUD) (800)543-9378
Processing & Underwriting Division www.fha.gov
633 17th St faq.fha.gov
Denver, CO 80202-3690

First time home buyers and lenders using FHA loans
Fair housing
Public housing
Foreclosure information

Dept. of Housing & Urban Development (414)297-3214
Henry S. Reuss Federal Plaza www.hud.gov
310 West Wisconsin Ave., Suite 1380
Milwaukee, WI 53203-2289

Referral of people with complaints on FHA loan. Complaints regarding activities of lender (issuing rejections or overcharging) and appraiser. Handle complaints on Fair Housing Act-disabilities and discrimination.

FEDERAL JOB INFORMATION

Contact local Job Service – See blue pages in local telephone book

FEDERAL TRADE COMMISSION

Midwest Regional Office (202)326-2502 TDD
55 East Monroe St. Ste. 1860 (877)FTC-HELP
Chicago, IL 60603 (877)382-4357
(312)960-5633
www.ftc.gov

List of other regional contacts at consumer aide’s desk

Federal Trade Commission
Consumer Response Center
600 Pennsylvania Ave. NW
Washington, D.C. 20580

FEMA

(See also **FEDERAL EMERGENCY MANAGEMENT AGENCY**)

FHA

(See **FEDERAL HOUSING ADMINISTRATION - FHA**)

FINANCE CHARGES AND INTEREST RATES

Dept. of Financial Institutions (608)264-7969
345 W. Washington Ave. (800)452-3328
PO Box 7876 (608)266-7583
Madison, WI 53707-7876 www.wdfi.org

FINANCE COMPANIES

Dept. of Financial Institutions (608)264-7969
345 W. Washington Ave. 3rd Floor (800)452-3328
PO Box 8041 (608)266-7583
Madison, WI 53708-8041 www.wdfi.org

FINANCIAL AIDE - SCHOOL

Dept of Public Instruction (608)263-3390
125 S. Webster St. (800)441-4563
PO Box 7841 www.dpi.wi.gov
Madison, WI 53707-7841 USA

FINANCIAL ASSISTANCE

County Social Services Offices
City Social Services Offices

Look in local yellow pages under
Social Service Organizations or
Human Service Organizations.

FINANCIAL COUNSELING

(See **CREDIT COUNSELING**)

FINANCIAL INSTITUTIONS. WISCONSIN DEPARTMENT OF

Dept. of Financial Institutions (608)264-7969
345 W. Washington Ave. 3rd Fl. (800)452-3328
PO Box 8041 (608)266-7583
Madison, WI 53708-8041 www.wdfi.org

FINGERPRINTING

Dept. of Justice – Crime Information Bureau (608)266-7314
17 W. Main St., 5th Fl. www.doj.state.wi.us
Madison, WI 53702

FIRE AND BURGLARY ALARMS & SMOKE DETECTORS

DATCP (800)422-7128
2811 Agriculture Dr. (608)224-4976
PO Box 8911 datcp.wisconsin.gov
Madison, WI 53708-8911

Safety issues, sales practice

State Fire Marshal, Arson Bureau (DCI) (608)266-1671
Arson Tipline (800)362-3005
17 W. Main St., 5th Fl.
Madison, WI 53702

Dept. of Justice
Division of Criminal Investigation

Local Fire Department

Look in the front of local telephone
directory.

FIREARMS

Alcohol, Tobacco & Firearms (Field Office)
1000 N. Water, Ste. 1700
Milwaukee, WI 53202

(414)727-6200
(414)727-6170

Federal laws, regulations & license compliance. Criminal enforcement.

(651)726-0200

St. Paul Field Division Office

Dept. of Justice
17 W. Main St., 5th Fl.
PO Box 7857
Madison, WI 53707-7857

(608)266-1447
www.doj.state.wi.us

Firearms Hotline
Dept. of Justice
17 W. Main St., 5th Fl.
Madison, WI 53702

(800)262-4867
www.doj.state.wi.us

(For gun dealers doing felony checks on buyers) Background check on handgun purchases. Do not give out to general public.

FIREWOOD

Dept. of Natural Resources
101 Webster St.
PO Box 7921
Madison, WI 53707-7921

(877)303-9663
(608)224-4573

Restrictions on moving firewood in Wisconsin. Certifies firewood.

FIREWORKS

DATCP – Product Safety Section
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4588
datcp.wisconsin.gov

Wis. Stats. § 167.10

Local Police Department and/or Sheriff

See listing in Appendix, page 204.

User permit may be required from mayor/chairperson/president of city

FISH

Fish & game, environmental violations reporting (DNR)

(800)847-9367
(608)266-2621
www.dnr.state.wi.us

Violations hotline
All other calls

FITNESS CENTERS

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Proof of financial responsibility requirements, Wis. Stats. § 100.177
Fact sheet: Fitness Centers

FLAG (STATE OF WISCONSIN)

WI Dept. of Military Affairs

(608)242-3050

It can be borrowed from Dept. of

2400 Wright St
PO Box 8111
Madison WI 53708-8111

dma.wi.gov

Military Affairs by a legitimate organization or purchased from Madison School Supplies.

FLAMMABLE PRODUCTS

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Carpets, clothing, liquids, mattresses, sleepwear.

FLOODING

Wisconsin Emergency Management
Dept. of Military Affairs
2400 Wright Street
PO Box 7865
Madison WI 53707-7865

(800)943-0003
emergencymanagemet.
wi.gov

FOOD

(See also **DIETS, NUTRITION**)

DATCP - Food Division
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(608)224-4700
datcp.wisconsin.gov

General information, advertising, adulteration, bakeries, dairy products

DATCP - Food Inspection

(608)224-4700
datcp.wisconsin.gov

Regulates sanitation and food handling, foreign matter in foodstuffs

Dept. of Health Services
Food Safety & Recreational Licensing
PO Box 2659
Madison, WI 53701

(608)266-2835
www.dhs.wi.gov

Licenses and inspects restaurants, schools, food, trailers, hotels, motels, resorts and coin operated vending machines dispensing food and drink. Bed & breakfast, campgrounds.

Food & Drug Administration, Madison
700 Regent St., #202
Madison, WI 53715

(608)264-5332
fda.gov

Consumer complaints about food, drugs, cosmetics, medical devices, blood banks, plasma centers

Food & Drug Administration
Office of Consumer Affairs
5600 Fishers Ln
Rockville, MD 20857

(888)463-6332
(608)264-5332
(414)771-7167
(920)433-3924

Madison Office
Milwaukee Office
Green Bay Office

Dept. of Public Instruction
School Food & Nutrition Services
125 S. Webster St.
PO Box 7841
Madison, WI 53707-7841

(608)266-3509
www.dpi.state.wi.us

Community nutrition program.

DATCP Bureau of Laboratory Services 4702 University Ave. Madison, WI 53705	(608)266-2761 (608)224-4700 datcp.wisconsin.gov	Refer to Southern Regional (first)
DATCP 2811 Agriculture Dr. PO Box 8911 Madison, WI 53708-8911s	(608)224-4938 (608)224-4700 datcp.wisconsin.gov	Weights and measures Food safety & inspection
University of Wisconsin 1605 Linden Dr. Room 211, Babcock Hall Madison, WI 53706 Prof. Steve Ingham <u>FOOD PROGRAMS – EMERGENCY</u>	(608)265-4801	Food Safety
WIC (Women, Infant & Children) Program – contact individual county public health office	dhs.wisconsin.gov	Supplemental food available for pregnant or post-partum women, and children to age 5 years
First Call for Help	(211) in Dane County (608)246-4357	Listing of City of Madison & Dane County food pantries.
DATCP 2811 Agriculture Dr. PO Box 8911 Madison, WI 53708-8911	(800)422-7128 (608)224-4976 datcp.wisconsin.gov	Food service plans/home delivery plans, ATCP 109, misrepresentations.
<u>FOOD STAMPS</u>		
Food & Nutrition Service U.S. Department of Agriculture 6515 Watts Road, Suite 205 Madison, WI 53719	(877)823-4369 www.fns.usda.gov (800)221-5689	Will handle complaints regarding store policies regarding food stamps People looking for food stamps.
Local District Attorney		Forgery. See listing Appendix, p. 181.

FOOT AND MOUTH DISEASE

U.S. Dept. of Agriculture Animal & Plant Health Inspection Services 1400 Independence Ave SW South Building Rm 1147 Washington DC 20250	(800)601-9327 www.aphis.usda.gov
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FOREIGN PURCHASES

(See **OVERSEAS COMPLAINTS/PURCHASES**)

FORMALDEHYDE IN MOBILE HOMES

(See also **INSULATION**)

Dept. of Health Services
Bureau of Public Health
1 West Wilson Street
Madison, WI 53703

(608)266-2817
www.dhs.wi.gov

Environmental health, lead poisoning,
etc.

FRANCHISES

(See also **BUSINESS AND BUSINESS OPPORTUNITIES, DISTRIBUTORSHIPS, SMALL BUSINESS**)

International Franchise Association
1501 K St NW
Ste. 350
Washington, D.C. 20005

(800)543-1038
(202)628-8000
www.franchise.org

Call to receive catalog of brochures
available regarding starting a franchise
business
8:00 A.M. to 3:00 P.M. CST
9:00 A.M. to 4:00 P.M. EST

Dept. of Financial Institutions
Div. of Securities
345 W. Washington Ave.
PO Box 7876
Madison, WI 53707-7876

(800)472-4325
(608)266-8557
www.wdfi.org

Dept of Transportation
Motor Vehicle Division
4802 Sheboygan Ave.
Madison, WI 53707

(608)266-1425
www.dot.state.wi.us

Auto franchises

FRAUD

Fraud Task Force Hotline
GAO FraudNet
441G St NW, Mail Stop 4T21
Washington, D.C. 20548

(800)424-5454
www.gao.gov

To report fraud, waste, abuse or
mismanagement of federal funds.

National Consumers League Fraud Center
1701 K Street, NW, Suite 1200
Washington DC 20006

(800)876-7060
www.fraud.org

Doesn't take information by phone.

FREE SALE, CERTIFICATE OF

(See **CERTIFICATE OF FREE SALE**)

FUEL ASSISTANCE

(See **ENERGY ASSISTANCE**)

FUEL AND GASOLINE

(See also **ENERGY, GASOLINE**)

Dept. of Administration
Division of Energy
101 East Wilson
PO Box 7868
Madison, WI 53707-7868

(608)266-8234
www.doa.state.wi.us

Weatherization Program.
Fuel shortages & allocation of fuel
supplies; degree days and fuel
efficiency information.

Wisconsin Home Energy Assistance
Program (WHEAP) – assistance for
heating & electric costs.

<p>National Energy Info Center (NEIC) Energy Info Administration US Dept. of Energy Washington, D.C. 20585 DATCP - Trade Bureau 2811 Agriculture Dr. PO Box 8911 Madison, WI 53708-8911</p>	<p>(202)586-8800 eia.doe.gov InoCtr@eia.doe.gov (800)422-7128 (608)224-4989 datcp.wisconsin.gov (608)224-4928</p>	<p>Information on gas and fuel oil. Coal, nuclear, alternative fuels, electricity.</p> <p>False, misleading or deceptive advertising or sales representations to induce customers to purchase the product. Gas gouging. Includes propane gas.</p> <p>Price posting of motor fuel 100.18(8) – can't change price more than once in 24 hours.</p>
<p>WI Emergency Management 2400 Wright St. Madison, WI 53704</p>	<p>(800)943-0003</p>	<p>24-hour number to report major spills</p>
<p>DATCP Weights & Measures Section 2811 Agriculture Dr. PO Box 8911 Madison, WI 53708-8911</p>	<p>(800)422-7128 (414)266-1231 datcp.wisconsin.gov</p>	<p>For accuracy of pumps outside a city that does not have its own weights and measures inspector.</p>
<p>DATCP – Madison Weights & Measures Inspection 3601 Galleon Run Madison, WI 53718</p>	<p>(608)267-3510 (Lab) (608)224-4938 (Technical Unit)</p>	<p>Volume of gasoline pumped into tanks, correct volume readings on gasoline station pumps for technical reference only; no complaints.</p>
<p>Retail Petroleum Services Dept. of Commerce PO Box 7839 Madison, WI 53707</p>	<p>(800)422-7128 (608)224-4976 datcp.wisconsin.gov</p>	<p>Complaints</p>
<p>Petroleum Inspection Dept. of Commerce Div. of Environmental & Regulatory Services 9316 N 107th St Milwaukee, WI 53224</p>	<p>(414)371-5670 commerce.state.wi.us</p>	<p>Adulteration of gasoline, kerosene, fuel oils and diesel fuel supplies with water or other additives which made the product substandard. Octane problems also handled. Must be reported within 24 hrs. Only: Retail petroleum inspection</p>
<p>DATCP 2811 Agriculture Dr. PO Box 8911 Madison, WI 53708-8911</p>		<p>LP (Propane) Gas – No regulations, suggest price comparison.</p> <p>Kerosene heaters.</p>

FUNDRAISERS

DATCP 2811 Agriculture Dr. PO Box 8911 Madison, WI 53708-8911	(800)422-7128 (608)224-4976 datcp.wisconsin.gov	Fact Sheet: Working With Professional Fundraisers
Dept. of Regulation & Licensing 1400 E. Washington Ave. PO Box 8935 Madison, WI 53708	(877)617-1565 (608)266-7482 drl.wi.gov	Must be licensed Number of complaints

FUNERAL DIRECTORS AND EMBALMERS

(See also **CEMETERIES**)

DATCP 2811 Agriculture Dr. PO Box 8911 Madison, WI 53708-8911	(800)422-7128 (608)224-4976 datcp.wisconsin.gov	Brochure and other consumer information
Dept. of Regulation & Licensing Funeral Directors & Embalmers Examining Board 1400 E. Washington Ave. Madison, WI 53703	(877)617-1565 (608)266-5511 (608)266-7482 drl.wi.gov	Formulate and enforce rules, issue and renew licenses, conduct investigations, and handle complaints. Number of complaints.
National Funeral Director's Association 13625 Bishops Dr. Brookfield WI 53005	(800)662-7666	

FUTURE SERVICE PLANS

(See **BUYING CLUBS**)

FUTURES

(See **COMMODITIES**)

GAMBLING

Justice - Criminal Litigation	(608)266-1221 (608)266-1447 www.doj.state.wi.us	Gambling machines and video poker.
Dept. of Justice 17 W. Main St., 5 th Fl. Madison, WI 53702	(608)266-1447 www.doj.state.wi.us	Video poker not legal Video games not regulated
Dept. of Revenue 2135 Rimrock Rd Madison WI 53713 PO Box 8949 Madison, WI 53708-8949	(608)266-2772	Enforcement of video poker games

GAMING

Dept. of Administration
Div. of Gaming
3319 W. Beltline Highway
1st Fl.
Madison, WI 53713

(608)270-2530
(608)270-2552
(608)270-2555
(608)270-2555

Bingo
Raffles
Racing
Indian Gaming

(800)791-6970
(608)270-2555
FAX: (608)270-2564
www.doa.state.wi.us/gaming

Charitable gaming

GARNISHMENT

County Small Claims Court Clerk if related to
SCC judgment

Dept. of Financial Institutions
345 W. Washington Ave.
PO Box 7876
Madison, WI 53707-7876

(800)452-3328
(608)264-7969
www.wdfi.org

Fact Sheet - Wisconsin Consumer Act.
Handle questions regarding
garnishment of pay checks.

GASES (COMPRESSED)

Contact local authorities

Compressed Gas Association Inc.
4221 Walney Rd., 5th Fl.
Chantilly, VA 20151-2923

(703)788-2700
www.cganet.com/
cga@cganet.com

GASOLINE

(See **FUEL AND GASOLINE**)

Can change price only one time in a 24
hr. period

GEMS

(See **JEWELRY**)

GENERAL ACCOUNTING OFFICE

GAO - Fraud Hotline
441G St. NW
Washington, D.C. 20548

(800)424-5454
(202)512-3000
(202)512-3086 FAX
fraudnet@gao.gov
contact@gao.gov

Whistle blower's hotline to report
misspent federal dollars
9:00 A.M. - 3:00 P.M. (CST)
Report fraud

GENERIC DRUG LAW

Dept. of Regulation & Licensing
PO Box 8935
Madison, WI 53708

(877)617-1565
(608)266-2112
drl.wi.gov

Drug substitution requirements

GIFT CERTIFICATES

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

File a complaint

GLASS

(See **BUILDING & CONSTRUCTION** and **PRODUCT SAFETY**)

GOING OUT OF BUSINESS SALE

Dept. of Commerce
201 W. Washington Ave
PO Box 7970
Madison WI 53707-7970

(608)264-6141
commerce.wi.gov

Permit needed. Local ordinance -
100.18

GOVERNMENT JOBS

Local Job Service

Look in local telephone directory.

GOVERNMENT SURPLUS

(See also **SURPLUS GRANTS**)

www.grants.gov
www.firstgov.gov

GOVERNOR'S OFFICE

115 E. State Capitol
Madison, WI 53702

(608)266-1212
FAX: (608)267-8983
www.wisgov.state.wi.us

GUARANTEES

(See **WARRANTIES**)

GUNS

Alcohol, Tobacco & Firearms
1000 N. Water St., Ste 1710
Milwaukee, WI 53202

(414)727-6200
(414)727-6170
www.atf.gov

Federal laws (compliance)
Law enforcement, criminal

Dept. of Justice
Weapons & Drug Hotline
17 W. Main St., 5th Fl.
Madison, WI 53702

(800)622-3784
www.doj.state.wi.us

GYPSY MOTH HOTLINE

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)642-6684
(608)224-4576

Gypsy Moth Treatment Program

HAIR DYE

Food and Drug Administration (FDA)
5600 Fishers Ln
Rockville MD 20857-0001

(888)463-6332
(608)264-5332
fda.gov

HAM RADIOS

Federal Communications Commission (FCC)
Consumer & Governmental Affairs Bureau
445 12th St. SW
Washington DC 20507

(888)225-5322
www.fcc.gov
fccinfo@fcc.gov

Questions and complaints

HANDICAPPED

(See **DISABILITIES**)

HARASSMENT (DEBT COLLECTION)

Dept. of Financial Institutions
345 W. Washington Ave.
PO Box 7876
Madison, WI 53707-7876

(800)452-3328
(608)264-7969
www.wdfi.org

“Collection Calls - Consumer tips -
Prohibited Practices”

HAZARDOUS PRODUCTS

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Cleaning materials, electrical,
flammable, household chemicals,
mechanical.

Dept. of Natural Resources
101 S Webster St
PO Box 7921
Madison WI 53707-7921

(608)267-7454
(800)847-9367
www.dnr.state.wi.us

Poison, spills, other.
Hotline – violations.

Wisconsin Emergency Management
Dept. of Military Affairs
2400 Wright Street
PO Box 7865
Madison WI 53707-7865

(800)943-0003
dma.wi.gov

HEALTH – FACILITIES

Dept. of Health Services
Bureau of Quality Assurance

(608)266-7297
(608)266-8476

License hospitals
License nursing homes & take

2917 International Ln. Ste. 210 Madison, WI 53704	dhs.wisconsin.gov (608)243-2087	complaints. Hospital complaints, not billing Mental health, alcohol or drug service complaints.
US Dept of Health & Human Services Office of Civil Rights Room 509F, HHH Bldg. 200 Independence Ave. SW Washington DC 20201	www.dhhs.gov/ocr	HIPPA (The Health Insurance Portability and Accountability Act) defines rights & sets rules and limits on access to health information.
Ombudsman Program Board on Aging and Long Term Care 1402 Pankratz St. Suite 111 Madison, WI 53704-4001	(800)815-0015	Advocates for elderly regarding long term care facilities & supplement Medigap insurance with Medicare
Home Health Hotline Department of Health Services 1 W Wilson St Madison WI 53702	(800)642-6552 (608)266-1865 www.dhs.wi.gov	Complaints against agencies; information and certification; state inspection results; 24-hour number.
National Health Information Center U.S. Dept. of Health & Human Services PO Box 1133 Washington DC 20013-1133	dhs.wisconsin.gov/local health/index.htm (800)336-4797 www.health.gov/nhic www.healthfinder.gov	DHS list of Wisconsin local public health departments. Help connect consumers to national organizations. Guide to health information

HEALTH QUACKERY

Federal Trade Commission Bureau of Consumer Protection Consumer Response Center 600 Pennsylvania Ave NW Washington DC 20580	(877)382-4357 www.ftc.gov	
DATCP 2811 Agriculture Dr. PO Box 8911 Madison, WI 53708-8911	(800)422-7128 (608)224-4976 datcp.wisconsin.gov	Fact Sheet: Medical Quackery

HEARING AID DEALERS & FITTERS EXAMINING BOARD

Dept. of Regulation & Licensing 1400 E. Washington Ave. Madison, WI 53703	(877)617-1565 (608)261-7931 drl.wi.gov	Inquiries; licensing Rules & practice questions Number of complaints.
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HEARING IMPAIRED

Dept. of Health Services Office of Deaf & Hard of Hearing 1 West Wilson Street Madison, WI 53703	(608)266-1865 (608)267-7371 dhs.wisconsin.gov/ sensory	V/TDD
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HEATING

(See also **ENERGY, FUEL AND GASOLINE, WEATHERIZATION**)

(866)HEATWIS Heat assistance

HILL-BURTON HOSPITALS

U.S. Dept. of Health and Human Services (800)638-0742 Free or low-cost hospital care

HIPPA

(See **HEALTH – FACILITIES**)

HOME CONSTRUCTION - NEW

(See also **BUILDING CODES/INSPECTORS**)

Dept. of Commerce (608)266-3151 Minimum construction standards
(Safety & Bldgs. Div.)
201 W. Washington Ave
PO Box 7970
Madison WI 53707-7970

Contact a private attorney

HOME HEALTH CARE

Dept. of Health Services (608)266-7782 General info
Bureau of Quality Assurance (800)642-6552 Complaints
Provider Section & Quality Improvement www.dhs.wi.gov Home Health Hotline
1 W. Wilson, POB 2969
Madison, WI 53701-2969

HOME IMPROVEMENT

(See also **FURNACES**)

DATCP (800)422-7128 ATCP 110; workmanship complaints
2811 Agriculture Dr. (608)224-4976
PO Box 8911 datcp.wisconsin.gov
Madison, WI 53708-8911

National Association of Remodeling (NARI) (608)222-0670 Trade Association of Contractors
780 Lee St www.remodeling
Suite 200 madison.org
Des Plaines, Illinois 60016

HOME INSPECTORS

Dept. of Regulation & Licensing (877)617-1565 Registration
1400 E. Washington Ave. (608)266-5511 Complaints
PO Box 8935 drl.wi.gov
Madison, WI 53708

HOME PURCHASE

Dept. of Regulation & Licensing
1400 E. Washington Ave.
PO Box 8935
Madison, WI 53708

(877)617-1565
(608)266-5511
drl.wi.gov

Real estate licensing complaints.

HOME SOLICITATION

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

ATCP 127

HOMESTEAD PROPERTY TAX CREDIT PROGRAM

(See also **TAX**)

Dept. of Revenue
State Office Building
819 N. 6th St.
Milwaukee, WI

(414)227-4456
(414)227-4907
www.revenue.wi.gov

Homestead Credit

Dept. of Revenue
PO Box 8949
Madison, WI 53708-8949

(608)266-2772
www.revenue.wi.gov

Homestead Credit

homestd@revenue.wi.gov

HOSPITAL & MEDICAL PROBLEMS

(See **MEDICAL & HOSPITAL PROBLEMS**)

HOUSEHOLD CHEMICALS

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Cleaning products, detergents,
insecticides

Dept. of Natural Resources
101 S. Webster St.
Madison, WI 53703

(608)266-2621
DNRwastematerials@wi.gov

Household hazardous waste program

HOT TUBS

(See also **ENVIRONMENTAL SANITATION**)

HOTELS – SAFETY

(See **ENVIRONMENTAL SANITATION**)

HOUSING

(See also **DISCRIMINATION COMPLAINTS**)

Wisconsin Housing & Economics
Development Authority (WHEDA)
201 W. Washington Ave.
Ste. 700
Madison, WI 53703

(800)334-6873
www.wheda.com

General information on first time home
buyer loans, CROP
Economic Development
Inventory of federally assisted rental
housing

Fair Housing & Equal Opportunity (HUD)
310 W. Wisconsin Ave.
Rm. 1380
Milwaukee, WI 53203-2289

(800)669-9777
(414)297-3214
www.hud.gov

General information and complaints.
Administer federal and state grants to
local government and nonprofit housing
organizations. Affordable low income
housing, housing discrimination.
(Section 8)

Fair Housing Center of Greater Madison
600 Williamson St.
Ste. L-4
Madison, WI 53703

(608)257-0853

Fair Housing Council
600 E. Mason St., #200
Milwaukee, WI 53202

(877)647-3247
(414)278-1240

Wisconsin State Law Library
Attn: Document Delivery Service
P.O. Box 7881
Madison, WI 53707-7881

wilawlibrary.gov/
services/forms

Common Landlord/Tenant forms
available on line for a fee or request an
order form by mailing to the address
provided

HOUSING CODE

(See **LANDLORD TENANT**)

HOUSING AND URBAN DEVELOPMENT (HUD)

Housing & Urban Development – Federal
Plaza
310 W. Wisconsin Ave., Suite 1380
Milwaukee, WI 53203-2289

(414)297-3214
www.hud.gov

General info HUD
Counseling Services Advisor
Home Loan Information
Rental Information, foreclosures, FHA
loans, homeless services, housing
discrimination.

HOUSING CODE VIOLATIONS

(See **LANDLORD-TENANT** and **BUILDING CODES/INSPECTORS**)

Contact local building inspector. Check
local telephone directory.

IDENTITY THEFT

Office of Privacy Protection
2811 Agriculture Dr.
PO Box 8911
Madison WI 53708-8911

(800)422-7128
(608)224-5163
www.privacy.wi.gov
DATCPWisconsin
Privacy@wi.gov

Resource center for individuals, businesses, law enforcement, and government on issues of privacy protection and identity theft.

Secret Service – US Dept. of Treasury
1500 Pennsylvania Avenue, NW
Washington, D.C. 20220

Wis. Stats. § 895.80(1)
Financial transactions. (Check local telephone directory for number to call.)

Federal Trade Commission (FTC)
Consumer Response Center
600 Pennsylvania Ave., NW
Washington DC 20580

(877)382-4357
www.ftc.gov

Consumer response center

FTC (Identity Theft Hotline)

(877)438-4338

IDENTIFICATION CARDS

WI DOT - Motor Vehicle Division
4802 Sheboygan Ave.
Madison, WI 53707

(608)266-2325
www.dot.mvd.gov

Photo I.D., driver's license, CDL's.

Illinois Tollway
Violation Enforcement
2700 Ogden Ave.
Downers Grove, IL 60515

(630)241-6800

To contest violations

IMMIGRATION

Department of Homeland Security
Bureau of Citizenship & Immigration Services
20 Massachusetts Ave. NW
Washington DC 20529

(800)375-5283
www.uscis.gov

24-Hour Hotline

INCORPORATION

Dept. of Financial Institutions
Div. of Corporate & Consumer Services
345 W. Washington Ave., 3rd Fl
PO Box 8041
Madison, WI 53708-8041

(800)452-3328
(608)261-7577
www.wdfi.org

Office of Consumer Affairs

INDIAN AFFAIRS

Governor's Office (608)266-1212
115 East State Capitol www.wisgov.state.wi.us
Madison, WI 53702

Dept. of Administration (608)270-2555 Indian Gaming
Division of Gaming www.doa.state.wi.us/
3319 W Beltline Highway, First Floor gaming
Madison, WI 53713

INDIVIDUAL RETIREMENT ACCOUNTS (IRA'S)

Dept. of Financial Institutions-Div. of (608)266-1064
Securities (608)261-9555 Option 3
PO Box 1768 (800)472-4325
Madison, WI 53701-1768

INFORMANT HOTLINE

(See also **TAX**)

Internal Revenue Service (800)829-0433 To report tax fraud
www.irs.gov

Inspector General (800)269-0271

INSULATION (CELLULOSE, FIBERGLASS)

(See also **FORMALDEHYDE IN MOBILE HOMES**)

U.S. Consumer Product Safety Commission (800)638-2772 Hotline
4330 E West Hwy www.cpsc.gov
Bethesda MD 20814

Dept. of Health Services - Division of Health (608)266-2817 Walt Smith
1 West Wilson Street www.dhs.wi.gov
Madison, WI 53703

INSULATION

DATCP 2811 Agriculture Dr. PO Box 8911 Madison, WI 53708-8911	(800)422-7128 (608)224-4976 datcp.wisconsin.gov	Foam selling practices, standards, safety
Dept. of Commerce 201 W. Washington Ave PO Box 7970 Madison WI 53707-7970	(608)267-5113	Residential new home construction (since 1980)
Dept. of Health Services- Div. of Public Health 1 West Wilson Street Madison, WI 53703	(608)266-9337	Formaldehyde in residential homes & commercial. Chemical exposure issues.
Dept. of Commerce - Safety & Buildings Div. 201 W. Washington Ave PO Box 7970 Madison WI 53707-7970	(608)266-3151	

INSURANCE

Office of the Commissioner of Insurance Consumer Division 125 S. Webster St. PO Box 7873 Madison, WI 53707-7873	(608)266-3585 (800)236-8517 www.oci.wi.gov	Complaints/general info: adjusters, auto, home, life, health, accident fraud & code violation, prepaid medical plans, sales representation, annuities, policy problems, HMO's
Dept. of Financial Institutions 345 W. Washington Ave. Madison, WI 53707	(800)452-3328 (608)264-7969 www.wdfi.org	Credit insurance
BadgerCare Plus WI Dept. of Health Services 1 West Wilson Street Madison, WI 53703	(800)362-3002	Health insurance for kids
Insurance Information Institute National Insurance Consumer Helpline 110 William Street New York, NY 10038	(800)942-4242 (800)331-9146 212-346-5500 www.iii.org	Provides general info., referral info. (auto, business, life, homeowners, etc.) Brochures
Medigap Helpline Board on Aging and Long Term Care 1402 Pankratz Street Suite 111 Madison, WI 53704-4001	(800)242-1060 http://longtermcare. state.wi.us	Medicare problems, supplementary insurance, long-term insurance.
Dept. of Justice 17 W. Main St., 5 th Fl. Madison, WI 53702	(608)266-9222 www.doj.state.wi.us	Medicaid Fraud

INTELLECTUAL PROPERTY CRIMES

INTERPROL IP Crime Unit
INTERPROL General Secretariat
200 qual Charles de Gaulle
690006 Lyon France

www.INTERPROL.int

Trademark, counterfeiting and copyright piracy

Internal Revenue Service
Milwaukee District Office
310 W. Wisconsin Ave.
Milwaukee, WI 53203-2221

(800)829-1040
www.irs.gov

Federal Bureau of Investigation
Milwaukee

(414)276-4684
fbi.gov

INTEREST RATES AND FINANCE CHARGES

Dept. of Financial Institutions
345 W. Washington Ave.
Madison, WI 53707

(800)452-3328
(608)264-7969
www.wdfi.org

INTERIOR DESIGNERS

Dept. of Regulation & Licensing
1400 E. Washington Ave.
PO Box 8935
Madison, WI 53708

(877)617-1565
(608)266-5511
drl.wi.gov

Regulation

INTERNAL REVENUE SERVICE

(See also **TAX**)

Milwaukee District Office
211 W. Wisconsin Ave.
Milwaukee, WI 53203-2221

(800)829-4477
(800)829-1040
(414)231-2100
www.irs.gov

Federal Tax Information (e.g. rebates)
Tax & Account Information. General information.

(800)829-3676

Forms only

Informant Hotline (IRS)

(800)829-0433

Criminal investigation (for reporting violations), tax fraud/abuse.

National Taxpayer Advocate Helpline (IRS)

(877)777-4778

Taxpayer advocate office, helps resolve problems with IRS after no resolution through normal channels.

Treasury Inspector General (IRS)

(800)366-4484

Internal Security - report IRS employee misconduct, impersonations

INTERNET CRIME

Internet Crime Complaint Center

www.ic3.gov

Take complaints related to internet crime. The Internet Crime Complaint Center (IC3) is a partnership between

the Federal Bureau of Investigation (FBI), the National White Collar Crime Center (NW3C), and the Bureau of Justice Assistance (BJA).

INVENTIONS/INVENTORS

(See also **PATENTS**)

UW-Stout
Center for Innovation & Development
155A Jarvis Hall
Menomonie, WI 54751

(715)232-1457

Help inventor build prototype
Center available to anyone in U.S.
Cost varies with project

UW-Whitewater
Wis. Innovation Service Center (WISC)
402 McCutchan Hall
Whitewater, WI 53190

(262)472-1365
[academics.uww.edu/
business/innovate](http://academics.uww.edu/business/innovate)

Will evaluate new ideas
Center available to anyone in U.S./
worldwide. Cost varies with project

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Fact Sheet - Invention Marketing

United States Patent & Trademark Office
600 Dulany St.
Alexandria, VA 22314

(800)786-9199
(571)272-1000

Patents

INVASIVE SPECIES

(See also **WEEDS**)

INVESTMENT & SECURITIES

Dept. of Financial Institutions
Division of Securities
345 W. Washington Ave., 4th Fl.
PO Box 1768
Madison, WI 53701-1768

(608)266-1064
(800)472-4325
www.wdfi.org

Broker dealers
Franchise investment
Sales agents
Stocks & bonds

Wisconsin Dept. of Commerce
Bureau of Business Development
201 W. Washington Ave.
Madison, WI 53707

(800)HELPBUS (less
than 100 employees)
(608)266-9884 (more
than 100 employees)

[www.commerce.state
wi.us](http://www.commerce.state.wi.us)

Small Business Administration
740 Regent St., Ste. 100
Madison, WI 53715

www.sba.gov

Small Business Administration
310 W. Wisconsin Ave., Ste. 400
Milwaukee, WI 53203

(414)297-3941

JAILS

(See **CORRECTIONS**)

JEWELRY

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Advertising & selling practices

Jewelers Vigilance Committee
25 West 45th St., Suite 1406
New York, NY 10036

(212)997-2002
www.jvclegal.org

Mediates consumer complaints of jewelry industry (with state Ag offices).

American Gem Society
8881 West Sahara
Las Vegas, NV 89117

(702)255-6500
www.ags.org

Complaints against its members only

JOB SAFETY

(See **OCCUPATIONAL SAFETY & HEALTH ADMINISTRATION (OSHA)**)

JOBS & JOB TRAINING

Dept. of Workforce Development
Dane County Job Center
1819 Aberg Ave.
PO Box 7943
Madison, WI 53704-7943

(608)242-4900
www.danejobs.com

Job information

www.jobcenterofwi.com
www.wisc.jobs

Job leads

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Brochure: Job Offers

JUDGES

Judicial Commission
110 E. Main, Ste. 700
Madison, WI 53703

(608)266-7637
www.wicourts.gov/
judcom

Complaints against judges and court commissioners regarding misconduct

JUNK MAIL

(See also **MAILING LISTS**)

Mail Preference Service
Direct Marketing Assn.
PO Box 643
Carmel, NY 10512

(212)768-7277
www.dmaconsumers.
org

For removal of your name from junk
mail lists, telemarketing and e-mail list.
Send name and address.

To avoid receiving sexually oriented
mail, fill out Form 2201 at your local
post office. (Madison-available at Main
Post Office and some branches.) PS-
2152

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Brochure: Junk Mail

Junk Busters

www.junkbusters.com

Helps consumers cut down on junk mail
and calls.

JUNK PHONE SOLICITATION

(See also **TELEPHONE, PORNOGRAPHY**)

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Pre-recorded telephone solicitation
(Wis. Stats. § 134.72) and junk phone
calls.

Telephone Preference Service
Direct Marketing Assn.
PO Box 1559
Carmel, NY 10512

(212)768-7277

For removal of your telephone number
from solicitation lists. This will not stop
local telephone solicitations. Send
name, address and phone number

JUSTICE, WISCONSIN DEPT. OF

Wisconsin Dept. of Justice
17 W. Main St.
PO Box 7857
Madison, WI 53707-7857

(608)266-1221
www.doj.state.wi.us

KEROSENE HEATER

(See **FUEL AND GASOLINE**)

KNOCKOFFS

(See **INTELLECTUAL PROPERTY CRIMES**)

LABELING

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Hazardous substances, environmental representations.

Federal Trade Commission
Bureau of Consumer Protection
Consumer Response Center
600 Pennsylvania Ave., NW
Washington DC 20580

(877)FTC-HELP
(877)382-4357
www.ftc.gov

Labeling requirements for textiles and wool.
8:30-12:30 p.m. to talk to someone

LABOR

(See **WAGES**)

Wisconsin Employment Relations
Commission
(WERC)
1457 E. Washington Ave.
PO Box 7870
Madison, WI 53707-7870

(608)266-1381
www.werc.wi.gov

Responsible for promoting collective bargaining and peaceful labor relations in both public and private sectors.

LAND SALES DEVELOPMENT

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Advertising and selling practices

LAND SURVEYORS

Dept. of Regulation & Licensing
Bureau of Business & Design Professions
1400 E. Washington Ave.
Madison, WI 53703

(877)617-1565
(608)261-7096
drl.wi.gov

Licensing and information

(608)266-7482

Number of complaints

LANDLORD-TENANT

(See **DISCRIMINATION COMPLAINTS**)

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Call for information, fact sheets and Wisconsin Way Booklet. Admin. Code DATCP 134. Safety and health concerns.

Refer to local building inspector. Send complaint form and fact sheet.

Act 184 – Termination of lease because of physical abuse.

Code Violation

Safety and health concerns. Refer to local building inspector.

Evictions:

Refer to private attorney. If low-income eligible, contact Legal Action in your county. (Phone #'s listed under Legal Aid). Send complaint form and fact sheet. Eviction can only occur by court order and carried out by sheriff. Landlord cannot lock out tenant. Send complaint form and fact sheet.

Heating:

A code violation. See above.

Landlord Calls:

Refer to private attorney. Send fact sheet and Wisconsin Way order form.

Notice to Move:

Send complaint form and fact sheet.

Rent Increases:

No state regulation. Send complaint form and fact sheet and Wisconsin Way order form.

Madison Tenant Resource Center
1202 Williamson St. Ste. A
Madison, WI 53703

(608)257-0006
tenantresourcecenter.
org

Milwaukee Tenant Resource Center
230 W. Well St.
Milwaukee, WI 53203

(414)431-7337
FAX (414)431-7564

Counsel line

Dane County Legal Action

(608)256-3304

Milwaukee County Legal Action

(414)278-7722

Milwaukee Mediation Center

(414)271-5464

Mediation Center of Waukesha County

(262)544-1647

Waukesha (serve State of Wisconsin) e.g., small and large claims, domestic juvenile, l/t, workplace, victim offender & community problems. Consumer merchant.

Wisconsin State Law Library
Attn: Document Delivery Service
P.O. Box 7881
Madison, WI 53707-7881

wilawlibrary.gov/
services/forms

Common Landlord/Tenant forms available on line for a fee or request an order form by mailing to the address provided.

LANDSCAPING RESIDENTIAL

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Considered home improvement

LAS VEGAS CASINO NIGHTS

(See **CASINO NIGHTS**)

LAUNDRIES

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Advertising & selling practices

LAWN MOWERS

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Power, unsafe

LAWS

Dept. of Administration
Document Sales
PO Box 7840
Madison, WI 53707

(608)266-3358
www.legis.state.wi.us/
rsb
www.doa.state.wi.us

LAWYER REFERRAL SERVICE

(See also **LEGAL AID & RELATED SERVICES**)

Statewide Lawyer Referral and Information
Services
PO Box 7158
Madison, WI 53707

(800)362-9082 or
(608)257-4666
www.legalexplorer.com

Hours: 8:00 a.m.-5:00 p.m. M-F
Funded by State Bar Assn.
Answers to simple legal questions
Referrals to private attorneys in
geographic area

State Bar of Wisconsin
5302 E. Park Blvd.
Madison, WI 53718

(608)257-3838
www.legalexplorer.com

Complaints about fees

Legislative Reference Bureau
1 E. Main St.
PO Box 2037
Madison, WI 53701-2037

(608)266-0341
www.legis.state.wi.
us/lrb

Information on statutes, bills, laws, can
inform whether there is a law on a
particular subject.

Office of Lawyer Regulation
110 E. Main St., Rm. 315
Madison, WI 53703-3383
WI State Law Library
PO Box 7881,

(877)315-6941
(608)267-7274
www.wicourts.gov/olr
(608)266-1600
(800)322-9755

Division of Wis. Supreme Court
Complaints about attorney's
professional conduct
Provide reference information.

Madison WI 53707-7881
120 Martin Luther King Jr Blvd, 2nd Fl.
Madison WI 53703

wsll.state.wi.us

LAWYERS

(See **ATTORNEYS**)

LAYAWAY POLICIES

Dept. of Financial Institutions
345 W. Washington Ave.
Madison, WI 53703

(800)452-3328
(608)264-7969
www.wdfi.org

Over 4 months (more than 4 payments)

LEAD

Dept. of Health Services
1 W. Wilson St.
Madison, WI 53702

(608)266-5817
(608)261-6876

(608)266-5817
www.dhs.wi.gov

Lead Paint Program
Certification/Accreditation of lead &
asbestos workers
Childhood poisoning (lead)

U.S. Environmental Protection Agency (EPA)
1200 Pennsylvania Ave., NW
Mail Code 3404T
Washington DC 20460

(800)424-LEAD
(800)424-5323
www.epa.gov/lead

WI Dept. of Administration
Division of Energy Services
101 E. Wilson St.
Madison WI 53703

(608)267-3680

Lead Paint Hazard Reduction Program -
assistance for those who occupy home
with lead paint.

LEASES – AUTOMOBILE

Motor Vehicle Division
Dept. of Transportation
4802 Sheboygan Ave.
Madison, WI 53707

(608)266-1425
www.dot.wisconsin.gov

Leases with option to purchase

Dept. of Financial Institutions
345 W. Washington Ave.
Madison, WI 53703

(800)452-3328
(608)264-7969
www.wdfi.org

Questions regarding the finance terms
or language of leases.

LEASES - CONSUMER GOODS

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911
Dept. of Financial Institutions
345 W. Washington Ave.
Madison, WI 53703

800)422-7128
(608)224-4976
datcp.wisconsin.gov

(800)452-3328
www.wdfi.org

Advertising & selling practices

Collection practices
Three-day cooling off period

LEGAL AID & RELATED SERVICES

(See also **LAWYER REFERRAL SERVICE**)

Lawyer Referral & Information 5302 Eastpark Blvd Madison, WI 53718	(800)362-9082 (608)257-4666 www.legalexplorer.com	State Bar of Wisconsin
Legal Information Center Student Activity Center Office #3111 333 E. Campus Mall Madison, WI 53715	(608)263-3243 thelegalinformation center.com	Student/volunteer staffed
Legal Action of Wisconsin 31 S. Mills Street Madison, WI 53715 or	(800)362-3904 (608)256-3304 (Office) (608)256-3258 (Intake) www.legalaction.org	(Serves: Dane, Columbia, Dodge, Green, Rock, Sauk, Iowa, Lafayette & Jefferson Counties) Family Law – 1 st and 3 rd Wednesday of each month. Social security issues handled Mondays only 9-12, L/T handled Mondays and Tuesdays 9-12.
Racine Office 4900 Spring St., Ste. 100 Racine, WI 53406	(800)242-5840 (262)635-8836	Serves: Kenosha, Racine and Walworth counties.
Milwaukee Office 230 West Wells St., 8 th Floor Milwaukee, WI 53203	(414)278-7722 (M-F, 8-5)	Legal help, no fees, but may pay court costs: landlord/tenant, unemployment, social security, welfare, and general assistance.
Wisconsin Judicare 300 Third Street, Ste. 210 PO Box 6100 Wausau, WI 54402-6100	(800)472-1638 (715)842-1681 www.judicare.org	For 33 northern most counties. Family law matter calls, and others.
Legal Action of Wisconsin 205 Fifth Ave. S, Ste. 300 LaCrosse, WI 54601	(608)785-2809 (800)873-0927	Serves: LaCrosse, Crawford, Grant, Juneau, Richland, Monroe, Trempealeau, Vernon, Jackson & Buffalo Counties. Low income based on federal guidelines.
Legal Information Center 333 E. Campus Mall Madison, WI 53715-1380	(608)263-3243	U.W. students & community. Basic legal information, not legal advice.
Legal Action of Wisconsin 201 W. Walnut St. Ste. 203 Green Bay, WI 54303	(920)432-4645 (800)236-1127	Serves Brown, Outagamie, Door, Manitowoc, Kewaunee, Calumet Counties
Legal Action of Wisconsin 404 N. Main St., Suite 702 Oshkosh, WI 54901	(920)233-6521 (800)236-1128	Serves: Adams, Fond du Lac, Green Lake, Marquette, Ozaukee, Sheboygan, Washington, Waushara, Winnebago

LEGISLATION

Legislative Hotline - Madison
WI State Legislature
PO Box 8952
Madison, WI 53708

(608)266-9960 or
(800)362-9472
www.legis.wisconsin.gov

Information about Legislature, statutes of bills in current session, state legislation and a message service for communicating with Legislators.

Legislative Reference Bureau
1 E. Main Street, Ste 200
PO Box 2037
Madison, WI 53701-2037

(608)266-0341
www.legis.state.wi.us

Questions on pending legislation. State bills and acts (present and past) available online.

Legislative Reference Bureau
Milwaukee City Hall
200 E. Wells, Rm. B-11
Milwaukee, WI 53202

(414)286-2295

Questions on pending legislation.

LEMON LAW

Motor Vehicle Division
Dept. of Transportation
4802 Sheboygan Ave.
Madison, WI 53707

(608)266-1425
www.dot.wisconsin.gov

LIBRARY

WI State Law Library
PO Box 7881,
Madison WI 53707-7881
120 Martin Luther King Jr Blvd, 2nd Fl.
Madison WI 53703

(608)266-1600
(800)322-9755
wsll.state.wi.us

LICENSE PLATES

Motor Vehicle Division
Dept. of Transportation
4802 Sheboygan Ave.
Madison, WI 53707

(608)266-1466
www.wisconsinmvd.gov

Motor vehicle files

LICENSING – PROFESSIONAL

(See **REGULATION & LICENSING**)

LIENS

(See also **HOME IMPROVEMENT & AUTO REPAIR**)

File with county clerk of circuit court. Forms available through any office supply store. For advice consult private attorney.

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128

ATCP 110. Home Improvement Trade Practices

LIME (AGRICULTURAL)

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(608)224-4537
datcp.wisconsin.gov

LIQUOR LICENSES

Local government

Contact local city clerk. See local telephone book for listing.

LIVESTOCK IDENTIFICATION CONSORTIUM

Wisconsin Livestock Identification Consortium (888)808-1910
135 Enterprise Dr., Ste. ID
Verona WI 53593-0202

Wisconsin livestock identification

LIVING TRUSTS

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Fact Sheet: Don't Believe All You Hear About Living Trusts

State Bar of Wisconsin
5302 Eastpark Blvd
Madison, WI 53718

(608)257-3838

Publication regarding living trust.

LIVING WILLS

(See also **WILLS, ESTATES, PROBATE, WILLS, ESTATES**)

Dept. of Health Services
PO Box 309
Madison, WI 53701-0309

(608)266-1251
www.dhs.wisconsin.gov

Can send written request for living will form. Include SASE. (self-addressed stamped envelope)

Division of Public Health
PO Box 2659
Madison, WI 53701-2659

Living will/power of attorney

LOANS

(See also **ADVANCE FEE LOANS**)

Dept. of Financial Institutions
Division of Banking
345 W. Washington Ave.
Madison, WI 53703

(608)261-7578
www.wdfi.org

Licensing of loan originatory solicitors and mortgage brokers.

LOBBYING REGULATION

Government Accountability Board
212 E. Washington Ave.
PO Box 2973
Madison, WI 53701-2973

(608)266-8123
ethics.state.wi.us

(e.g. state officials and lobbyist organizations), administer lobbying laws

LONG DISTANCE SERVICES

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

LOTTERY – STATE OPERATED

(See also **CONTESTS, GAMING**)

DOA-Division of Gaming
3319 W Beltline Highway, First Floor
Madison, WI 53713
PO Box 8979
Madison WI 53708-8979

(608)266-3952
www.doj.state.wi.us

Indian Gaming

Dept. of Revenue
Lottery Division
2135 Rimrock Rd.
Madison, WI 53713

(608)266-7777
(machine)
(608)261-4916
www.wilottery.com

Winning numbers, money TV game show

LP GAS

(See also **FUEL AND GASOLINE**)

DATCP – Trade Bureau
2811 Agriculture Dr.
Madison, WI 53708

(608)224-4928
datcp.wisconsin.gov

No regulations, suggest price comparison.

LUMBER (TREATED)

(See also **ENVIRONMENT**)

Wisconsin Dept of Health Services
Bureau of Environmental Health
PO Box 2659
Madison, WI 53701-2659

(608)266-1120

MACE

(See **DEFENSE SPRAYS**)

MAGAZINE SUBSCRIPTIONS

DATCP (800)422-7128
2811 Agriculture Dr. (608)224-4976
PO Box 8911 datcp.wisconsin.gov
Madison, WI 53708-8911

MAIL

Postal Inspector (877)876-2455 Fraud, harassment, chain letters,
PO Box 788 unauthorized opening, prohibited
Milwaukee, WI 53201 mailing, and mail theft.
Local Post Office

MAIL ORDER SALES

DATCP (800)422-7128 "Mail Order" fact sheet statutes
2811 Agriculture Dr. (608)224-4976 (134.83). Undelivered and unordered
PO Box 8911 datcp.wisconsin.gov merchandise, cash transactions.
Madison, WI 53708-8911

Dept. of Financial Institutions (800)452-3328 Credit transactions
345 W. Washington Ave. (608)264-7969 Collection practices
Madison, WI 53703 www.wdfi.org

MAILING LISTS

(See **JUNK MAIL**)

MAINTENANCE – RENTAL PROPERTY

(See **LANDLORD – TENANT**)

MANICURISTS

Dept. of Regulation & Licensing (877)617-1565 Must be licensed.
1400 E. Washington Ave. (608)266-5511
PO Box 8935 drl.wi.gov
Madison, WI 53708

MANUFACTURED HOME PARKS

DATCP (800)422-7128 Wis. Adm. Code ATCP 125
2811 Agriculture Dr. (608)224-4953
PO Box 8911 datcp.wisconsin.gov
Madison, WI 53708-8911

Dept. of Commerce (608)261-8500 Plumbing licenses
201 W. Washington Ave.
Madison, WI 53703

Dept. of Natural Resources (608)266-0821 Information on drinking (public &
Bureau of Drinking Water & Groundwater www.dnr.wi.gov private) water quality, also licenses well
101 S. Webster St. drillers.

Madison, WI 53703

Dept. of Commerce
Safety & Buildings Division
201 W. Washington Ave.
Madison, WI 53703

(608)266-3151

Wastewater, private sewage.

MANUFACTURED HOMES/DWELLINGS

Dept. of Commerce
Safety & Buildings Div.
Manufactured Home/Mobile Home Unit
201 W. Washington Ave., 4th Fl.
PO Box 1355
Madison, WI 53701-1355

(608)264-9596
(608)264-9597
www.commerce.wi.gov

All questions and complaints including dealer and salesperson licensing and water and sewer service. MHP licenses. Titles over 45'.

Complaints. Mobile home structure complaints and information

Dept. of Transportation
4802 Sheboygan Ave.
Madison, WI 53705

(608)266-1466

Titles – under 45'

MANUFACTURERS

Wisconsin Manufacturers and Commerce
PO Box 352
501 E. Washington Ave.
Madison, WI 53701-0352

(608)258-3400
www.wmc.org

Publishes a directory of manufacturers in Wisconsin; may be available to see at local library.

MARIJUANA

Dept. of Justice
Wisconsin Drug Tipline
17 W. Main St., 5th Fl.
Madison, WI 53702

(800)622-3784
www.doj.state.wi.us

Drug tip line to report growing of marijuana, to report possible weapons in school.

MARRIAGE COUNSELORS

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Business practices

MASSAGE THERAPISTS

Dept. of Regulation & Licensing
1400 E. Washington Ave.
PO Box 8935
Madison, WI 53708

(877)617-1565
(608)266-2112
drl.wi.gov

Licensing

MATTRESS LABELING

DATCP
2811 Agriculture Dr.

(800)422-7178
(608)224-4976

Wis. Stats. § 100.2095

PO Box 8911i
Madison, WI 53708-8911

datcp.wisconsin.gov

International Sleep Products Assn. (ISPA)
501 Wythe St.
Alexandria, VA 22314-1917

(703)683-8371
sleepproducts.org

Promotes bedding labeling law
uniformity and disseminate bedding
labeling information.

Public Health Dept.

City where used mattresses being sold.

MEAT AND MEAT PROCESSING

DATCP – Meat Inspection
2811 Agriculture Dr.
Madison, WI 53708

(608)224-4726
(608)224-4700
datcp.wisconsin.gov

Meat Safety Inspection
Meat Labeling

US Department of Agriculture (USDA)
Meat and Poultry Hotline
1400 Independence Ave
Washington DC 20250

(800)535-4555
(888)MPHotline
(888)674-6854

Safe food handling.

MEDICAID

Social Security Administration
2555 Windsor Park Bldg.
6401 Security Blvd.
Baltimore MD 21235

(800)772-1213

Complaints and information

WI Medicaid Recipient Services

(608)221-5720
(800)363-3002

Benefit payments and information for
Medicaid (medical assistance or
Title XIX)

WI Member Services

(800)362-3002

Eligibility-contact local county office.

Dept. of Justice
17 W. Main St., 5th Fl.
Madison, WI 53702

(608)266-9222
www.doj.state.wi.us

To report fraud

MEDICAL ASSISTANCE

WI Medical Assistance Program

(800)362-3002

Coverage questions for SSI recipients.

MEDICAL BILLING

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Complaint mediation

MEDICAL EXAMINING BOARD

Dept. of Regulation & Licensing
Bureau of Health Professions
PO Box 8935
1400 E. Washington Ave.

(877)617-1565

Licenses for physicians and
pharmacists. Can send SASE for info
on doctor.

Number of complaints and file

Madison, WI 53708-8935

(608)266-2112
drl.wi.gov

complaint.
Rules and practice issues, not for
complaints

MEDICAL & HOSPITAL PROBLEMS

(See also **CREDIT COUNSELING**)

Dept. of Regulation & Licensing
1400 E. Washington Ave.
PO Box 8935
Madison, WI 53708

(877)617-1565
(608)266-2112
drl.wi.gov

Access to Medical Records – contact
doctor or State Medical Society.

Dept. of Health Services
Division of Quality Assurance
1 W. Wilson St.
Madison, WI 53702

(608)266-0224
dhs.wi.gov

Hospital complaints (not billing).

WI Medical Assistance Program

(800)362-3002

Medical assistance program.

U.S. Dept. of Health and Human Services

(800)638-0742

Free or low-cost hospital care at Hill-
Burton facilities

Dept. of Regulation & Licensing
1400 E. Washington Ave.
PO Box 8935
Madison, WI 53708

(877)617-1565
(608)266-2112
drl.wi.gov

Complaints against doctors (not billing).

MEDICAL REPORTS

Medical Society of Wisconsin
330 E. Lakeside St.
PO Box 1109
Madison, WI 53701

(608)257-6781
www.wisconsinmedical
society.org

Complaints regarding quality of care;
provides caller with names of doctors in
your locality, nonprofit, supported by
doctors

MEDICARE

Center for Medicare & Medicaid Services
Medicare Part A (Hospital)
PO Box 2019
Milwaukee, WI 53201

(800)633-4227
www.medicare.gov

People with questions on Part A.

Wis. Physicians Service
Medicare Part B (Doctor)
PO Box 1787
Madison, WI 53701

(800)633-4227
www.wpsic.com

People with questions on Part B.
Covers doctor, clinic charges.

Centers for Medicare and Medicaid
233 N. Michigan Ave
Ste. 600
Chicago, IL 60601

(800)633-4227
(312)353-7180
www.medicare.gov

Medicare questions

Dept. of Health & Human Services
HHS Tips Fraud Hotline
PO Box 23489
Washington, D.C. 20026

(800)447-8477
www.hhs.gov

To report fraud, many types
Inspector General

Medigap Helpline
WI Board on Aging and Long Term Care
1402 Pankratz St. Ste. 111
Madison, WI 53704

(800)242-1060
(608)246-7017
<http://longtermcare.state.wi.us>

Medicare problems

MEDIGAP HELPLINE

Medigap Helpline
WI Board on Aging and Long Term Care
1402 Pankratz St. Ste. 111
Madison, WI 53704

(800)242-1060
<http://longtermcare.state.wi.us>

Medicare supplement.
Health insurance for over 65.
Special kinds of health insurance, (i.e., cancer policies, long-term care insurance policies).
Medical assistance (Medicaid MA, Title XIX)
Group insurance (continuation & conversion rights)
Health Insurance Risk Sharing Plan

Ombudsman
WI Board on Aging & Long Term Care
1402 Pankratz St., Ste 111
Madison, WI 53704-4001

(800)815-0015

MENTAL HEALTH

Client Rights Office
Dept. of Health Services
1 West Wilson, Room 850
Madison, WI 53701
National Alliance for the Mentally Ill of Dane County (NAMI)
2059 Atwood Ave.
Madison, WI 53704

(608)266-2000
www.dhs.state.wi.us

(608)249-7188
(800)950-6264
www.namidanecounty.org

Client advocacy program.
Inpatient emergency grievance procedure for patients in institutions only.
Dane County

MIDWIVES

(See **(NURSES)**)

MIGRANT LABOR

Dept. of Workforce Development
Bureau of Migrant Refugee & Labor Services
PO Box 7972
Madison, WI 53707-7972

(608)266-0002
www.dwd.wisconsin.gov

Migrant labor laws, refugee issues.

MILK HAULING PERMIT

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(608)224-4712
datcp.wisconsin.gov

MILITARY

HQ, Fleet Family Support Program (FFSP) NPC 660 FSC Branch 5720 Integrity Dr. Millington, TN 38085-6000	(866)827-5672 ww.cscmailbox@navy.com	Sailors/Soldiers Relief Act can help a military tenant get out of rental lease if relocated or sent to war. Military personnel and their families who are seeking help with consumer problems or financial questions should go directly to their local base's Family Support Center or Community Service Center. If you cannot locate a center, contact your respective military branch's Family Support or Community Service Center headquarters listed
Cruz Martinez Marine & Family Services 3280 Russell Rd. Quantico, VA 22134-5103	(703)784-9546 (703)784-9825 FAX www.usmc.mccs.org	Navy Family Service Center Marine Corps Personnel Services
Chief of Transition Support Services U.S. Army Community & Family Support Ctr. 4700 King St. Alexandria, VA 22302	(703)681-7395 (703)681-7236 FAX www.goacs.org	U.S. Army Community and Family Support Center

MINIMUM MARKUP

DATCP- Trade Section 2811 Agriculture Dr. PO Box 8911 Madison, WI 53708-8911	(608)224-4989 (800)422-7128 datcp.wisconsin.gov	Administers minimum markup law, DA has enforcement power.
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MINING & MINERALS

U.W. Ext. WI Geological Survey 3817 Mineral Point Rd. Madison, WI 53705	(608)262-1705 www.uwex.edu/wgnhs	Has publications and geologist on staff, for information. They have Wisconsin geological and topical maps.
Dept. of Natural Resources Bureau of Waste Management 101 S. Webster St. Madison, WI 53703	(608)267-0545 www.dnr.wi.gov	Metallic mining Nonmetallic
Justice – Environmental Protection 17 W. Main St. Madison, WI 53707	(608)266-8912 www.doj.state.wi.us	Air, water, land protection for state of Wisconsin.

MOBILE AIR CONDITIONING

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4940

ATCP 136

MOBILE HOME PARKS

(See **MANUFACTURED HOMES/DWELLING**)

MOBILE HOMES

(See **MANUFACTURED HOMES/DWELLINGS**)

MODULAR HOMES

Dept. of Commerce
Safety & Buildings Div.
201 W. Washington Ave.
Madison, WI 53703

(608)266-3151
www.commerce.state
wi.us

MOLD

Dept of Health Services
Division of Public Health
1 W. Wilson St., Rm. 150
Madison, WI 53702

(608)266-1120
(608)266-5817
www.dhs.state.wi.us

In-door personal residence or schools.
Lead program (childhood)

MONEY MARKETS

Dept. of Financial Institutions
Division of Securities
PO Box 1768
Madison, WI 53701-1768

(608)266-1064
(608)261-9555
(800)472-4325

MONEY ORDERS

Dept. of Financial Institutions
PO Box 8041
Madison, WI 53708-8041

(800)452-3328
(608)261-9555
www.wdfi.org

MORTGAGE COMPANIES

Dept. of Financial Institutions
Division of Banking
345 W. Washington Ave.
Madison, WI 53703

(800)452-3328
(608)261-7578
www.wdfi.org

Information and complaints

Home Equity Info Center (AARP)
605 E. St. North
Washington, D.C. 20049

(888)687-2277

Reverse mortgage

MOTEL – SAFETY

(See **ENVIRONMENTAL SANITATION**)

MOTOR CARRIERS

Call local State Patrol District Office

To report companies that transport people (buses, vans) and may be operating unsafely.

MOTOR HOMES

Division of Motor Vehicles
Dept. of Transportation
4802 Sheboygan Ave.
PO Box 7910
Madison, WI 53707-7910

(608)266-1425
www.dot.wisconsin.gov

Licenses dealers

MOTOR VEHICLES

(See **AUTOMOBILES**)

Division of Motor Vehicles
Dept. of Transportation
4802 Sheboygan Ave.
PO Box 7910
Madison, WI 53707-7910

(608)266-1425
www.dot.wisconsin.gov

Licenses dealers

MOTORCYCLES

Division of Motor Vehicles
Dept. of Transportation
4802 Sheboygan Ave.
PO Box 7910
Madison, WI 53707-7910

(608)266-1425
www.dot.wisconsin.gov

Licenses dealers

MOTORIZED WHEELCHAIR LEMON LAW

Department of Health Services
1 W. Wilson St.
Madison, WI 53703

(608)266-1865
TTY: 888-701-1251

MOUND SYSTEMS

Dept. of Commerce
Safety & Buildings
201 W. Washington Ave.
Madison, WI 53703

(608)266-3151
www.commerce.wi.gov

MOVING

DATCP
2811 Agriculture Dr.
PO Box 8911

(800)422-7128
datcp.wisconsin.gov
(608)224-4933

Within Wisconsin, unfair or deceptive practices, storage-self-service.

Madison, WI 53708-8911

Public warehouse keepers

American Moving & Storage Assn.
Arbitration Program
1611 Duke St.
Alexandria, VA 22314

(703)683-7410
www.promover.org

Can only help with movers in their conference.

Federal Motor Carrier Safety Administration
1200 New Jersey Ave. SE
Washington, D.C. 20590

(800)832-5660
(608)266-2010
www.fmcsa.dot.gov

Out-of-state movers
Local contact number

Department of Transportation

(608)266-9900
(608)266-1466

Certified Driver License (CDL) or
moving vehicle licensing information
Check to see if moving company is
licensed

(608)662-2010

Questions regarding Federal
regulations for interstate moversk

MULTI-LEVEL MARKETING

(See **BUSINESS AND BUSINESS OPPORTUNITIES**)

MUSIC LICENSING

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Fact Sheet: Music Licensing (copyright
laws)
Trade Division has a list of music
licenses.

MUTUAL FUNDS

Dept. of Financial Institutions
Division of Securities
345 W. Washington Ave., 4th Fl.
PO Box 1768
Madison, WI 53701-1768

(800)472-4325
(608)266-1064
www.wdfi.org
(608)264-7979 FAX

NATIONAL ASSOCIATION OF REMODELING

NARI of Madison
49 Kessel Ct.
Ste. 104
Madison, WI 53711

(608)222-0670
www.remodeling
madison.org

Trade association of remodeling
contractors.

NATIONAL FRAUD INFO CENTER (NFIC)

National Consumers League
1701 K Street, NW, Suite 1200
Washington DC 20006

(800)876-7060
www.fraud.org

Report telemarketing fraud

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION (NHTSA)

U.S. Dept. of Transportation
Consumer Service
400 7th Street, SW
Washington, D.C. 20590

(800)424-9393
(888)327-4236
www.nhtsa.dot.gov

Auto safety hotline, information on recalls, car seat safety.

NEGATIVE OPTION PLANS

(See also **UNORDERED MERCHANDISE**)

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Fact sheet

NIGERIAN SCAMS

US Secret Service
Financial Crimes Division
1800 G St NW
Washington, D.C. 20223

www.secretservice.gov

419.fcd@uss.treas.gov

Nigerian letters. e-mails.

900 NUMBERS

Public Service Commission
610 N. Whitney Way, PO Box 7854
Madison, WI 53707-7854

(800)225-7729
(608)266-2001
www.psc.wi.gov

Disconnect problems
Resulting from 900# calls

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Fact Sheet: 900 Numbers

NO CALL

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(866)9NO-CALL
(866)966-2255
(608)224-4999
NoCall.Wisconsin.gov

Wisconsin NoCall list and telephone solicitor registration.
Wis. Stats. § 100.52
Wis. Adm. Code ATCP 127, subch. V

WINoCall@wi.gov

Federal Trade Commission
Consumer Response Center
600 Pennsylvania Ave., NW
Washington DC 20580

(888)382-1222
www.donotcall.gov

Federal Do Not Call List

NOISE

Local ordinances—check with City

Clerk or Police Dept.

NONDELIVERY OF GOODS

DATCP (800)422-7128
2811 Agriculture Dr. (608)224-4976
PO Box 8911 datcp.wisconsin.gov
Madison, WI 53708-8911

NON-PROFIT CORPORATIONS

Dept. of Financial Institutions (800)452-3328
345 W. Washington Ave. (608)261-7577
Madison, WI 53703 www.wdfi.org

Dept. of Revenue (608)266-2776 Tax exempt status
2135 Rimrock Rd www.dor.state.wi.us
Madison WI 53713
PO Box 8949
Madison, WI 53708-8949

NOTARY CLERK

Secretary of State (608)266-5594 Wis. Stats. Chapter 137
Notary Clerk www.sos.state.wi.us Issues notary public commissions
10th Floor
30 West Mifflin St.
PO Box 7848
Madison, WI 53707-7848

NURSERY SCHOOLS

(See **CHILD CARE**)

NURSERY STOCK (LANDSCAPE)

DATCP (608)224-4574 Licensing & inspection
2811 Agriculture Dr. (608)224-4500
Madison, WI 53708 datcp.wisconsin.gov

NURSES

Dept. of Regulation & Licensing (877)617-1565 Inquiries, licensing; includes midwives,
Board of Nursing (608)266-2112 complaints
1400 E. Washington Ave. drl.wi.gov
PO Box 8935
Madison, WI 53708-8935

Dept. of Health Services dhs.wisconsin.gov Nurse Aide Registry
1 W. Wilson St. Nursing Assistants, complaints
Madison, WI 53702 Certification

NURSING HOMES

(See also **ASSISTED LIVING FACILITIES**)

Dept. of Regulation & Licensing
Bureau of Health Professions
1400 E. Washington Ave.
Madison, WI 53703

(877)617-1565
(608)266-5511
(608)266-7482
drl.wi.gov

Licensing
Number of complaints against nursing
home administrators

Dept. of Health Services
Bureau of Quality Assurance\
1 West Wilson Street
Madison, WI 53703

(800)642-6552
(608)266-8476
(608)246-7013
dhs.wisconsin.gov

Complaints. Regulates public facilities
and quality of care.

Nursing Home Ombudsman Program
Board on Aging
1402 Pankratz St.
Ste. 111
Madison, WI 53704

(800)242-1060
longtermcare.state.wi.
us

Nursing home complaints

NUTRITION

(See also **FOOD**)

University of Wisconsin
Nutritional Sciences
1415 Linden Dr.
Madison, WI 53706

(608)262-2727
www.nutrisci.wisc.edu

Information on nutrition

OBEDIENCE SCHOOLS - ANIMALS

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Advertising & selling practices

OCCUPATIONAL SAFETY

Occupational Safety & Health Administration
(OSHA)
4802 E. Broadway
Madison, WI 53716

(608)441-5388
www.osha.gov

Occupational Safety and Health
Administration
(OSHA)
Henry Reuss Federal Bldg.
310 W. Wisconsin Ave., Ste. 1180
Milwaukee, WI 53203

(414)297-3315
www.osha.gov

Occupational Safety and Health
Administration
U.S. Dept. of Labor
200 Constitution Ave., NW
Washington DC 20210

(800)321-6742

OCCUPATIONAL THERAPISTS

Dept. of Regulation and Licensing
Bureau of Health Professions
PO Box 8935
Madison, WI 53708-8935

(877)617-1565
(608)266-2811
(608)266-7482
drl.wi.gov

Licensing, send SASE for info
Rules & practice questions
Number of complaints

ODOMETER TAMPERING

(See also **AUTOMOBILES**)

Dept. of Transportation
Dealer & Agent Section
PO Box 7909, Rm. 201
Madison, WI 53707-7909

(608)267-0482
www.dot.wisconsin.gov

Investigate both dealer & private
tampering

OFFICE EQUIPMENT & SUPPLIES

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Advertising & selling practices

OIL

(See **PETROLEUM PRODUCTS**)

OPEN MEETINGS

Dept. of Justice
State Programs, Administration & Revenue
(SPAR)
17 W. Main St. 5th floor
Madison, WI 53703

(608)266-3952
www.doj.state.wi.us

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(608)224-4786

DATCP Notices

OPEN RECORDS

Dept. of Justice
State Programs, Administration & Revenue
(SPAR)
17 W. Main St., 5th Fl.
Madison, WI 53702

(608)266-3952
www.doj.state.wi.us

Open records and open meetings

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(608)224-4795

Request for DATCP records

OPHTHALMOLOGISTS

Dept. of Regulation & Licensing
1400 E. Washington Ave.
PO Box 8935
Madison, WI 53708

(877)617-1565
(608)266-7482
drl.wi.gov

Complaints, licensing
Rules & practice issues

OPINIONS (ATTORNEY GENERAL)

Dept. of Justice
Division of Legal Services
17 W. Main St., 6th Fl.
PO Box 7857
Madison, WI 53707-7857

(608)267-2217
www.doj.state.wi.us

OPTICIANS

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Advertising

OPTOMETRY

Dept. of Regulation & Licensing
Optometry Examining Board
1400 E. Washington Ave.
PO Box 8935
Madison, WI 53708-8935

(877)617-1565
(608)266-7482
drl.wi.gov

Complaints & Licensing

ORGAN TRANSPLANTS

Dept. of Surgery
U.W. Hospital
600 Highland Avenue
Madison, Wisconsin 53792

(608)263-1341
(800)472-0111

Organ procurement
Access Center
(For physicians only)

ORGANIZED CRIME

Dept. of Justice
Division of Criminal Investigation
17 W. Main St., 5th Fl.
Madison, WI 53702

(608)266-1671
www.doj.state.wi.us

OSHA REGULATIONS

(See **OCCUPATIONAL SAFETY**)

OSTEOPATHS

Dept. of Regulation & Licensing
1400 E. Washington Ave.
PO Box 8935
Madison, WI 53708

(877)617-1565
(608)266-7482
(608)266-2811
drl.wi.gov

Number of complaints
Licensing

OVERSEAS COMPLAINTS/PURCHASES

US Dept. of State
Office of Overseas Citizen Services
Ste. 4811
2201 C St. NW
Washington, D.C. 20520-4800

(888)407-4747

(317)472-2328
(202)647-5225
www.travel.state.gov

Purchases made in another country,
can refer to embassy of that country.

(For outside of U.S.)

PARDONS

Governor's Office
115 E. State Capital
PO Box 7863
Madison, WI 53702

(608)266-1212
www.wisgov.state.wi.us

Forms available

PARKS & RECREATION AREAS

Dept. of Tourism
201 W. Washington Ave., 2nd Fl.
Madison, WI 53703

(608)266-2161
(800)372-2737
(800)432-8747
(800)432-TRIP
www.travelwisconsin.
com

Wisconsin state parks & recreation
Travel information center
Ordering brochures

Dept. of Natural Resources
101 S. Webster St.
Madison, WI 53703

(888)936-7463
www.dnr.state.wi.us

State park information. Complaint
hotline.

PASSPORT INFORMATION

U.S. Government – Postal Service
3902 Milwaukee Street #112
Madison, WI 53704

(877)487-2778
(608)246-1360

This is a recorded message giving
information about how to acquire a
passport.

PATENTS

(See also **INVENTIONS/INVENTORS**)

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Fact sheet: Invention Marketing

Superintendent of Documents
Government Printing Office
PO Box 371954
Pittsburgh, PA 15250-7954

(866)512-1800
(202)512-1800
FAX: (202)512-2104
www.bookstore.gpo.gov

Write for pamphlet on patent and invention marketing information. "General Information Concerning Patents" #003-004-00695-1 (\$5.00)

U.S. Dept. of Commerce
Patent & Trademark Office
PO Box 1450
Alexandria, VA 22313-1450

(800)786-9199
www.uspto.gov

Automated information line.
Can obtain basic facts about patents.

PAWN SHOPS

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Call city clerks office for forms & information on city ordinances. DATCP provides Property Transaction Record forms to city clerks and on website.

PEDDLERS

(See **DOOR-TO-DOOR SALES, ALSO CONTACT MUNICIPAL AUTHORITIES**)

PENSION PLANS - ERISA

U.S. Dept. of Labor
Employee Benefit Security Administration
Frances Perkins Bldg.
200 Constitution Ave., N.W.
Washington, D.C. 20210

(202)219-8776
(866)444-EBSA
(866)463-3278
(877)889-5627 TTY
www.dol.gov/ebsa/

For information regarding the Employee Retirement Income Security Act (ERISA)

Pension Benefit Guaranty Corp.
1200 K St NW
Washington, D.C. 20005

(202)326-4000
(800)400-7242
www.pbgc.gov

Administers the ERISA
If company goes out-of-business, or if pension plan is terminated.

PEPPER SPRAY

(See **DEFENSE SPRAYS**)

PERMITS

Dept. of Commerce
Business Helpline
PO Box 7970
201 W. Washington Ave.
Madison, WI 53703

(800)435-7287
commerce.wi.gov

Information on state required permits, state tax laws and starting a business in Wisconsin. Should also contact local government as local permits may be required.

Small Business Development Center
425 Extension Building
432 N Lake Street
Madison, WI 53706

(800)940-7232
(608) 263-7794

PEST CONTROL OPERATORS

DATCP- Ag Resource Management Division
2811 Agriculture Dr.
Madison, WI 53708

(608)224-4548
(608)224-4560
datcp.wisconsin.gov

Business license
Pesticide applicator certification,
commercial license information.

PESTICIDES

DATCP – Agricultural Resource Mgmt.
Division
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)943-0003
(608)224-4500
datcp.wisconsin.gov

Pesticide Spill Hotline

PET FOOD

(See **ANIMAL FEED**)

PET OWNERSHIP

DATCP – Animal Health
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(608)224-4872

Law, diseases, kennel problems.

Local Sheriff

Humane issues, animals starving, mistreated. See listing in Appendix, page 204.

PET STORES

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Advertising & selling practices

PETROLEUM PRODUCTS

(See also **FUEL AND GASOLINE**)

Dept. of Commerce
Bureau of Storage Tank Regulation
201 W. Washington Ave
PO Box 7970
Madison WI 53707-7970

(608)266-0956
(608)261-7725 FAX
commerce.wi.gov

Adulterated gasoline, fuel oil, unlabeled pumps, or contact local office. Must be reported within 24 hrs.

Wisconsin Emergency Management
101 S. Webster St.
Madison, WI 53703

(800)943-0003
dma.wi.gov

Emergency-hazardous materials

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

LP gas company selling practices, measurement problems

PHARMACY

Dept. of Regulation & Licensing
Wis. Pharmacy Examining Board
1400 E. Washington Ave.
Madison, WI 53703

(877)617-1565
(608)266-2811

Licensing; including pharmacies, distributors and manufacturers

(608)266-2811

Pharmacists licensed

(608)261-7931

Rules & practice questions for applicants.

(608)266-7482
drl.wi.gov

Number of complaints, make complaints.

PHONEBUSTERS

The Canadian Anti-fraud Call Center
PO Box 686
North Bay, Ontario P1B 8J8

(888)495-8501
(705)495-8501
www.phonebusters.com

Educates public about fraudulent telemarketing's

PHOTOGRAPHY AND PHOTOGRAPHIC EQUIPMENT

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Advertising and selling practices

PHYSICAL THERAPISTS

Dept. of Regulation & Licensing
Medical Examining Board
1400 E. Washington Ave.
PO Box 8935
Madison, WI 53708

(877)617-1565
(608)266-2811
(608)266-7482
(608)261-7931
drl.wi.gov

Licensing
Number of complaints, complaints.
Rules & practice questions for applicants.

PHYSICIANS, SURGEONS, PHYSICIAN ASSISTANTS

Dept. of Regulation & Licensing
1400 E. Washington Ave.
Madison, WI 53703

(877)617-1565
(608)266-2811
(608)266-7482
(608)266-7931
drl.wi.gov

Licensed
Number of complaints
Rules & practice questions for
applicants

PLANTS

DATCP
Agricultural Resource Management Division
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(608)224-4573

Regulatory issues, licensing, nurseries,
seed labelers, ginseng, other crops.

PLAT REVIEW

Dept. of Administration
101 E. Wilson St.
6th Fl.
Madison, WI 53701

(608)266-3200

PLUMBING

Dept. of Commerce
Bureau of Plumbing
PO Box 2658
201 W. Washington Ave.
Madison, WI 53701

(608)261-8500

Code compliance & licensing only.
If workmanship complaint, should
contact local building inspector

(608)266-3151
commerce.wi.gov

Credentialing
Unfair trade practices

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

PODIATRIST

Dept. of Regulation & Licensing
1400 E. Washington Ave.
Madison, WI 53703

(877)617-1565
(608)266-2811
(608)266-7482
(608)269-7931
drl.wi.gov

Licensed
Number of complaints
Rules & practice questions for
applicants

POISON – CALL 911

Call 9-1-1	www.aapcc.org	
Statewide Poison Center	(800)222-1222 (national number)	Goes to caller's state
Children's Hospital 9000 W Wisconsin Ave. Milwaukee, WI 53201	(800)815-8855 (statewide number) (414) 266-2000 www.chw.org	General poison information and emergencies
DATCP 2811 Agriculture Dr. PO Box 8911 Madison, WI 53708-8911	(800)422-7128 (608)224-4976 datcp.wisconsin.gov	Packaging & Labeling

POLICE/SHERIFF DEPARTMENT

See listing is Appendix, page 204.

Dept. of Justice Division of Criminal Investigation 17 W. Main St., 5 th Fl. Madison, WI 53702	(608)266-1671 www.doj.state.wi.us	Complaints regarding misconduct in office. Also should contact local Police & Fire Commission.
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POLLUTION

(See also **WASTE CONTROL**)

Dept. of Natural Resources Bureau of Air Management 101 S. Webster St. Madison, WI 53703	(608)266-7718 dnr.wi.gov/air	Air pollution complaints. Regional offices handle complaints.
Dept. of Natural Resources Bureau of Waste Management 101 S. Webster St. Madison, WI 53703	(608)266-2111	Hazardous material/waste spills, information
Dept. of Natural Resources Bureau of Watershed Management 101 South Webster St PO BOX 7921 Madison WI 53707	(608)267-7694	Water, streams, rivers, not drinking water.

PORNOGRAPHY

Local Postal Service

To avoid receiving sexually oriented mail, fill out Form 1500, which is available at individual's local post office.

Local City Clerk

City ordinance, check local telephone directory for address and telephone number.

Dept. of Justice
Div. of Criminal Investigation
17 W. Main St., 5th Fl.
Madison, WI 53702

(608)266-1221
(608)266-1671
www.doj.state.wi.us

POSTAL INSPECTORS

US Postal Inspection Service
Criminal Investigations Service Center
Attn: Mail Fraud
222 S. Riverside Plaza, Ste. 1250
Chicago, IL 60606-6100

(877)876-2455
postalinspectors.uspis.gov

(888)209-8726

To find out if address is a mail drop or a commercial mail receiving agency.

U.S. Postal Inspection Service
PO Box 788
Milwaukee, WI 53201-0788

(877)876-2455

Chain letter complaints and other enforcement issues.

Postal Crime Hotline

(800)654-8896

Fraud, waste, misconduct

Postal Zip Information

(800)275-8777 (#1)(#2)
www.usps.com

General information

POULTRY

See (**FOOD**)

POWER OF ATTORNEY

(See also **LAWYER REFERRAL SERVICE**)

Division of Public Health
Living Will/Power of Attorney Division
PO Box 2659
Madison, WI 53701-2659

(608)266-1251
dhs.wisconsin.gov

Will send POW form (POA for health care form or statutory POA form) upon written request. Send SASE with request.

POWER SAWS

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Safety

PRENEED SELLERS

(See **CEMETERIES**)

PREPAID MAINTENANCE LIEN

Dept. of Financial Institutions
345 W. Washington Ave.
Madison, WI 53703

(800)452-3328
www.wdfi.org

Escrow/bond requirements, Wis. Stats.
§ 779.87(3)

PRE-RECORDED MESSAGES

(See also **TELEPHONE**)

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

PRESCRIPTIONS

Dept. of Regulation & Licensing
1400 E. Washington Ave.
Madison, WI 53708

(877)617-1565
(608)266-7482
drl.wi.gov

PRICE COMPARISON ADVERTISING

DATCP – Trade Division
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

For specific information regarding
DATCP 124, Price Comparison
Advertising, fact sheet available.
Merchandise has to be offered for sale
or sold at the higher price before it can
be advertised at the discounted price.

PRICE DISCREPANCIES

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(608)224-4940

Wis. Stats.ch. 98, §§ 98.08 & 98.26
Weights & Measures

PRICE FIXING

Dept. of Justice
17 W. Main St., 5th Fl.
PO Box 7857
Madison, WI 53707-7857

(608)266-1447
www.doj.state.wi.us

Antitrust issue

PRICE MARKUP

(See **MINIMUM MARKUP**)

PRICE SCANNING

DATCP
Weights and Measures Unit
2811 Agriculture Dr.
Madison, WI 53708

(800)422-7128
(608)224-4940
datcp.wisconsin.gov

No law addresses shelf marking versus individual item marking

PRISONER APPEALS

WI Dept. of Corrections
3099 E. Washington Ave
PO Box 7925
Madison WI 53707-7925

(608)240-5000
www.wi-doc.com

PRISONS

(See **CORRECTIONS**)

PRIVACY

Privacy Rights Clearinghouse
3100 5th Ave.
Ste. B
San Diego, CA 92103

(619)298-3396
www.privacyrights.org

PRIVATE DETECTIVES AND AGENCIES

Dept. of Regulation & Licensing
1400 E. Washington
Madison, WI 53703

(877)617-1565
(608)266-5511
(608)266-7482
drl.wi.gov

Licensing
Number of complaints

PRIVATE FOUNDATIONS

Dept. of Justice
17 W. Main St., 5th Fl.
PO Box 7857
Madison, WI 53707-7857

(608)266-3952
www.doj.state.wi.us

Original tax form 990 filed with Revenue. Copies are filed in Dept. of Justice.

PRIZE OFFERS

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Fact Sheet for Businesses: Fraud
Against Business
Fact Sheet: Prize Offers

PROBATE, WILLS, ESTATES

(See also **LIVING WILLS, WILLS, ESTATES**)

Wisconsin State Bar Association
5302 Eastpark Blvd
Madison, WI 53718

(608)257-3838
www.legalexplorer.com

Pamphlet on “Wills” and “Probate” available

Dept. of Health Services
1 W. Wilson St.
Madison, WI 53703

(608)266-1865
www.dhs.wisconsin.gov

Can obtain living will forms and power of attorney health care forms by sending in self-addressed stamped envelope. Identify which forms are needed.

PRODUCT SAFETY

DATCP
Bureau of Product Safety
2811 Agriculture Drive
Madison, WI 53702

(800)422-7128
(608)224-4988
datcp.wisconsin.gov

Refer complaints & inquiries
Advertising and packaging

U.S. Consumer Product Safety Commission
4330 East West Hwy.
Bethesda, MD 20814

(800)638-2772
www.cpsc.gov

-Household products & toys that are hazardous substances because of flammability, sharp edges or electrical shocks.
-Labeling and capping of medications.
-Fact sheets, posters, slides & films available. Some in Spanish.
-Injury reporting.
-Resale information.

US PIRG
218D St. SE
Washington, D.C. 20003

(202)546-9707
www.uspirg.org

Safe Kids Worldwide

www.usa.safekids.org

Help prevent accidental childhood injury.

Other online resources:

US Public Interest Group
44 Winter St., 4th Fl.
Boston, MD 02108

www.ToySafety.net
www.recalls.gov
(617)747-4370

Toy safety
Resource for federal recalls
Toy safety information

U.S. Consumer Product Safety Commission
3215 Golf Rd.
Delafield, WI 53018

(262)650-1216

Local Office

Motor Vehicle Division
Dept. of Transportation
4802 Sheboygan Ave.
Madison, WI 53707

(608)266-1425
www.dot.state.wi.us

Auto

U.S. Dept. of Transportation (800)424-9153
Auto Safety Hotline (888)327-4236
National Highway Traffic Safety Administration www.nhtsa.dot.gov
1200 New Jersey Avenue SE
West Building
Washington DC 20590

Auto recalls & safety

Food & Drug Administration - Madison (608)264-5332
700 Regent St., Ste. 202 www.fda.gov
Madison, WI 53715

Food & Drug Administration - Milwaukee (414)771-7167
2675 N. Mayfair Rd., Ste. 200
Milwaukee, WI 53226-1305

Food & Drug Administration (920)433-3924
211 N Broadway # 202
Green Bay, WI 54303

Food & Drug Administration (888)463-6332
10903 New Hampshire Ave.
Silver Spring, MD 20903

PROFIT-SHARING PLANS

(See **PENSION PLANS**)

PROPANE GAS

(See also **FUEL AND GASOLINE**)

DATCP – Trade Bureau (608)224-4928
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

Pricing, no regulations, suggest price comparison

PROPERTY ASSESSMENTS

Local city clerk

Disputes handled through local government appeal process. Contact clerk of municipality for procedure for filing an appeal.

PROPERTY TAX RELIEF

Dept. of Revenue (608)264-6892
2135 Rimrock Rd www.dor.state.wi.us
Madison WI 53713
PO Box 8949
Madison, WI 53708-8949

Lottery credit - Wisconsin

PSYCHOLOGISTS/PSYCHOLOGY EXAMINING BOARD

Dept. of Regulation & Licensing (877)617-1565
1400 E. Washington Ave., Rm. 112 (608)266-0145
PO Box 8935
Madison, WI 53708-8935
(608)266-7482

Brochure available explains who licensed psychologists are, how they might be of assistance and where to report complaints.
Licensing of psychiatrists; number of

(608)261-2390
drl.wi.gov

complaints.
Rules and practice questions,
applicants only.

PUBLIC ACCOUNTANTS

Dept. of Regulation & Licensing
1400 E. Washington Ave.
Madison, WI 53708

(877)617-1565
(608)266-7482
drl.wi.gov

Certified, file a complaint.

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Uncertified

PUBLIC DEFENDER – ADMINISTRATION DIVISION

315 N. Henry, 2nd Fl.
Madison, WI 53703

(608)266-0087
www.wisspd.org

Trial & appellate work, only criminal
offices. This office will refer people to
the correct office by county.

PUBLIC INSTRUCTION

Dept. of Public Instruction - Public Education
125 S Webster St
PO Box 7841
Madison, WI 53707-7841

(800)441-4563
(608)266-3390
www.dpi.state.wi.us

(WI only)

PUBLIC RECORDS (ACCESS TO)

Dept. of Justice
Government Operations and Adm. Law
State Programs, Administration & Revenue
17 W. Main St., 5th Fl.
PO Box 7857
Madison, WI 53707-7857

(608)266-3952
www.doj.state.wi.us

PUBLIC SERVICE COMMISSION

(See also **UTILITIES**)

610 N. Whitney Way
PO Box 7854
Madison, WI 53707

(800)225-7729
(608)266-2001
psc.wi.gov

Utility complaint mediation and
information.

PUBLIC WAREHOUSEKEEPERS

DATCP – Trade Bureau
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(608)224-4933
datcp.wisconsin.gov

PUBLISHING

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Fact Sheet - Vanity Publishing

PURCHASE MADE OVERSEAS

(See **OVERSEAS COMPLAINTS**)

PYRAMID SCHEMES

(See **BUSINESS AND BUSINESS OPPORTUNITIES, CHAIN DISTRIBUTORSHIPS**)

QUACKERY

(See **HEALTH QUACKERY**)

RACING BOARD

Dept. of Administration
Division of Gaming
3319 W Beltline Highway, First Floor
Madison, WI 53713
PO Box 8979
Madison WI 53708-8979

(608)270-2535
(608)270-2555
www.doa.state.wi.us

RADIATION ISSUES

Dept. of Health Services
1 W. Wilson St.
Madison, WI 53702

(608)266-1865
dhs.wi.gov

RADON

Department of Health Services
1 West Wilson Street
Madison, WI 53703

(888)569-7236
dhs.wi.gov

Statewide radon information.

RAFFLES

(See also **CONTESTS**)

Dept. of Administration
Division of Gaming
3319 W. Beltline Hwy., 1st Fl.
Madison, WI 53708-8941

(608)270-2552
www.doa.state.wi.us

RAILROADS

Office of Commissioner of Railroads
Railroad Safety
610 N. Whitney Way Room 110
P.O. Box 8968
Madison WI 53708-8968

(608)266-0276
(608)266-7607
ocr.wi.gov

General railroad regulations, crossing conditions, etc.

Dept. of Transportation
Bureau of Railroads and Harbors
4802 Sheboygan Ave.
P.O. Box 7910
Madison, WI 53707-7910

(608)267-9284
www.dot.wisconsin.gov

Wis. Stats. §§ 85.08 & 85.09

REAL ESTATE

Dept. of Regulation & Licensing
Real Estate Examining Board
1400 E. Washington Ave.
Madison, WI 53703

(877)617-1565
(608)266-5511
drl.wi.gov

Licensing of salespersons/brokers. Practice questions of realtors. Real estate disclosure law, whether sold by realtors or owners.

(608)266-7482
drl.wi.gov

Number of complaints against a realtor.

Wisconsin Realtor's Association
4801 Forest Run Rd.
Ste. 201
Madison, WI 53704-7337

(608)241-2047
(800)279-1972
wra@wra.org

Will provide standard landlord/tenant lease form.

REBATES

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Fact Sheet

RECALLS

(See also **PRODUCT SAFETY, AUTO SAFETY**)

National Highway Traffic Safety Administration (NHTSA)
1200 New Jersey Avenue SE
West Building
Washington DC 20590

(888)327-4236
(800)424-9153 TTY

Auto recalls.

U.S. Consumer Product Safety Commission
4330 E West Hwy
Bethesda MD 20814

(800)638-2772
www.recalls.gov

Safety household products.

RECREATION

Dept. of Natural Resources
101 S. Webster St.
PO Box 7921
Madison, WI 53707-7921

(888)936-7463
(608)266-2621
www.dnr.state.wi.us

Information - general, fishing, hunting,
camping

Dept. of Tourism
201 W. Washington Ave.
PO Box 8690
Madison, WI 53708-8690

(800)432-8747
www.travelwisconsin.com

Vacation & recreation availability
information

RECREATIONAL VEHICLES

Motor Vehicle Division
Dept. of Transportation \
4802 Sheboygan Ave.
Madison, WI 53707

(608)266-1425
www.dot.state.wi.us

License dealers.

RECYCLING

Wisconsin Recycling Market Development
121 South Pinckney, Suite 110
Madison, WI 53703

(608)265-8589

Board.

REFINANCING COMPANIES

(See **MORTGAGE COMPANIES**)

REFERRAL SELLING

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

ATCP 121

REFRIGERANT

(See **MOBIL AIR CONDITIONING**)

REFUND POLICIES

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Fact Sheet: Refund Policies

REGULATION AND LICENSING, WISCONSIN DEPT. OF

Dept. of Regulation & Licensing	(877)617-1565	Licensed
1400 E. Washington Ave.	(608)266-5511	Rules & practice questions
Madison, WI 53708	drl.wi.gov	

REMODELING
(See **HOME IMPROVEMENT**)

RENT ABATEMENT
(See also **BUILDING CODES/INSPECTORS** and **LANDLORD/TENANT**)

Madison Building Inspection	(608)266-4551
Milwaukee Building Inspection	(414)286-2268
Green Bay Building Inspection	(920)448-3300

RENT-TO-OWN

Dept. of Financial Institutions	(800)452-3328
345 W. Washington Ave.	(608)264-7969
Madison, WI 53703	(608)261-9555

www.wdfi.org

RENTING
(See also **LANDLORD-TENANT**)

Commercial	Contact an attorney
Residential	See <u>LANDLORD/TENANT</u>

REPOSSESSION OF FINANCED GOODS
(See also **FINANCIAL INSTITUTIONS**)

Dept. of Financial Institutions	(608)261-9555
345 W. Washington Ave.	(800)452-3328
Madison, WI 53703	(608)264-7969

www.wdfi.org

RESPIRATORY CARE PRACTITIONERS

Dept. of Regulation & Licensing	(877)617-1565	Licensed
1400 E. Washington Ave.	(608)266-5511	Rules & practice questions
Madison, WI 53708	drl.wi.gov	

RESTAURANT

(See also **BEVERAGE LICENSING**)

Dept. of Health Services
Food Safety & Recreational Licensing
1 W. Wilson St., Rm. 150
Madison, WI 53703

(608)266-2835
dhs.wi.gov

Sanitation

RESTROOMS

(See **SANITARY FACILITIES**)

RETIREMENT PLANS

(See **PENSION PLANS**)

RETIREMENT HOMES

(See also **ELDERLY**)

Board on Aging & Long Term Care
1402 Pankratz St. Ste. 111
Madison, WI 53704

(800)815-0015
(800)242-1060
dhs.wisconsin.gov/
aging/longtermcare.
state.wi.us

Ombudsman Help Line
MEDIGAP Help Line

RETURN POLICIES

(See also **PRODUCT QUALITY, PRODUCT SAFETY**)

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Fact Sheet
Return/Refund Policies

REVENUE, WISCONSIN DEPT. OF

(See also **TAX**)

Dept. of Revenue
2135 Rimrock Rd
Madison WI 53713
PO Box 8949
Madison, WI 53708-8949

(608)266-2772
(608)266-2776
www.revenue.wi.gov

Individuals
Businesses

REVERSE MORTGAGES

(See **MORTGAGES**)

ROAD CONDITIONS

(See **TOURISM**)

RUNAWAY HOTLINE

National Runaway Switchboards

(800)RUNAWAY
www.1800runaway.org

Assistance if youth is in crisis.

RUSTPROOFING

(See **AUTOMOBILES**)

SALES TAX

(See **TAX**)

SALVAGE DEALERS

Motor Vehicle Division
Dept. of Transportation
4802 Sheboygan Ave.
PO Box 7910
Madison, WI 53707-7910

(608)266-1425
www.dot.wisconsin.gov

License required

SANITARY FACILITIES

Dept. of Commerce
201 W. Washington Ave.
PO Box 7970
Madison, WI 53707-7970

(608)266-1018
commerce.wi.gov

Comm. 54.12 sanitary facilities requires retail operations to have sanitary facilities available to patrons.

SAVINGS AND LOAN COMMISSION

(See also **Banks**)

Dept. of Financial Institutions
Div. of Banking, 4th Fl.
PO Box 7876
Madison, WI 53707-7876

(800)452-3328
(608)261-7578
(Option 3 & 2)
www.wdfi.org

Inquiries regarding state chartered S & L institutions only. Regulates practices of savings and loans.

Office of Thrift Supervision
Consumer Affairs
1700 G Street, NW
Washington, D.C. 20552

(800)842-6929

Federal Institution

SCALPING

(See **TICKET SCALPING**)

SCANNING

(See **PRICE SCANNING**)

SCHOOLS

(See also **EDUCATIONAL APPROVAL BOARD AND BUSING**)

Educational Approval Board
30 W. Mifflin St., 9th Fl.
PO Box 8696
Madison, WI 53708-8696

(608)266-1996
eab.state.wi.us

Inspects & approves schools and courses of instruction of continuing education. (Doesn't answer questions for K-12)

Motor Vehicle Division
Dept. of Transportation
4802 Sheboygan Ave.
PO Box 7910
Madison, WI 53707-7910

(608)264-7495
(608)266-2325
(608)266-2353
www.dot.wisconsin.gov

Commercial driving schools complaints
Licensing – CDL

Local School Board

Public K through 12 - contact local school administrative offices or search on internet for local phone number and names of school board members.

Dept. of Workforce Development
Bureau of Apprenticeship Standards
201 E. Washington Ave., Rm. E100
PO Box 7972
Madison, WI 53707

(608)266-3332
dwd.wisconsin.gov

Inquiries relating to Apprenticeship/indenture in construction, service or industrial trades. NOT a placement agency; employer must sponsor employee in this training.

Dept. of Public Instruction
Bureau of School Mgmt Services Team
Federal Aid & Audit Section

(608)266-2803
(608)267-9134
dpi.wi.gov

School busing
Initial contact: Local School District
Federal aid

Wisconsin Technical College System
4622 University Ave.
PO Box 7874
Madison, WI 53707-7874

(608)266-1207

(608)267-9062
(608)266-3738
www.wtcsystem.edu

General number - complaints against technical colleges
Apprenticeship
Financial aid

Higher Educational Aids Board
131 W. Wilson, 902
PO Box 7885
Madison, WI 53707-7885

(608)267-2206
heab.state.wi.us

Wisconsin financial aid, grant, scholarship and loans

SECOND-HAND SHOPS

(See **PAWN SHOPS**)

SECRET SERVICE

Madison – Secret Service
PO Box 2154
Madison, WI 53701

(608)264-5191
www.ustreas.gov

Milwaukee – Secret Service
517 E. Wisconsin Ave.
Milwaukee, WI 53202

(414)297-3587

SECRET WARRANTIES

(See **WARRANTIES**)

SECRETARY OF STATE, OFFICE OF

30 W. Mifflin Street, 10th Fl.
PO Box 7848
Madison, WI 53703

(608)266-5594
(608)266-5653
(608)266-3470
www.sos.state.wi.us

Notary Clerk
Trademarks/Tradenames
Budget & Personnel

SECURITIES

Dept. of Financial Institutions
Division of Securities, 4th Fl.
PO Box 1768
345 W. Washington Ave.
Madison, WI 53701-1768

(608)266-1064
(608)261-9555
(800)472-4325
(Option 3)
www.wdfi.org

For persons seeking investor protection regarding legitimacy or legality of securities or franchise investment.

Jurisdiction:

-Controls fraud and misrepresentation in securities and franchise transactions.
-Licenses all dealers, agents and advisors, and makes appropriate rules and regulations in public interest.
Must approve all advertising of securities before they can be circulated.

US Securities Exchange Commission
100 F Street NE
Washington DC 20549-0213

(800)732-0330
(312)353-7390
www.sec.gov

SECURITY DEPOSIT

(See **LANDLORD-TENANT**)

SELF DEFENSE

(See **DEFENSE SPRAYS**)

SEMI-TRACTOR TRAILERS

Contact an attorney.
Auto repair law does not apply.

SENIORS

(See **ELDERLY**)

SEPTIC SYSTEM COMPLAINTS

Dept. of Commerce
Div. of Safety & Buildings -Plumbing Products
201 W. Washington Ave.
PO Box 2658
Madison, WI 53701

(608)266-0955

(608)267-1401
www.commerce.state.
wi.us

If a complaint involves reimbursement for septic system installation

Approval of septic additives

Dept. of Natural Resources
101 S. Webster St.
Madison, WI 53703

(888)936-7463
http://dnr.wi.gov/wnrma
g/html/supps/1999/aug
99/drink.htm

Brochure from DNR - "Septic Tank Additives"

SEXUAL OFFENDER REGISTRY

US Department of Justice
950 Pennsylvania Avenue, NW
Washington, DC 20530-0001

(202)514-2000
nsopw.gov

National sex offender public website

SHERIFF DEPARTMENTS

Department of Justice
Division of Criminal Investigation
17 W. Main St., 5th Fl.
PO Box 7857
Madison, WI 53707-78577

(608)266-1671
(608)266-1447
www.doj.state.wi.us

See listing of Wisconsin sheriff offices in Appendix, page 204.

Complaints regarding misconduct in office only.

SILVER

Securities
Dept. of Financial Institutions
345 W. Wisconsin Ave., 3rd Fl.
PO Box 8041
Madison, WI 53708-8041

(608)266-3434
(800)472-4325
www.wdfi.org

Licensing

Commodities Futures Trading Commission
Three Lafayette Center
1155 21st St NW
Washington, DC 20581

(866)366-2382
(202)418-5250
Fax: (202)418-5525
www.cftc.gov

SLAMMING

(See **TELECOMMUNICATIONS**)

Unauthorized switching of long distance telephone service

SMALL BUSINESS

(See also **BUSINESS AND BUSINESS OPPORTUNITIES, DISTRIBUTORSHIPS, FRANCHISE**)

Small Business Admin.
740 Regent St., Ste. 100
Madison, WI 53715

(608)441-5263
www.sba.gov

Small Business Admin.
310 W. Wisconsin Ave., Suite 400
Milwaukee, WI 53203

(414)297-3941

Small Business Ombudsman
Dept. of Commerce
201 W. Washington Ave
PO Box 7970
Madison WI 53707-7970

(608)267-0297
(800)435-7287
www.commerce.wi.us

"Going into Business in Wisconsin" published by DOC. Mediates small business complaints involving governmental agencies, business start-ups and expansions.

SMALL CLAIMS COURT

DATCP 2811 Agriculture Dr. PO Box 8911 Madison, WI 53708-8911 Judicial Commission 110 E. Main St., Rm. 700 Madison, WI 53703	(800)422-7128 (608)224-4976 datcp.wisconsin.gov (608)266-7637 www.judicial-complaint.com	Brochure - "Small Claims Court" Complaints against court commissioners and judges.
Small Claims Court Numbers	(414)278-4140 (608)266-4287 (262)653-2647 (262)636-3144 (262)548-7552 (262)335-4349 (262)284-8413 (920)459-3070 www.wicourts.gov	Milwaukee Madison Kenosha Racine Waukesha Washington Ozaukee Sheboygan

SMOKE ALARMS

(See **FIRE AND BURGLARY ALARMS & SMOKE DETECTORS**)

SMOKING

Dept. of Commerce Safety Inspection (for public sector only) 201 W. Washington Ave PO Box 7970 Madison WI 53707-7970	(608)261-2503	Smoking violations and other operator actions causing safety risk to the general public.
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SNOWMOBILES

(See also **RECREATION**)

DATCP 2811 Agriculture Dr. PO Box 8911 Madison, WI 53708-8911	(800)422-7128 (608)224-4976 datcp.wisconsin.gov	Manufacturer defect
Dept. of Natural Resources 101 S. Webster St. Madison, WI 53703	(888)936-7463 dnr.wi.gov	Snowmobile safety programs ATV & snowmobile registration

SOCIAL SECURITY

(See also **ELDERLY**)

Social Security Admin.
Office of Public Inquiries
Windsor Park Bldg.
6401 Security Blvd.
Baltimore, MD 21235

(800)269-0271
(800)772-1213
www.ssa.gov

Fraud line.
Number of free publications available.
Nationwide service. If caller needs to be seen in person, they will be referred to the correct area office, or visit website.
Local office information via automated service.

SOCIAL WORKERS

Dept. of Regulation & Licensing
1400 E. Washington Ave., Rm. 112
PO Box 8935
Madison, WI 53708-8935

(877)617-1565
(608)266-0145
(608)266-2112
(608)266-7482
drl.wi.gov

Automated RTL System
Licensed; rules and practice questions
Number of complaints

SODA WATER BEVERAGE

DATCP – Trade Division
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(608)224-4927
datcp.wisconsin.gov

Price discrimination

SOLAR ENERGY

WI – Focus on Energy
Focus on Energy
431 Charmany Drive
Madison, WI 53719

(800)762-7077
Focusinfo@focusonenergy.com

Solar info packet available

WI - Housing and Economic Development Authority (WHEDA)
201 W. Washington Ave., Ste. 700
Madison, WI 53703
PO Box 1728
Madison, WI 53701-1728

(608)266-7884
(800)334-6873
www.wheda.com

Low interest home improvement loans

140 S. 1st St., Ste. 200
Milwaukee, WI 53204

(800)628-4833
(414)227-4039

SOLICITATIONS

(See also **CHARITABLE SOLICITATIONS**)

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Brochures available: Home Solicitation, sales in hotel rooms, fairs, telephone, mailings

SPEECH PATHOLOGISTS

Dept. of Regulation & Licensing
PO Box 8935
Madison, WI 53708

(877)617-1565
(608)266-7482
drl.wi.gov

Licensed
Rules and practice questions
Number of complaints (\$5.28 to Reg. &
Licensing for rule book on any
regulated professional)

SPACE HEATERS/STOVES

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

SPAM

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Unauthorized e-mail messages

Federal Trade Commission (FTC)
Consumer Response Center
600 Pennsylvania Ave., NW
Washington DC 20580

(877)382-4357
www.ftc.gov

spam@uce.gov

North American Securities Administrators
Association Inc (NASAA)
750 First Street, N.E., Suite 1140
Washington, D.C. 20002

(202)737-0900
www.nasaa.org

Investments

U.S. Securities & Exchange Commission
100 F St, NE
Washington DC 20549-0213

(888)732-6585
(800)732-0330
www.sec.gov
enforcement@sec.gov

Stock scams

U.S. Postal Inspection Service
Criminal Investigations Service Center
ATTN: Mail Fraud
222 S. Riverside Plaza, Ste. 1250
Chicago IL 60606-6100

(800)372-8347
postalinspectors.uspis.
gov

Mail fraud
Online complaint form on website

Food and Drug Administration (FDA)
5600 Fishers Ln
Rockville MD 20857-0001

www.fda.gov/oc/
buyonlineform.htm

webcomplaints@
ora.fda.gov

Drugs and other health products
Report internet problems.

STATE AGENCIES – WISCONSIN

See list of Wisconsin state agencies in
Appendix, page 210.

STATE BAR OF WISCONSIN

5302 Eastpark Blvd.
Madison, WI 53718
PO Box 7158
Madison, WI 53707-7158

(800)728-7788
(608)257-3838
(800)444-9404
(608)250-6168

Ethics Hotline

STATE BILLS

(See **LEGISLATION**)

STATE EMPLOYEES DIRECTORY

State of Wisconsin

(608)266-2211
<http://165.189.80.128/sowdir/directory-online.asp>

Automated – voice activated

STATE LAB

State Lab of Hygiene
465 Henry Mall
Madison, WI 53706-1578

(888)494-4324
(608)263-3280
(608)224-6202

General number
Emergency only
Kit for testing water & general info

Environmental Section
2601 Agriculture Dr.
Madison, WI 53718

(800)442-4618
www.slh.wis.edu

STATUE OF LIMITATIONS

6 yrs. – property damage, medical bills
3 yrs. – personal injury

STATUTES (COPIES OF)

Dept. of Administration
Document Sales and Distribution
PO Box 7840
Madison WI 53707-7840

(608)266-3358
www.legis.state.wi.us/rsb/statutes.html

docsales@doa.state.wi.us

STOCKS & BONDS

(See **SECURITIES**)

STORAGE

(See **MOVING**)

STORAGE TANKS

Dept. of Commerce
Bureau of Petroleum Products & Tanks
PO Box 7837
Madison, WI 53707-7837

(608)261-7725
www.commerce.state.
wi.us

Under and above ground.

Dept. of Natural Resources
101 S Webster St
PO Box 7921
Madison WI 53707-7921

(608)266-2621

STRAY VOLTAGE

Dept. of Commerce
Safety & Buildings Electrical Program
201 W. Washington Ave
PO Box 7970
Madison WI 53707-7970

(608)266-0056
www.commerce.state
wi.us

Public Service Commission
610 N. Whitney Way
PO Box 7854
Madison, WI 53707-7854

(800)255-7729
(608)267-6718
(608)267-9229
www.psc.wi.gov

DATCP - DAD
Rural Electrical Power Services
PO Box 8911
Madison, WI 53708
Farmers Assistance Hotline

(800)942-2474
(608)224-5055
datcp.wisconsin.gov

Stray voltage assessment application

STUDENT LOANS

Wisconsin Education Assoc. of Student
Support Programs (WEASSP)
PO Box 640
Milwaukee, WI 53201

www.weassp.org

Scholarship application through
WEASSP

Wisconsin Technical College Systems Board
PO Box 7874
4622 University Ave.
Madison, WI 53705-7874

(608)266-1207
www.wtcsystem.edu

Complaints regarding technical
colleges. Grant information to
expand/assist education, not student
grants/loans.

SURPLUS

General Service Administration
1800 F St NW
Washington, D.C. 20405

(202)501-1777
www.govsales.gov
gsaauctions.gov

Used government equipment and
property seized by U.S. Dept. of Justice
Listing of items for sale
Listing of items being auctioned

U.S. Marshal's Service
DOJ Asset Forfeiture Program

(202)307-9009
(888)878-3256
www.usmarshals.gov

Surplus/confiscated goods sales info.

Eastern District of Wisconsin (E/WI)
U.S. Marshal (414)297-3707
U.S. Courthouse
517 E. Wisconsin Avenue Suite 38
Milwaukee, WI 53202

Western District of Wisconsin (W/WI)
U.S. Marshal (608)661-8300
120 N. Henry Street, Room 440
Madison, WI 53703

Dept. of Public Instruction (800)441-4563
Surplus Food (608)264-6700
School Nutrition Team dpi.wi.gov
125 S. Webster Street
PO Box 7841
Madison WI 53707-7841

Surplus food application for qualified organizations/distributors. Not for individuals.

SURVEYING

(See **LAND SURVEYORS**)

SWEEPSTAKES

(See **CONTESTS**)

SWIMMING POOLS

(See **ENVIRONMENTAL SANITATION**)

TANNING BOOTHS AND DEVICES/SUNLAMPS

Food & Drug Administration (808)463-6332
Center for Devices & Radiological Health www.fda.gov
5600 Fishers Ln
Rockville MD 20857-0001

FDA
– labels on devices/sunlamps

Federal Trade Commission (FTC) (877)382-4357
Bureau of Consumer Protection www.ftc.gov
Consumer Response Center
600 Pennsylvania Ave., NW
Washington DC 20580

FTC Information Line – false, misleading, deceptive advertising claims

U.S. Consumer Product Safety Commission (800)638-2772
4330 East West Hwy. www.cpsc.gov
Bethesda, MD 20814

Obtain product safety information or report unsafe products

Dept. of Health Services (608)266-1865
1 W. Wilson St. dhs.wisconsin.gov
Madison, WI 53703

Hygiene/sanitation issues

TATOO REGULATION

Not regulated by Wis. Stats., except for minors (Wis. Stats. § 948.70)

Check local municipality for any ordinances.

Dept. of Health Services
Bureau of Environmental Health
1 W. Wilson St.
Madison, WI 53703

(608)266-0915
dhs.wisconsin.gov

Tattoos, Wis. Stats. § 252.23
Body Piercing, Wis. Stats. § 252.24

TAX

(See also **HOMESTEAD PROPERTY TAX CREDIT PROGRAM**)

Internal Revenue Service (Federal)

(800)829-1040

Federal tax information (personalized help for individuals)

(877)777-4778

Taxpayer advocate service

Dept. of Revenue
2135 Rimrock Rd
Madison WI 53713
PO Box 8949
Madison, WI 53708-8949

(800)829-3676
www.irs.gov
(608)266-2772
(608)266-2772
(608)266-8641
(608)266-8100
(866)947-7363
(608)261-6261
(608)266-1961
(608)266-1143
(608)266-2776
(608)266-2772
(608)266-2890
(608)266-3845
www.dor.state.wi.us

Federal tax forms by mail (free downloads online)
WI income tax
Inheritance, gift & fiduciary tax
Homestead Credit
WI refunds

Sales & withholding tax
WI tax forms
Corporation tax
Sellers permit (business)
Customer service
Tax forms/copies of returns
Manufacturing Property Tax

Dept. of Revenue
819 N. 6th St., Rm. 408
Milwaukee, WI 53203

(414)227-4907
(414)227-4000
(414)227-4147 TTY

Refunds
General information

AARP
222 W. Washington Ave., Ste. 600
Madison, WI 53703

(866)448-3611
www.aarp.org

Tax service for AARP; older people, middle to low income. (Membership not required) Visit website.

Dept. of Regulation & Licensing
Accounting Examining Board
Bureau of Business & Design Professions
PO Box 8935
1400 E. Washington Ave.
Madison, WI 53703

(877)617-1565
(608)266-2112
drl.wi.gov

Complaints against tax preparation services that hold a CPA certification.

TAXICABS

Local Governments

Contracted and licensed by transportation divisions of local municipalities. Taxi meters are regulated by Weights & Measures.

TAXIDERMISTS

Dept. of Natural Resources
101 S. Webster St.
Madison, WI 53703

(608)266-0862
www.dnr.state.wi.us

Licensing

U.S. Dept. of Agriculture (USDA)
Veterinary Services
1400 Independence Ave
Washington DC 20250

(202)720-2791
www.usda.gov

Inspection of services that have imported skins from other countries only.

USDA
6510 Schroeder Rd Ste 2
Madison WI 53711

(608)270-4000

TEAR GAS

(See **DEFENSE SPRAYS**)

TECHNICAL COLLEGES

Wisconsin Technical College System
PO Box 7874
4622 University Ave.
Madison, WI 53707-7874

(608)266-1207
www.wtcsystem.edu

Complaints against technical colleges

TELECOMMUNICATIONS

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Unauthorized switching of long distance telephone service (slamming & cramming).

Public Service Commission
610 N. Whitney Way
PO Box 7854
Madison, WI 53707-7854

(800)225-7729
(608)266-2001
psc.wi.gov

Federal Communication Commission
Consumer & Government Affairs Bureau
445 12th St SW
Washington, D.C. 20554

(888)225-5322
www.fcc.gov

Slamming, cramming, truth-in-billing, truth-in-advertising

Small Business Development Centers
U.W. Extension Offices
425 Extension Building
432 N Lake Street
Madison WI 53706

(608)263-7794

For small business counseling and management education. Some U.W. Extensions evaluate new product ideas and inventions.

TELEMARKETING

(See also **PHONEBUSTERS**)

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Fact sheet

TELEPHONE

(See also **JUNK PHONE SOLICITATION TELECOMMUNICATIONS**)

Public Service Commission
610 N. Whitney Way
PO Box 7854
Madison, WI 53707-7854
DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(608)266-2001
(800)225-7729
(608)267-9508
psc.wi.gov
(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Consumer complaints

Links to websites that compare calling plans, cards and cell phones
Prerecorded solicitations, Wis. Stats. § 100.52, FCC prohibits solicitations prior to 8:00 AM or after 9:00 PM

datcp hotline@wi.gov

Dept. of Justice
17 W. Main St., 5th Fl.
PO Box 7857
Madison, WI 53707-7857

(608)266-1221
www.doj.state.wi.us

Taping phone conversations

TENANT

(See **LANDLORD-TENANT**)

TERM PAPER MILLS

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

THERAPISTS

Dept. of Regulation & Licensing
Marriage & Family Therapists
Bureau of Health Professions
1400 E. Washington Ave.
PO Box 8935
Madison, WI 53708

(608)266-2112
(877)617-1565
(608)266-2811
drl.wi.gov

Dept. of Regulation & Licensing licenses therapists; rules & practice questions.

THREE DAY RIGHT TO CANCEL

(See **DOOR-TO-DOOR SALES**)

Purchase for personal use, not business-to-business.

TICKET REFUNDS

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Statute 100.73 Requires promoters to refund purchase price under certain circumstances

TICKET SCALPING

State Fair Park Board
640 S. 84th St.
West Allis, WI 53214

(414)266-7000

Wis. Stats. § 42.07 – State Fair. Otherwise municipality regulates.

National Association of Ticket Brokers (NATB)
214 N. Hale St.
Wheaton, IL 60187

<http://natb.org/>

Bonded ticket brokers

TIMESHARES

(See also **CONDOMINIUMS**)

Dept. of Regulation & Licensing
Bureau of Business & Design Professions
1400 E. Washington Ave.
PO Box 8935
Madison, WI 53708

(877)617-1565
(608)266-2112
(608)266-5511
drl.wi.gov

Main reception number
Number of complaints – timeshare salesperson

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Fact sheet

US Dept. of State
Office of American Services
2201 C St NW, Ste 4811
Washington, DC 20520-4800

(202)647-5225

Overseas purchase

TIRES

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Advertising & selling practices

NHTSA
National Highway Traffic Safety Administration
1200 New Jersey Ave., SE
West Building
Washington, D.C. 20590

(800)424-9393
(888)327-4236
(202)366-5322
www.nhtsa.dot.gov

Safety-NHTSA
Auto Safety Hotline
NHTSA, Office of Vehicle Safety Compliance

TOBACCO

(See **CIGARETTE SALES**)

TOLL-FREE NUMBERS

Toll-Free Directory Assistance (800)555-1212 Call for specific area of interest

TOURISM

Dept. of Tourism (608)266-2161
201 W. Washington Ave. (800)432-8747
PO Box 8690 www.travelwisconsin.
Madison, WI 53708-8690 com

Wisconsin Dept. of Transportation www.511wi.gov Road conditions in Wisconsin
4802 Sheboygan Ave.
PO Box 7911
Madison, WI 53707

TOWING

Local State Patrol district office Tow truck equipment violations only.
Check your local telephone directory.

State Patrol (608)266-3212
4802 Sheboygan Ave., Rm. 551 www.dot.wisconsin
PO Box 7912 .gov/statepatrol/
Madison WI 53707-7912

TOXIC SUBSTANCES

Dept. of Natural Resources (888)936-7463 Environmental protection
101 S. Webster St. (608)266-2621
Madison, WI 53703 www.dnr.state.wi.us

Wisconsin Emergency Management (800)943-0003 24 hr. spill reporting hotline
Dept. of Military Affairs dma.wi.gov
2400 Wright Street
PO Box 7865
Madison WI 53707-7865

TOYS

(See **PRODUCT SAFETY**)

TRADE NAMES/TRADEMARKS

(See also **COPYRIGHTS, PATENTS**)

Secretary of State (608)266-5653 Government Records Division –
Trademark Applications Request www.sos.state.wi.us Trademarks/Tradenames
PO Box 7848
Madison, WI 53707

U.S. Dept. of Commerce
Patent & Trademark Office
Trademark Assistance Center
Madison East, Concourse Level, Rm. C55
600 Dulany St
Alexandria, VA 22314

(800)786-9199
(703)308-4357
www.uspto.gov

Recording that gives telephone number regarding how to file for patent protection, general info regarding patents, copyright info, or federal registration of trademark.

TRADE PRACTICES, ORDERS ON UNFAIR

DATCP – Trade Bureau
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(608)224-4970
(608)224-4989 or 4928
(608)224-4925 or 4989

Dairy
Drug
Unfair Sales Act

Unfair Trade Practice Orders. Dept. of Agriculture general orders prohibiting unfair or deceptive trade practices. Soda water, malt beverages, motor fuel, tobacco, music royalties

TRADEMARKS

(See **TRADE NAMES/TRADEMARKS**)

TRADING STAMPS

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

TRAILERS

Motor Vehicle Division
Dept. of Transportation
4802 Sheboygan Ave.
Madison, WI 53707

(608)266-1425
www.dot.wisconsin.gov

Licenses dealer – dealership license plates

TRANSIENT MERCHANTS

(See **DOOR-TO-DOOR SALES**)

TRANSPORTERS

Motor Vehicle Division
Dept. of Transportation
4802 Sheboygan Ave.
Madison, WI 53707

(608)266-1425
www.dot.wisconsin.gov

Licenses transporters

TRANSPORTATION

Wisconsin Dept. of Transportation
4802 Sheboygan Ave.
PO Box 7911
Madison, WI 53707

(608)266-1425
(608)266-3666
www.dot.wisconsin.gov

Dealer Licensing
Vehicle Registration

TRAVEL

(See **VACATION OFFERS**)

TRAVELING SALES JOBS

(See **JOB TRAINING**)

TREASURER’S OFFICE

Wisconsin Treasurer’s Office
1 S. Pinckney St., Ste. 550
PO Box 7871
Madison, WI 53707

(877)699-9211
(608)267-7977
www.statetreasury.
wi.gov

TRESPASSING

Refer to local county District Attorney

See listing in Appendix, page 181.

TRIAD OF WISCONSIN

517 N. Segoe Rd., Ste. 300
Madison, WI 53705

(608)441-7897
www.triadofwisconsin.
org

Seniors, sheriffs and DATCP combat
elderly fraud.

TRUTH-IN-LENDING

(See also **CONSUMER ACT, WISCONSIN**)

Dept. of Financial Institutions
Office of Consumer Affairs
345 W. Washington Ave.
PO Box 7876
Madison, WI 53707-7876

(800)452-3328
(608)264-7969
www.wdfi.org

Inquiries

Federal Trade Commission
Bureau of Consumer Protection
Consumer Response Center
600 Pennsylvania Ave
Washington DC 20580

(877)FTC-HELP or
(877)382-4357
www.ftc.gov

FTC Information Line

UNCLAIMED PROPERTY

Office of the State Treasurer
Unclaimed Property Div.
1 S. Pinckney St.
PO Box 7871
Madison, WI 53707-7871

(877)699-9211
(608)267-7977
www.statetreasury.
wisconsin.gov

View property list on website link and a link to national listings.

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Disposition of unclaimed articles chap. 779.74 (Liens)

UNDERGROUND STORAGE TANKS

(See **STORAGE TANKS**)

UNDERWRITERS LABORATORIES

Underwriters Laboratories
333 Psingsten Road
North Brook, IL 60062

(877)854-3577
(847)272-8800
www.ul.com

-Toll-free problem reporting.
-Write for Directory of Research Bulletins, Attn: Publications Dept.
-Test products for safety.

UNEMPLOYMENT COMPENSATION

Dept. of Workforce Development
Unemployment Compensation Div.
201 E. Washington Ave.
Madison, WI 53707

(800)494-4944
(608)232-0824
(800)822-5246
(414)438-7713
(414)438-7700
(608)232-0678
www.dwd.state.wi.us

Complaints, inquiries and written information

To file a claim

UNFAIR SALES ACT

DATCP – Trade Division
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(608)224-4925
(608)224-4989
datcp.wisconsin.gov

UNFAIR TRADE PRACTICE ORDERS

(See **TRADE PRACTICES, ORDERS ON UNFAIR**)

UNIFORM COMMERCIAL CODE (UCC)

Dept. of Financial Institutions
Office of Consumer Affairs
PO Box 8041
Madison, WI 53708-8041

(608)261-9555
(800)452-3328
(608)261-9548
www.wdfi.org

UNIONS

National Labor Relations Board
310 W. Wisconsin Ave., Suite 700
Milwaukee, WI 53203

(414)297-3861
www.nlr.gov

Consumer complaints regarding unions
Contact local office

UNIVERSAL PRODUCT CODE (UPC)

GS1 US
Princeton Pike Corporate Center
1009 Lenox Dr., Ste 202
Lawrenceville, NJ 08648

(609)620-0200
www.gs1.org

Corporate

UNSOLICITED MERCHANDISE

(See also **NEGATIVE OPTION PLANS**)

Wis. Stats. § 241.28
Facts: Wis. law provides that unordered merchandise can be taken as a gift, and can be used without any obligation to sender, but does not apply to merchandise which may have been ordered orally, in writing, or which has been sent under a negative option plan.

UPC

(See **UNIVERSAL PRODUCT CODE**)

U.S. ATTORNEY GENERAL

Attorney General
US Department of Justice
950 Pennsylvania Ave. NW
Washington, D.C. 20530-0001

(202)353-1555
www.usdoj.gov

USURY LAW

Dept. of Financial Institutions
Office of Consumer Affairs
PO Box 8041
Madison, WI 53708-8041

(608)261-9555
(800)452-3328
(608)264-7969
www.wdfi.org

General number
Toll-free number

UTILITIES

Public Service Commission
PO Box 7854
610 N. Whitney Way
Madison, WI 53707-7854

(608)266-2001
(800)225-7729
psc.wi.gov

Complaint mediation. Utility rates,
billings and disconnects

Citizen's Utility Board
16 N. Carroll St., Ste 530
Madison, WI 53703

(608)251-3322
www.wiscub.org

Consumer oriented lobbying group
supported by donations from public.

WI Federation of Cooperatives
131 W. Wilson St.
Ste. 400
Madison, WI 53703

(608)258-4400

Electric cooperatives

UTILITY SHUT-OFF RULES (PSC RULES)

(See also **ENERGY** and **ENERGY ASSISTANCE**)

Public Service Commission
PO Box 7854
Madison, WI 53707-7854

(608)266-2001
(800)225-7729
www.psc.wi.gov

Require utilities to give a disconnect
notice, either by first-class mail or in
person of a proposed disconnect.

Customers must be informed of their
right to dispute the shut-off through
appeal procedures established by both
the utility and the PSC.

Utility must postpone decision to
disconnect if health is endangered.

Energy Help Initiative

(800)522-3014
energyhelp.wi.gov

VACATION OFFERS

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Fact Sheet: Vacation Offers

American Society of Travel Agents
Consumer Affairs Dept.
1101 King St., Ste. 200
Alexandria, VA 22314

(800)275-2782
www.asta.org

VANITY PUBLICATIONS

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Fact Sheet: Vanity Publications

VENDING MACHINES

Dept. of Health Services
Environmental & Occupational Licensing
1 W. Wilson St., Rm. 150
Madison, WI 53702

(608)266-2835

Licensing of state vending machines.

VETERANS AFFAIRS

U.S. Department of Veteran Affairs
810 Vermont Ave., NW
Washington DC 20420

(800)827-1000
(202)461-7402
www.va.gov

General info and assistance. Visit website for specified contact need.

Milwaukee VA Center
5401 N. 76th St.
Milwaukee, WI 53218

(414)536-1301

Madison VA Center
706 Williamson St.
Madison, WI 53703

(608)266-1311

VETERINARIANS

Dept. of Regulation & Licensing
Bureau of Health Professions
1400 E. Washington Ave., Rm. 112
PO Box 8935
Madison, WI 53708-8935

(877)617-1565
(608)266-2811

Licensing; including animal technicians.
Rules and practice questions
Number of complaints

(608)266-7482
drl.wi.gov

Division of Enforcement

VICTIMS RIGHTS

Dept. of Justice
Office of Crime Victim Services
PO Box 7951
Madison, WI 53707-7951

(800)446-6564
(608)264-9497
www.doj.state.wi.us

VIDEO GAMES

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
www.esrb.org

Fact Sheet

Entertainment Software Ratings Board
317 Madison Ave., 22nd Fl.
New York, NY 10017

(212)759-2223
www.esrb.org

VIDEO POKER

(See **GAMBLING**)

VITAMINS & FOOD SUPPLEMENTS

U.S. Food & Drug Administration
Center for Food Safety & Nutrition
5100 Paint Branch Pkwy.
Collage Park, MD 20740-3835

(888)723-3366
www.fda.gov

VOCATIONAL REHABILITATION

Dept. of Workforce Development
Div. of Voc. Rehab.
201 E. Washington Ave.
PO Box 7852
Madison, WI 53707-7852

(608)261-0050
(800)442-3477
dwd.wisconsin.gov/dvr

Provide vocational rehabilitation services for all adults with disabilities.

VOLATILE ORGANIC COMPOUNDS (VOC)

U.S. Environmental Protection Agency
Ariel Rios Building
1200 Pennsylvania Ave. NW
Washington, DC 20460

(202)272-0167
TTY (202)272-0165

Federal rules control emissions of VOC's which help make up ground-level ozone.

VOTING RIGHTS

Elections Division – Wisconsin Government
Accountability Board
212 E. Washington Ave., 3rd Fl.
PO Box 7854
Madison, WI 53707-7984

(608)266-8005
elections.state.wi.us

Election Laws - voter registration questions

WAGES

(See also **EMPLOYMENT**)

Dept. of Workforce Development
Equal Rights Division
201 E. Washington Ave.
PO Box 7946
Madison, WI 53707

(608)266-6860
(414)227-4384
www.dwd.state.wi.us

Madison
Milwaukee

US Dept. of Labor
Employment Standards Administration
Wage & Hour Division
740 Regent St., Ste. 102
Madison, WI 53715

(866)487-9243
(608)441-5221
www.dol.gov

WAREHOUSE

(See **MOVING**)

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(608)224-4933

Warehouse storage regulated by Trade Division

WARRANTIES

DATCP 2811 Agriculture Dr. PO Box 8911 Madison, WI 53708-8911	(800)422-7128 (608)224-4976 datcp.wisconsin.gov	Wis. Stats. §§ 402.314-402.316 Federal: Magnuson-Moss Warranty Act Brochure Extended Warranties
Dept. of Transportation Dealers Division 4802 Sheboygan Ave. PO Box 7911 Madison, WI 53707	(608)266-1425 www.dot.wisconsin.gov	Secret warranties on automobiles. Extended warranties through <u>manufacturers</u> only.
Dept. of Commerce Safety & Buildings 201 W. Washington Ave PO Box 7970 Madison WI 53707-7970	(800)947-3529 (608)266-3151 www.commerce.state. wi.us	Mobile Homes
Federal Trade Commission Consumer Response Center 600 Pennsylvania Ave. NW Washington, D.C. 20580	(877)382-4357 www.ftc.gov	10:30-2:30 Monday-Friday Enforces Magnuson-Moss Warranty Act, deceptive advertising, etc.

WARRANTIES – EXTENDED

Office of the Commissioner of Insurance 125 S. Webster St. Madison, WI 53703	(608)264-6236 (608)267-4388 (800)236-8517 (608)266-3585 oci.wi.gov	Filing Financial Security Requirements Licensing Toll-free number General number
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WASTE CONTROL

(See also POLLUTION)

Dept. of Natural Resources 101 S. Webster St. PO Box 7921 Madison, WI 53707-7921	(608)266-2621 (888)936-7463 (800)943-0003 (608)266-0821 (608)266-2111 (608)267-7694 www.dnr.state.wi.us	24 hr. Spill Reporting Hotline Bureau of Drinking Water & Groundwater Waste & Materials Management Bureau of Watershed Management
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WATER

(See also **ENVIRONMENT, POLLUTION, WASTE CONTROL**)

Public Service Commission
610 N. Whitney Way
PO Box 7854
Madison, WI 53707-7854

(608)266-5614
(800)225-7729
psc.wi.gov

Complaints

State Lab of Hygiene
465 Henry Mall
Madison, WI 53706

(608)224-6202
(800)442-4618
(608)263-3280
(888)494-4324
www.slh.wis.edu

Water testing

Emergency only number
General Number

WATER PARKS

(See **ENVIRONMENTAL SANITATION**)

WATER TREATMENT DEVICES

Dept. of Commerce
Div. of Safety & Buildings
Plumbing Products
201 W. Washington Ave.
PO Box 2658
Madison, WI 53701

(608)267-1401
www.commerce.state.wi.us

Devices (including softeners and purifiers) approved. Review includes:
1. Materials that contact water.
2. Product labeling performance claims.
3. Reproducible scientific evidence to support claim.

WATERPROOFING (BASEMENT)

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Chapter ATCP 133

WEATHERIZATION

(See **ENERGY ASSISTANCE** and **ENERGY**)

See list of Wisconsin weatherization providers in Appendix, page 250.

WEEDS – NOXIOUS

Dept. of Natural Resources
101 S. Webster St.
Madison, WI 53703

(608)266-9276
(608)267-7438
www.dnr.state.wi.us

Forestry
Endangered resources

WEIGHT LOSS CENTERS

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Proof of financial responsibility requirements

WEIGHTS & MEASURES

(See **AGRICULTURE, TRADE AND CONSUMER PROTECTION, DEPT. OF**)

WELFARE PROBLEMS

Refer to local welfare office. If already been to caseworker, go to supervisor. Last resort you can refer to Bur. of Economic Assistance at Dept of Health Services (Madison).

WELL DRILLERS

Dept. of Natural Resources
Bureau of Drinking & Ground Water
101 S Webster St
PO Box 7921
Madison WI 53707-7921

(608)266-0153
www.dnr.state.wi.us

License drillers and pump installers. Quality of work and code violation complaints only. Pump installers and drinking water, and groundwater. Deal with all aspects from well to dwelling.

WHEELER REPORT

Wheeler Reports Inc.
111 W. Wilson St., #UL-11
Madison, WI 53703

(608)287-0130
www.thewheelerreport.com

Daily summary of statewide news concerning state government.

WHISTLE BLOWER

Government Accountability Office
GAO Fraud Net
441G St. NW, Mail Stop 4T21
Washington, D.C. 20548

(800)424-5454
FAX: (202)512-3086
www.gao.gov

fraudnet@gao.gov

To report misspent federal dollars. Automated system

WILLS, ESTATES

(See also **LIVING WILLS, PROBATE**)

Dept. of Health Services (Living Wills)
PO Box 309
Madison, WI 53701

(608)266-1251
dhs.wisconsin.gov

Living Will:
Wis. adults may authorize that life sustaining medical procedures be withheld or withdrawn in terminal cases, signing "Declaration to Physicians." Copies can be obtained from doctors, nursing homes, hospitals, county clerks or lawyers, or send self-addressed, stamped envelope to Dept. of Health Family Services. Also advise to contact private attorney and accountant.

WINDOW CORDS/BLINDS

Window Covering Safety Council
355 Lexington Ave., Ste. 1500
New York, NY 10017

(800)506-4636
(212)297-2100
www.windowcoverings.org

Safety & design tips. Order retrofit cord kits (currently remain free, up to 5).

U.S. Consumer Product Safety Commission
4330 East West Hwy.
Bethesda, MD 20814

(800)638-2772
www.cpsc.gov

WINDOWS AND PATIO DOORS

(See also **HOME IMPROVEMENT**)

Dept. of Commerce
Safety & Building Division
201 W. Washington Ave
PO Box 7970
Madison WI 53707-7970

Contact local building inspection unit.
Code information for home improvement

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Home improvement questions

WIRELESS CABLE

Dept. of Financial Institutions
Division of Securities
PO Box 1768
Madison, WI 53701-1768

(800)452-3328
(608)266-1157
www.wdfi.org

Investment questions.

WISCONSIN CONSUMER ACT

(See **CONSUMER ACT, WISCONSIN**)

WISCONSIN STATE AGENCIES

www.wisconsin.gov

For addresses and phone numbers of Wisconsin state agencies, see attached Appendix, page 210.

WISCONSIN WEB PORTAL

www.wisconsin.gov

WORK-AT-HOME SCHEMES

(See also **BUSINESS AND BUSINESS OPPORTUNITIES, HANDICRAFTS - HOME BUSINESS**)

DATCP
2811 Agriculture Dr.
PO Box 8911
Madison, WI 53708-8911

(800)422-7128
(608)224-4976
datcp.wisconsin.gov

Information sheet available

WORKERS COMPENSATION

Dept. of Workforce Development
Worker's Comp. Division
201 E. Washington Ave.
PO Box 7901
Madison, WI 53707-7901

(608)266-1340
[www.dwd.state.wi.us/
wc/](http://www.dwd.state.wi.us/wc/)

WORLD DAIRY EXPO

3310 Latham Dr.
Madison, WI 53713
X, Y, Z

(608)224-6455

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BETTER BUSINESS BUREAUS

www.bbb.org

Information taken from the: *2010 Consumer Action Handbook*

Council of Better Business
Bureaus, Inc.
4200 Wilson Blvd., 8th Floor
Arlington, VA 22203-1838
703-276-0100
Fax: 703-525-8277
E-mail: info@bbb.org
www.bbb.org

Alabama

Birmingham
Toll free: 1-800-824-5274
205-558-2222

Boaz
Toll free: 1-800-239-1642
256-840-3888

Cullman
Toll free: 1-800-239-1642 (North
AL)
256-775-2917

Decatur
Toll free: 1-800-239-1642 (North
AL)
256-533-1640

Florence
Toll free: 1-800-239-1642
256-740-8224

Huntsville
Toll free: 1-800-239-1642 (North
AL)
256-533-1640

Mobile
251-433-5494

Montgomery
334-273-5530

Alaska

Anchorage
907-562-0704

Arizona

Phoenix
Toll free: 1-877-291-6222
602-264-1721

Prescott
928-772-3410

Sierra Vista
520-723-9823

Tucson
Toll free: 1-800-696-2827
(South AZ)
520-888-5353

Arkansas

Little Rock
Toll free: 1-800-482-8448
501-664-7274

California

Bakersfield
661-322-2074

Colton
909-825-7280

Culver City
310-945-3166

Fresno
559-222-8111

Long Beach
562-216-9240

Oakland
510-844-2000

Placentia
714-985-8922

Sacramento
916-443-6843

San Diego
858-496-2131

San Jose
408-278-7400

Santa Barbara
805-963-8657

Stockton
209-948-4880

Colorado

Colorado Springs
Toll free: 1-866-206-1800
719-636-1155

Denver
303-758-2100

Fort Collins
970-484-1348

Connecticut

Hartford/Wallingford
203-269-2700

Delaware

Dover/New Castle
302-230-0108

District of Columbia

Washington, DC
202-393-8000

Florida

Clearwater
727-535-5522

Jacksonville
904-721-2288

Miami
516-842-1918

Orlando
407-621-3300

Pensacola
850-429-0002

Stuart
772-223-1492

West Palm Beach
561-842-1918

Georgia

Atlanta
Toll free: 1-866-225-1090
(outside Metro Atlanta)
404-766-0875
Toll free: 1-866-225-1090 (GA
only)
706-549-9955

Augusta
706-210-7676

Columbus
229-883-0744
706-324-0712

Macon
478-742-7999

Savannah
912-354-7521

Hawaii

Honolulu
808-536-6956

Idaho

Boise
208-342-4649

Idaho Falls
208-523-9754

Illinois

Chicago
312-832-0500

Peoria
309-688-3741

Rockford
815-963-2222

Indiana

Evansville
Toll free: 1-800-359-0979
(in service area)
812-473-0202

Fort Wayne
Toll free: 1-800-552-4631 (North
IN)
260-423-4433

Indianapolis
Toll free: 1-866-463-9222 (IN)
317-488-2222

Merrville
219-791-9550

Osceola
Toll free: 1-800-552-4631
574-675-9315

Iowa

Bettendorf
563-355-6344

Des Moines
Toll free: 1-800-222-1600
515-243-8137

Kansas

Topeka
785-232-0454

Wichita
Toll free: 1-800-856-2417 (KS)
316-263-3146

Kentucky

Lexington
Toll free: 1-800-866-6668
(National)
859-259-1008

Louisville
Toll free: 1-800-388-2222 (KY)
502-583-6546

Louisiana

Alexandria
318-473-4494

Baton Rouge
225-346-5222

Houma
Toll free: 1-866-695-4222 (LA)
985-868-3456

Lafayette
337-981-3497

Lake Charles
Toll free: 1-800-542-7085
337-478-6253

Monroe
Toll free: 1-800-960-7756
318-387-4600

New Orleans
504-581-6222

Shreveport
318-222-7575

Maine

Portland
Toll free: 1-800-422-2811
508-652-4800

Maryland

Baltimore
410-347-3990

Massachusetts

Boston
508-652-4800

Worcester
Toll free: 1-866-566-9222
508-755-2548

Michigan

Grand Rapids
616-774-8236

Detroit/Southfield
248-644-9100

Minnesota

Minneapolis/St. Paul
Toll free: 1-800-646-6222
651-699-1111

Mississippi

Ridgeland
601-707-0960

Missouri

Kansas City
816-421-7800

Springfield
417-862-4222

St. Louis
314-645-3300

Montana

Spokane, WA
Toll free: 1-800-356-1007
509-455-4200

Nebraska

Lincoln
Toll free: 1-800-649-6814
(Outside Lincoln)
402-436-2345

Omaha
Toll free: 1-800-649-6814
(Outside Omaha)
402-391-7612

Nevada

Las Vegas
702-320-4500

Reno
775-322-0657

New Hampshire

Concord
603-224-1991

New Jersey

Trenton
609-588-0808

New Mexico

Albuquerque
Toll free: 1-800-873-2224 (NM)
505-346-0110

Farmington
505-326-6501

New York

Amherst
Toll free: 1-800-828-5000 (NY
Only) 716-881-5222

Farmingdale
212-533-6200

New York
212-533-6200

Rochester
716-881-5222

Tarrytown/Westchester Cty.
212-533-6200

North Carolina

Asheville
828-253-2392

Charlotte
Toll free: 1-877-317-7236
704-927-8611

Greensboro
336-852-4240

Raleigh
Toll free: 1-800-222-0950 (East
NC)
919-277-4222

Winston-Salem
Toll free: 1-800-777-8348 (NW
NC)
336-725-8348

Ohio

Akron
330-253-4590

Canton
Toll free: 1-800-362-0494 (OH)
330-454-9401

Cincinnati
513-421-3015

Cleveland
216-241-7678

Columbus
Toll free: 1-800-759-2400
614-486-6336

Dayton
Toll free: 1-800-776-5301
937-222-5825

Lima
419-223-7010

Toledo
419-531-3116

Youngstown
Toll free: 1-800-887-992
330-744-3111

Oklahoma

Oklahoma City
405-239-6081

Tulsa
918-492-1266

Oregon

Lake Oswego
503-212-3022

Pennsylvania

Bethlehem
610-866-8780

Harrisburg
717-364-3250

Philadelphia
215-985-9313

Pittsburgh
412-456-2700

Scranton/Wilkes Barre
570-614-4222

Puerto Rico

San Juan
787-289-8710

Rhode Island

Coventry
Toll Free: 1-800-422-2811

South Carolina

Columbia
803-254-2525

Conway
843-488-2227

Greenville
Toll free: 1-800-948-5791
864-242-5052

South Dakota

Sioux Falls
605-271-2066

Tennessee

Chattanooga
Toll free: 1-800-548-4456
(423 & 706 Area Codes)
423-266-6144

Clarksville
931-503-2222

Columbia
931-433-9501

Cookeville
Toll Free: 1-800-989-4222

Knoxville
865-692-1600

Memphis
Toll free: 1-800-222-8754
(in Service Only)
901-759-1300

Murfreesboro
615-242-4222

Nashville
Toll free: 1-800-989-4222
(Middle TN)
615-242-4222

Texas

Abilene
325-691-1533

Amarillo
806-379-6222

Austin
512-445-2911

Beaumont
409-835-5348

College Station
979-260-2222

Corpus Christi
Toll free: 1-800-379-4222
361-852-4949

Dallas
214-220-2000

El Paso
915-577-0191

Fort Worth
817-332-7585

Houston
713-868-9500

Longview
903-758-3222

Lubbock
Toll free: 1-800-687-7890 (S.
Plains)
806-763-0459

Midland
Toll free: 1-800-592-4433 (TX)
432-563-1880

Utah

San Angelo
325-949-2989

San Antonio
210-828-9441

Texarkana
Toll free: 1-800-372-4222
903-793-4565

Tyler
Toll free: 1-800-443-0131
(903 & 430 Area Codes)
903-581-5704

Weslaco
956-968-3678

Wichita Falls
Toll free: 1-800-388-1778
940-691-1172

Salt Lake City
Toll free: 1-800-456-3907801-
892-6009

Virginia

Norfolk
757-531-1300

Richmond
804-648-0016

Roanoke
540-342-3455

Washington

Seattle
206-431-2222

Spokane
Toll free: 1-800-356-1007
509-455-4200

West Virginia

Charleston
Toll free: 1-866-228-1820
304-345-7503

Wisconsin

Milwaukee
414-847-6000

Canadian Better Business Bureaus

Information provided by the Canadian Council of Better Business Bureaus, www.cbbbb.ca.

ABERTA

Calgary

Serving Southern Alberta
403-531-8780
www.calgary.bbb.org

Edmonton

Serving Central & Northern Alberta
780-482-2341
1-800-232-7298 toll-free
www.edmonton.bbb.org

BRITISH COLUMBIA

Vancouver

Serving Mainland British Columbia
604-682-2711
www.mbc.bbb.org

Victoria

Serving Vancouver Island
250-386-6348
www.vi.bbb.org

MANITOBA

Winnipeg

Serving Manitoba & North-Western Ontario
204-989-9010
www.bbbmanitoba.ca

MARITIME PROVINCES

Halifax

*Serving the Maritime Provinces – New Brunswick,
Nova Scotia, and Prince Edward Island*
902-422-6581
www.maritimeprovinces.bbb.org

NEWFOUNDLAND & LABRADOR

Newfoundland and Labrador

Bureau located in St. John's, Newfoundland
709-364-2222
www.nl.bbb.org

ONTARIO

Hamilton

Serving south-Central Ontario
905-526-1111
www.thebbb.ca

Kitchener

Serving Mid-Western and Central Ontario
519-579-3080
www.mwco.bbb.org

London

Serving Western Ontario
519-673-3222
www.london.bbb.org

Ottawa

Serving Eastern Ontario and the Outaouais, Quebec
613-237-4878
www.ottawa.bbb.org

Windsor

Serving South-Western Ontario
519-258-7222
www.bbbwindsor.com

Winnipeg

Serving Manitoba & North-Western Ontario
204-989-9010
www.bbbmanitoba.ca

QUEBEC

Montréal

*Serving the Province of Quebec except the
Outaouais region*
514-905-3893
www.bbb-bec.com

SASKATCHEWAN

Regina

Serving Saskatchewan
306-352-7601
www.sask.bbb.org

CANADIAN CONSUMER AFFAIRS OFFICES

Information taken from the: *Canadian Consumer Handbook 2010*

Federal Government

Office of Consumer Affairs

Industry Canada
235 Queen Street
Ottawa ON K1A 0H5
Fax: (613) 952-6927
Email: consumer.information@ic.gc.ca
Website: www.consumer.ic.gc.ca

Competition Bureau

50 Victoria Street
Gatineau QC K1A 0C9
Tel.: (819) 997-4282
Toll Free: 1-800-348-5358
TDD: 1-800-642-3844
Fax: (819) 997-0324
Email: compbureau@cb-bc.gc.ca
Website: www.competitionbureau.gc.ca

Financial Consumer Agency of Canada (FCAC)

427 Laurier Avenue West, 6th floor
Ottawa ON K1R 1B9
Tel.: (613) 996-5454 or
1-866-461-FCAC (3222)
Fax: (613) 941-1436 or
1-866-814-2224
Website: www.fcac-acfc.gc.ca

Provincial and Territorial Governments

Alberta

Service Alberta
Consumer Contact Centre

TD Tower
10888-102 Avenue, 17th Floor
Edmonton, Alberta T5J 2Z1
Telephone: 780-427-4088
Toll Free: 1-877-427-4088
Email: service.alberta@gov.ab.ca
Website: www.servicealberta.ca

British Columbia

Consumer Protection BC

#307-3450 Uptown Blvd
PO Box 9244
Victoria, British Columbia V8W 9J2
Telephone: 604-320-1667
Toll Free: 1-888-564-9963
Fax: 250-920-7181
Email: info@consumerprotectionbc.ca
Website: www.consumerprotectionbc.ca

Manitoba

Consumer Protection Office, Manitoba Family
Services and Consumer Affairs

302-258 Portage Avenue
Winnipeg, Manitoba R3C 0B6
Telephone: 204-945-3800
Toll Free: 1-800-782-0067
Fax: 204-945-0728
Email: consumers@gov.mb.ca
Website: www.manitoba.ca/fs/cca/cpo

New Brunswick

Department of Justice and Consumer Affairs

Kings Place (King Tower)
440 King Street
Fredericton, New Brunswick E3B 5H8
Telephone: 506-453-2659
Fax: 506-444-4494
Email: justice.comments@gnb.ca
Website: www.gnb.ca/0062/rentalsman/index-e.asp

Newfoundland and Labrador

Consumer Affairs, Department of Government Services

PO Box 8700
St. John's, Newfoundland and Labrador A1B 4J6
Telephone: 709-729-4834
Toll Free: 1-877-968-2600
Fax: 709-729-6998
Email: gsinfo@gov.nl.ca
Website: www.gs.gov.nl.ca/index.html

Northwest Territories

Consumer Affairs, Department of Municipal and Community Affairs

5201-50th Avenue, Suite 600
PO Box 1320
Yellowknife, Northwest Territories X1A 3S9
Telephone: 867-873-7125
Fax: 867-873-0309
Email: michael_gagnon@gov.nt.ca
Website: www.maca.gov.nt.ca/operations/consumer

Nova Scotia

Service Nova Scotia and Municipal Relations,
Public Enquiries

Mail Room, 8 South
Maritime Centre
1505 Barrington Street
Halifax, Nova Scotia B3J 3K5
Telephone: 902-424-5200
Toll Free: 1-800-670-4357
Fax: 902-424-0720
Email: askus@gov.ns.ca
Website: www.gov.ns.ca/snsmr/consumer/abstracts.asp

Nunavut

Consumer Affairs, Department of Community and Government Services

267 Qaiqtuq Building
Baker Lake, Nunavut X0C 0A0
Telephone: 867-793-3303
Toll Free: 1-866-223-8139
Fax: 867-793-3321
Email: Laupaluktuq@gov.nu.ca
Website: www.gov.nu.ca/english/

Ontario

Consumer Protection Branch, Ministry of Consumer Services

5775 Yonge Street, Suite 1500
Toronto, Ontario M7A 2E5
Telephone: 416-326-8800
Toll Free: 1-800-889-9768
Phone (TTY): 416-229-6086
Phone (TTY) 2: 1-877-666-6545
Fax: 416-326-8665
Email: consumer@ontario.ca
Website: www.ontario.ca/consumerprotection

Prince Edward Island

Shaw Building, 4th Floor
95 Rochford Street
PO Box 2000
Charlottetown, Prince Edward Island C1A 7N8

Consumer Services, Office of the Attorney General
Telephone: 902-368-4580
Telephone: 902-368-4550
Toll Free: 1-800-658-1799
Fax: 902-368-5283
Website: www.gov.pe.ca/jps/index.php3?number=1002799&lang=E

Quebec

Office de la protection du consommateur

400 Jean-Lesage Boulevard, Suite 450
Québec, Quebec G1K 8W4
Telephone: 418-643-1484
Toll Free: 1-888-672-2556
Fax: 418-528-0976
Website: www.opc.gouv.qc.ca

Saskatchewan

Consumer Protection Branch, Ministry of Justice
and Attorney General

1919 Saskatchewan Drive, Suite 500
Regina, Saskatchewan S4P 4H2

Telephone: 306-787-5550
Toll Free: 1-888-374-4636
Fax: 306-787-9779
Email: consumerprotection@gov.sk.ca
Website: www.justice.gov.sk.ca/cpb

Yukon

Consumer Services & Infrastructure Development,
Department of Community Services

Andrew Philipson Law Centre
2130 Second Avenue, 3rd Floor
PO Box 2703 (C-5)
Whitehorse, Yukon Y1A 2C6
Telephone: 867-667-5111
Toll Free: 1-800-661-0408 ext. 5111
Fax: 867-667-3609
Email: consumer@gov.yk.ca
Website: www.community.gov.yk.ca/consumer

CONSUMER PROTECTION OFFICES

STATE, COUNTY AND CITY GOVERNMENT

Information taken from the: *2010 Consumer Action Handbook*

Alabama

State Offices

Consumer Affairs Section
Office of the Attorney General
11 South Union St.
Montgomery, AL 36130
334-242-7335
Toll free: 1-800-392-5658 (AL)
Fax: 334-242-2433
www.ago.state.al.us

400 West Congress South
Bldg.,
Suite 315
Tucson, AZ 85701
520-628-6504
Toll free: 1-800-352-8431 (AZ)
Fax: 520-628-6530
E-mail:
consumerinfo@azag.gov
www.azag.gov

Globe, AZ 85501
928-425-3231, ext. 8630
Fax: 928-425-3720
www.azag.gov

Navajo County Attorney's
Office
PO Box 668
Holbrook, AZ 86025
928-524-4026
Fax: 928-524-4244
www.azag.gov

County Offices

Alaska

State Offices

Consumer Protection Unit
Office of the Attorney General
1031 West 4th Ave., Suite 200
Anchorage, AK 99501-5903
907-269-5100
Toll free: 1-888-576-2529
Fax: 907-276-8554
www.law.state.ak.us

Greenlee County Attorney's
Office
PO Box 1717
Clifton, AZ 85533
928-865-4108
Fax: 928-865-4665
www.azag.gov

Mohave County Attorney's
Office
PO Box 7000
315 North Fourth St. (Zip:
86401)
Kingman, AZ 86402-7000
928-753-0719
Fax: 928-753-2669
www.co.mohave.az.us/depts/attorney/attorney_default.asp

Coconino County Attorney's
Office
110 East Cherry Ave.
Flagstaff, AZ 86001
928-779-6518
Toll free: 1-800-559-9289
Fax: 928-679-8201
www.coconino.az.gov/ca.aspx

Santa Cruz County Attorney's
Office
2150 North Congress Dr., Ste
201
Nogales, AZ 85621
520-375-7780
Fax: 520-375-7793
www.co.santa-cruz.az.us/county_attorney/

Arizona

State Offices

Consumer Protection and
Advocacy Section
Office of the Attorney General
1275 West Washington St.
Phoenix, AZ 85007
602-542-5025
602-542-5763 (Consumer
Information and Complaints)
Toll free: 1-800-352-8431 (AZ)
Fax: 602-542-4085
www.azag.gov

Pinal County Attorney's Office
PO Box 887
Florence, AZ 85232
520-866-6271
Toll free: 1-800-208-6897
Fax: 520-866-6423
E-mail: pinalcountyattorney@co.pinal.az.us
<http://pinalcountyaz.gov/Departments/Countyattorney/Pages/Home.aspx>

La Paz County Attorney's
Office
1320 Kofa Ave.
Parker, AZ 85344
928-669-6118
Fax: 928-669-2019
www.azag.gov

Consumer Protection
Office of the Attorney General

Gila County Attorney's Office
1400 East Ash St.

Yavapai County Attorney's Office
255 East Gurley
Yavapai County Courthouse
Prescott, AZ 86301
928-771-3344
Fax: 928-771-3110
www.azag.gov

Graham County Attorney's Office
800 West Main
Graham County Courthouse
Safford, AZ 85546
928-428-3620
Fax: 928-428-7200
www.azag.gov

Apache County Atty's Office
PO Box 637
St. Johns, AZ 85936
928-337-7560
Fax: 928-337-2427
www.azag.gov

Yuma County Attorney's Office
250 West Second St., Suite G
Yuma, AZ 85364
928-817-4300
Fax: 928-817-4301
www.co.yuma.az.us/atty/

Arkansas

State Offices

Consumer Protection Division
Office of the Attorney General
323 Center St., Suite 200
Little Rock, AR 72201
501-682-2007
501-682-2341 (Consumer Hotline)
Toll free: 1-800-482-8982 (Consumer Hotline)
Toll free: 1-800-448-3014 (Crime Victims Hotline)
Toll free: 1-888-382-1222 (Do Not Call Program)
TTY: 501-682-6073
Fax: 501-682-8118 (Consumer Division)
E-mail: oag@arkansasag.gov
www.arkansasag.gov

California

State Offices

Bureau of Automotive Repair
California Department of Consumer Affairs
10240 Systems Pkwy.
Sacramento, CA 95827
Toll free: 1-800-952-5210 (CA)
TTY: 916-322-1700
Fax: 916-255-1369
www.autorepair.ca.gov

Office of the Attorney General
PO Box 944255
Public Inquiry Unit
Sacramento, CA 94244-2550
916-322-3360
Toll free: 1-800-952-5225 (CA)
TTY: 916-324-5564
Fax: 916-323-5341
E-mail: piu@doj.ca.gov
www.caag.state.ca.us

California Department of Consumer Affairs
1625 North Market Blvd.
Sacramento, CA 95834
Toll free: 1-800-952-5210 (CA)
TTY: 916-322-1700
E-mail: dca@dca.ca.gov
www.dca.ca.gov

County Offices

Consumer and Environmental Protection Unit
Solano County District Attorney's Office
675 Texas Street, Suite 4500
Fairfield, CA 94533
707-784-6800
Fax: 707-784-7986
www.co.solano.ca.us/depts/da/

Consumer & Environmental Protection Division
Fresno County Dist Atty's Office
1250 Van Ness Ave., 2nd Floor
Fresno, CA 93721
559-488-3156 or 559-488-3836
Fax: 559-488-1852
www.co.fresno.ca.us

Los Angeles County Department of Consumer Affairs
500 West Temple St., Rm B-96
Los Angeles, CA 90012-2706
213-974-1452
Toll free: 1-800-593-8222 (L.A. County)
TTY: 213-626-0913
Fax: 213-687-0233
E-mail: dca@dca.lacounty.gov
dca.lacounty.gov

Contra Costa County District Attorney's Office
900 Ward Street, 4th Floor
Martinez, CA 94553
925-957-8604
Fax: 925-646-4683
www.co.contra-costa.ca.us/

Consumer Fraud Unit
Stanislaus County District Attorney's Office
832 12th Street, 3rd Floor
Modesto, CA 95354
209-525-5550
Fax: 209-525-5545
www.stanislaus-da.org

Consumer Affairs Division
Napa County District Attorney's Office
PO Box 720
931 Parkway Mall
Napa, CA 94559
707-253-4211
707-253-4059 (Hotline)
Fax: 707-253-4041
www.co.napa.ca.us/

Consumer & Environmental Unit
San Mateo County District Attorney's Office
400 County Center, 3rd Floor
Redwood City, CA 94063
650-363-4651 (Consumer Complaint Line)
650-363-4636
Fax: 650-363-4873

Consumer Protection Division
Monterey County District
Attorney's Office
PO Box 1131
Salinas, CA 93902
831-755-5070
Fax: 831-755-5068
www.co.monterey.ca.us

San Diego County District
Attorney's Office
330 W. Broadway, Suite 750
San Diego, CA 92101
619-531-4070
Fax: 619-531-4481
www.sdcda.org

Consumer and Environmental
Protection Unit
San Francisco County District
Attorney's Office
732 Brannan St.
San Francisco, CA 94103
415-551-9595 (Hotline)
Fax: 415-551-9504
www.sfdistrictattorney.org

Consumer Protection Unit
Santa Clara County District
Attorney's Office
West Wing, 4th Floor
70 West Hedding St.
San Jose, CA 95110
408-792-2880
408-299-7400
Fax: 408-279-8742
E-mail: webmaster@
da.co.santa-clara.ca.us
www.santaclara-da.org

Economic Crime Unit
Consumer Fraud Department
1050 Monterey St., Room 223
County Government Center
San Luis Obispo, CA 93408
805-781-5856
Fax: 805-781-1173
www.slocounty.ca.gov/DA/

Consumer Protection Unit
Marin County District
Attorney's
Office
Hall of Justice, Room 130

San Rafael, CA 94903
415-499-6495
Fax: 415-499-3719
E-mail:
consumer@co.marin.ca.us/da
www.co.marin.ca.us

Consumer/Environmental
Protection Unit
Orange County District
Attorney's Office
401 Civic Center Dr. W.
Santa Ana, CA 92701
714-648-3600
Fax: 714-648-3636
orangecountyda.com

Consumer Protection Unit
Santa Barbara County District
Attorney's Office
1112 Santa Barbara St.
Santa Barbara, CA 93101
805-568-2300
Fax: 805-568-2453

Division of Consumer Affairs
Santa Cruz County District
Attorney's Office
701 Ocean St., Room 200
Santa Cruz, CA 95060
831-454-2050
TTY: 831-454-2123
Fax: 831-454-2694
www.co.santa-cruz.ca.us

Consumer Mediation Section
Ventura County District
Attorney's Office
800 South Victoria Ave.
Ventura, CA 93009
805-654-3110
Fax: 805-648-9255
www.ventura.org/vcda

City Offices

Criminal Division
Kern County District Attorney's
Office
1215 Truxtun Ave., 4th Floor
Bakersfield, CA 93301
661-868-2340

Fax: 661-868-2700

E-mail:
dacriminal@co.kern.ca.us
www.co.kern.ca.us/da/criminal.a
sp

Los Angeles City Attorney's
Office
200 North Main St.
800 City Hall East
Los Angeles, CA 90012
213-978-8100
Fax: 213-978-8312
www.lacity.org/atty

Consumer and Environmental
Protection Unit
1200 Third Ave., Suite 700
San Diego, CA 92101-4106
619-533-5600
Fax: 619-533-5504
E-mail: cepu@sandiego.gov
www.sandiego.gov/cityattorney

Consumer Protection, Fair
Housing & Public Rights
Division
Santa Monica City Attorney's
Office
1685 Main St., Room 310
Santa Monica, CA 90401
310-458-8336
Fax: 310-395-6727
E-mail: consumer@smgov.net
www.smgov.net

Colorado

State Offices

Consumer Protection Division
Colorado Attorney General's
Office
1525 Sherman St., 7th Floor
Denver, CO 80203-1760
303-866-5079
Toll free: 1-800-222-4444
Fax: 303-866-4916

AARP ElderWatch
(A program with the Colorado
Attorney General and the
AARP)

Foundation that is fighting elder financial abuse and fraud through info, educ, referrals and consumer advocacy.)
1301 Pennsylvania, #280
Denver, CO 80203
303-222-4444, option 2
Toll free: 1-800-222-4444, opt 2
Fax: 303-831-6217
E-mail:
aarpelderwatch@aarp.org
www.aarpelderwatch.org

County Offices

Economic Crime Division
El Paso and Teller Counties
District Attorney's Office
105 East Vermijo, Suite 300
Colorado Springs, CO 80903-2083
719-520-6002
Fax: 719-520-6164
dao.elpasoco.com

Economic Crime Unit
Denver District Attorney's Office
201 West Colfax Ave.,
Dept 801
Denver, CO 80202
720-913-9179
Fax: 720-913-9177
www.denverda.org

Weld County District Attorney's Office
915 Tenth Street, PO Box 1167
Greeley, CO 80632
970-356-4010
Fax: 970-352-8023
www.co.weld.co.us/departments/
/

Pueblo County District Attorney's Office
701 Court
Pueblo, CO 81003
719-583-6000
Fax: 719-583-6666
www.co.pueblo.co.us/district_attorney/

Connecticut

State Offices

Department of Consumer Protection
165 Capitol Ave.
Hartford, CT 06106
860-713-6050
Fax: 860-713-7243
www.ct.gov/dcp

City Offices

Director of Consumer Protection
City of Middletown
PO Box 1300
245 deKoven Dr.
Middletown, CT 06457-1300
860-344-3491
TTY: 860-344-3521
Fax: 860-344-3561
E-mail: phil.cacciola@cityofmiddletown.com
www.cityofmiddletown.com

Delaware

State Offices

Fraud and Consumer Protection Division
Office of the Attorney General
820 North French St.
Carvel State Office Building
Wilmington, DE 19801
302-577-8600
Toll free: 1-800-220-5424
Fax: 302-577-6499
E-mail: consumer.protection@state.de.us
www.attorneygeneral.delaware.gov

District of Columbia

District of Columbia only Offices

Office of Consumer Protection
Office of the Attorney General for the District of Columbia
941 N. Capitol Street NE

Washington, DC 20002
202-442-4615
Fax: 202-478-9296
www.dcrd.dc.gov

District of Columbia Offices

Department of Consumer and Regulatory Affairs
Government of the District of Columbia
941 North Capitol St., NE
Washington, DC 20002
202-442-4400
202-727-1000 (Citywide Call Center)
Fax: 202-442-9445
E-mail: dcrd@dc.gov
www.dcrd.dc.gov

Office of Consumer Protection
Department of Consumer & Regulatory Affairs
941 N Capitol Street NE
Washington, DC 20002
202-442-4400
202-442-4615
Fax: 202-478-9296
www.dcrd.dc.gov

Florida

State Offices

Economic Crimes Division
Office of the Attorney General
PL-01 The Capitol
Tallahassee, FL 32399-1050
850-414-3600
Toll free: 1-866-966-7226 (FL)
TTY: 1-800-955-8771 (Toll free)
Fax: 850-488-4483
www.myfloridalegal.com

Florida Dept. of Agriculture and Consumer Services
Division of Consumer Services
2005 Apalachee Pkwy.
Tallahassee, FL 32301
850-488-2221
Toll free: 1-800-435-7352 (FL)
Fax: 850-410-3839
www.800helpfla.com

Multi-State Litigation and

Intergovernmental Affairs
Office of the Attorney General
PL-01 The Capitol
Tallahassee, FL 32399-1050
850-414-3300
Toll free: 1-866-966-7226 (FL)
TTY: 1-800-955-8771 (Toll free)
Fax: 850-410-1630
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Regional Offices

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Office of the Attorney General
110 SE 6th St.
Fort Lauderdale, FL 33301-5000
954-712-4600
Fax: 954-712-4658
www.myfloridalegal.com/consumer

Economic Crimes Unit
Office of the Attorney General
1300 Riverplace Blvd., Ste. 405
Jacksonville, FL 32207
904-348-2720
Fax: 904-858-6918

Economic Crimes Division
Office of the Attorney General
135 West Central Blvd., Ste 1000
Orlando, FL 32801
407-999-5588
Fax: 407-245-0365
www.myfloridalegal.com

Economic Crimes Division
Office of the Attorney General
3507 East Frontage Rd., Suite 325
Concourse Center 4
Tampa, FL 33607-1795
813-287-7950
Fax: 813-281-5515
www.myfloridalegal.com

Economic Crimes Division
Office of the Attorney General
1515 North Flagler Dr., Suite 900
West Palm Beach, FL 33401
561-837-5000

Fax: 561-837-5109
www.myfloridalegal.com

County Offices

Pinellas County Office of
Consumer Protection
15251 Roosevelt Blvd.,
Suite 209
Clearwater, FL 33760
727-464-6200
TTY: 727-464-6088
Fax: 727-464-6129
E-mail:
consumer@co.pinellas.Dept of
Health Servicesus
www.pinellascounty.org/
consumer

Broward County Consumer
Affairs Division
115 South Andrews Ave.,
A460
Fort Lauderdale, FL 33301
954-357-5350
Fax: 954-765-5309
E-mail: consumer@broward.org
www.broward.org/consumer

Miami-Dade County
Consumer
Services Department
140 West Flagler St., Suites
901-904
Miami, FL 33130
305-375-1250
E-mail:
consumer@miamidade.gov
www.miamidade.gov/csd

Office of the State Attorney for
Miami-Dade County
Economic Crime Division
1350 NW 12th Ave.
Miami, FL 33136-2111
305-547-0671
Fax: 305-547-0717
www.miamisao.com

Pasco County Consumer
Affairs Division
7530 Little Rd., Suite 140
New Port Richey, FL 34654
727-847-8106/727-847-8110
(Info. Code Compliance)
Fax: 727-847-8191

E-mail:
drjones@pascocountyDept of
Health Servicesnet
www.pascocountyDept of
Health Servicesnet

Orange County Consumer
Fraud Unit
PO Box 1673
415 North Orange Ave.
Orlando, FL 32802
407-836-2490
Fax: 407-836-1210
E-mail: fraudhelp@sao9.org
www.orangecountyDept of
Health Servicesnet

Hillsborough County
Consumer
Protection Agency
8900 North Armenia Ave.,
Ste 226
Tampa, FL 33604-1072
813-903-3430
Fax: 813-903-3432
www.hillsborough **Alabama**
county.org/
consumerprotection

Palm Beach County Division
of
Consumer Affairs
50 South Military Trail
West Palm Beach, FL 33415
561-712-6600
Toll free: 1-800-852-7362
Fax: 561-712-6610
www.pbcgov.com/consumer

Georgia

State Offices

Governor's Office of
Consumer
Affairs
Two Martin Luther King, Jr.
Dr.,
Suite 356
Atlanta, GA 30334
404-656-3790
Toll free: 1-800-869-1123
(GA and Outside Atlanta)
Fax: 404-651-9018
consumer.georgia.gov

Hawaii

State Offices

Office of Consumer Protection
Department of Commerce and
Consumer Affairs
345 Kekuanaoa St., Room 12
Hilo, HI 96720
808-933-0910
Fax: 808-933-8845
www.hawaii.gov/dcca

Office of Consumer Protection
Department of Commerce and
Consumer Affairs
235 South Beretania St.,
Room 801
Honolulu, HI 96813-2419
808-586-2636
Fax: 808-586-2640
www.hawaii.gov/dcca/ocp

Office of Consumer Protection
Dept of Commerce and
Consumer Affairs
1063 Lower Main St., Ste C-
216
Wailuku, HI 96793
808-984-8244
Fax: 808-243-5807
www.hawaii.gov/dcca/ocp

Idaho

State Offices

Consumer Protection Division
Idaho Attorney General's
Office
650 West State St.
Boise, ID 83720-0010
208-334-2424
Toll free: 1-800-432-3545 (ID)
Fax: 208-334-4151
www.ag.idaho.gov

Illinois

State Offices

Consumer Fraud Bureau
1001 East Main St.
Carbondale, IL 62901

618-529-6400
Toll free: 1-800-243-0607
(Hotline)
TTY: Toll free 1-877-785-9339
(IL)
Fax: 618-529-6416
E-mail:
ag_consumer@atg.state.il.us
www.illinoisattorneygeneral.gov

Consumer Fraud Bureau
100 West Randolph, 12th
Floor
Chicago, IL 60601
312-814-3000
Toll free: 1-800-386-5438 (IL)
TTY: 312-814-3374
Fax: 312-814-2549
E-mail:
ag_consumer@atg.state.il.us
www.illinoisattorneygeneral.gov

Governor's Office of Citizens
Action
222 South College, Room 106
Springfield, IL 62706
217-782-0244
Toll free: 1-800-642-3112 (IL)
Fax: 217-524-4049
E-mail: governor@illinois.gov
www.illinois.gov

County Offices

Consumer Fraud Division
Cook County State Attorney's
Office
69 West Washington,
Suite 3130
Chicago, IL 60602
312-603-8600
312-603-8700 (Consumer Line)
Fax: 312-603-9830
E-mail: consumer@
cookcountygov.com
www.statesattorney.org/consum
er_fraud.htm

Consumer Fraud Bureau
Office of the Attorney General
500 South Second St.
Springfield, IL 62706
217-782-1090
Toll free: 1-800-243-0618 (IL)
TTY: 217-785-2771 or

Toll Free 1-877-844-5461(IL)
Fax: 217-782-1097
E-mail:
ag_consumer@atg.state.il.us
www.illinoisattorneygeneral.gov

City Offices

Chicago Department of
Consumer Services
Richard J. Daley Center
50 West Washington, Rm 208
Chicago, IL 60602
312-744-4006
TTY: 312-744-9385
Fax: 312-742-8700
www.cityofchicago.org/
ConsumerServices

City of Des Plaines Consumer
Protection Office
1420 Miner St., 6th Floor
Des Plaines, IL 60016
847-391-5488
Fax: 847-391-5378
E-mail: consumerprotection@
desplaines.org
www.desplaines.org

Indiana

State Offices

Consumer Protection Division
Office of the Attorney General
302 West Washington St.
Indiana Government Center
South
Indianapolis, IN 46204
317-232-6330
Toll free: 1-800-382-5516
(Consumer Hotline)
Fax: 317-232-4393
www.indianaconsumer.com

County Offices

Marion County Prosecuting
Attorney's Office
251 E Ohio St., Suite 160
Indianapolis, IN 46204
317-327-3522
Fax: 317-327-5409
www.indygov.org

Iowa

State Offices

Consumer Protection Division
Office of the Iowa Attorney General
General
Hoover Building
1305 East Walnut St., 2nd
Floor
Des Moines, IA 50319
515-281-5926
Toll free: 1-888-777-4590 (IA)
Fax: 515-281-6771
E-mail: consumer@iowa.gov
www.iowaAttorneyGeneral.org

Kansas

State Offices

Consumer Protection &
Antitrust Division
Office of the Attorney General
120 SW 10th, 2nd Floor
Topeka, KS 66612-1597
785-296-3751
Toll free: 1-800-432-2310 (KS)
TTY: 785-291-3767
Fax: 785-291-3699
E-mail: cprotect@ksag.org
www.ksag.org

County Offices

Consumer Protection Division
Johnson County District
Attorney's Office
100 North Kansas Ave.
Johnson County Courthouse
Olathe, KS 66061
913-715-3003
Fax: 913-715-3040
www.da.jocogov.org

Consumer Fraud & Economic
Crime Division
Office of the District Attorney
535 North Main St., 1st Floor
Wichita, KS 67203-3747
316-660-3600
Toll free: 1-800-432-6878 (KS)
Fax: 316-383-4638
E-mail:
consumer@sedgwick.gov
www.sedgwickcounty.org/da

Kentucky

State Offices

Office of Consumer Protection
Office of the Attorney General
1024 Capital Center Dr Ste
200
Frankfort, KY 40601
502-696-5389
Toll free: 1-888-432-9257 (KY)
Fax: 502-573-8317
E-mail:
attorney.general@ag.ky.gov
www.ag.ky.gov

Kentucky Office of the
Attorney General
Consumer Protection Division
8911 Shelbyville Road
Frankfort, KY 40601
1024 Capital Center Drive
Louisville, KY 40222
502-696-5389
502-429-7134 (Jefferson
County)
Toll free: 888-432-9257
Fax: 502-429-7129
E-mail: decker@ag.ky.gov
ag.ky.gov

Louisiana

State Offices

Consumer Protection Section
Office of the Attorney General
PO Box 94005
Baton Rouge, LA 70804-9005
225-326-6400
Toll free: 1-800-351-4889
Fax: 225-326-6499
www.ag.state.la.us

County Offices

Jefferson Parish District
Attorney's Office
Economic Crime Unit
200 Derbigny St.
Gretna, LA 70053-5894
504-368-1020
Fax: 504-361-2996

Maine

State Offices

Consumer Protection Division
Office of the Attorney General
Six State House Station
Augusta, ME 04333
207-626-8800
Toll free: 1-800-436-2131
(Consumer Protection)
Fax: 207-626-8812
E-mail: consumer.mediation@maine.gov
www.maine.gov/ag

Bureau of Consumer Credit
Protection
35 State House Station
Augusta, ME 04333-0035
207-624-8527
Toll free: 1-800-332-8529 (ME)
TTY: 1-888-577-6690 (Toll free)
Fax: 207-582-7699
www.credit.maine.gov

Maryland

State Offices

Consumer Protection Division
Office of the Attorney General
200 Saint Paul Place, 16th Fl
Baltimore, MD 21202-2021
410-528-8662 (Consumer
Complaints)
410-576-6550 (Consumer
Information)
410-528-1840 (Health Advocacy
Unit)
Toll free: 1-888-743-0023
Toll free: 1-877-261-8807
(Health Advocacy Unit)
TTY: 410-576-6372 (MD)
Fax: 410-576-7040
E-mail:
consumer@oag.state.md.us
www.oag.state.md.us/consumer

Regional Offices

Consumer Protection Division
Maryland Attorney Generals'
Office
44 North Potomac St, Suite
104

Hagerstown, MD 21740-5684
301-791-4780
TTY: 410-576-6372 (Baltimore office)
Fax: 301-791-7178
www.oag.state.md.us/consumer

Consumer Protection Division
Eastern Shore Branch Office
Office of the Attorney General
201 Baptist St., Suite 30
Salisbury, MD 21801-4976
410-713-3620
410-576-6300 (Baltimore office)
Toll free: 1-888-743-0023 (Baltimore office)
TTY: 410-576-6372
Fax: 410-713-3621
www.oag.state.md.us

County Offices

Howard County Office of
Consumer Affairs
6751 Columbia Gateway Dr.
Columbia, MD 21046
410-313-6420
Fax: 410-313-6453
E-mail: rgbowman@howardcountymd.gov
www.howardcountymd.gov

Montgomery County Office of
Consumer Protection
100 Maryland Ave., Suite 330
Rockville, MD 20850
240-777-3636
TTY: 240-777-3679
Fax: 240-777-3768
[www.montgomerycountymd.gov / consumer](http://www.montgomerycountymd.gov/consumer)

Massachusetts

State Offices
Consumer Protection and
Antitrust Division
Office of the Attorney General
One Ashburton Place
Boston, MA 02108
617-727-8400 (Consumer
Hotline)
TTY: 617-727-4765
Fax: 617-727-3265
www.mass.gov/ago

Executive Office of Consumer
Affairs and Business
Regulation
Ten Park Plaza, Suite 5170
Boston, MA 02116
617-973-8700 (General
Information)
617-973-8787 (Consumer
Hotline)
Toll free: 1-888-283-3757 (MA)
TTY: 617-973-8790
Fax: 617-973-8798
E-mail: consumer@state.ma.us
www.mass.gov/Consumer

Southern Massachusetts
Division
Office of the Attorney General
105 William St.
New Bedford, MA 02740
508-990-9700
Fax: 508-990-8686
www.mass.gov/ago

Western Massachusetts
Division
Office of the Attorney General
1350 Main St., 4th Floor
Springfield, MA 01103-1629
413-784-1240
TTY: 617-727-4765 (Boston
office)
Fax: 413-784-1244
www.mass.gov/ago

Central Massachusetts Division
Office of the Attorney General
One Exchange Place
Worcester, MA 01608
508-792-7600
617-727-8400
Fax: 508-795-1991
www.mass.gov/ago

County Offices

Norfolk District Attorney's
Office

Consumer Protection Division
45 Shawmut Rd.
Canton, MA 02021
781-830-4800
Fax: 781-830-4801
www.mass.gov/da/norfolk

Franklin County
Northwestern District
Attorney's Office
13 Conway St.
Greenfield, MA 01301
413-774-3186
Fax: 413-773-3278
E-mail: Janice.Garrett@Massmail.state.ma.us

Hampshire County
North Western District
Attorney's Office
One Gleason Plaza
Northampton, MA 01060
413-586-9225
Fax: 413-584-3635

Berkshire County Consumer
Advocates, Inc.
150 North St., Room 34
Pittsfield, MA 01201
413-443-9128
Toll free: 1-800-540-9128
(Berkshire County)
Fax: 413-496-9225
E-mail: berkshire.advocates@yahoo.com

Consumer Council of
Worcester County
484 Main St., 2nd Floor
Worcester, MA 01608-1690
508-754-1176
Toll free: 1-800-545-4577
Fax: 508-754-0203
www.wcac.net

City Offices

Mass PIRG Consumer
Action Center
44 Winter St., 4th Floor
Boston, MA 02108
781-335-0280
Fax: 781-340-3991
www.masspirg.org

City of Boston Consumer
Affairs & Licensing
One City Hall Plaza,
Room 817
Boston, MA 02201
617-635-3834
Fax: 617-635-4174

E-mail:
MOCAL@cityofboston.gov
www.cityofboston.gov/
consumeraffairs

Cambridge Consumers'
Council
831 Massachusetts Ave.
Cambridge, MA 02139
617-349-6150
TTY: 617-349-6112
Fax: 617-349-6148
E-mail: Consumer@
CambridgeMA.gov
www.ci.cambridge.ma.us/
Consumer

Greater Fall River/New
Bedford
residents contact:
One Government Center
Fall River, MA 02722
508-324-2672
Fax: 508-324-2626
www.ago.state.ma.us

Consumer Protection Program
Haverhill Community Action,
Inc.
145 Essex St.
Haverhill, MA 01832
978-373-1971
Fax: 978-373-8966
www.ago.state.ma.us

Cape Cod residents contact:
Consumer Assistance Council,
Inc.
149 Main St.
Hyannis, MA 02601
508-771-0700
Toll free: 1-800-867-0701 (MA)
Fax: 508-771-3011
E-mail: cac@capecod.net
www.consumercouncil.com

Consumer Protection Program
Greater Lawrence Community
Action Council, Inc.
305 Essex St.
Lawrence, MA 01840
978-681-4990
Fax: 978-681-4949

Middlesex Community College
Law Center

33 Kearney Square
Lowell, MA 01852-1987
978-656-3342
Fax: 978-441-1794
E-mail: lawcenter@
middlesex.mass.edu
www.middlesex.mass.edu/
lawcenter

Medford Consumer Advisory
Commission
90 Main St.
Medford, MA 02155
781-393-2460
www.ago.state.ma.us

Consumer Assistance Office –
Metro West, Inc.
209 West Central St.
Natick, MA 01760
508-651-8812
Fax: 508-647-0661
E-mail:
consumermw@conversent.net
www.consumermetrowest.org

Newton-Brookline Consumer
Office
1000 Commonwealth Ave.
Newton City Hall
Newton Centre, MA 02459
617-796-1292
TTY: 617-796-1089
Fax: 617-796-1293
E-mail:
consumer@newtonma.gov
www.ci.newton.ma.us

South Shore Community
Action
Council, Inc.
265 South Meadow Rd.
Plymouth, MA 02360
508-747-7575, ext. 226
Fax: 508-746-5140
E-mail: lmtilley@sscac.org

Revere Consumer Affairs
Office
150 Beach St.
Revere, MA 02151
781-286-8114
Fax: 781-485-2788
E-mail: jellis@revere.org

Mayor's Office of Consumer
Information
36 Court St.
City Hall
Springfield, MA 01103-1699
413-787-6437
Fax: 413-787-7781
E-mail:
moci@springfieldcityhall.com
www.springfieldcityhall.com

Michigan

State Offices

Office of Attorney General
Consumer Protection Division
PO Box 30213
Lansing, MI 48909
517-373-1140
Toll free: 1-877-765-8388
Fax: 517-241-3771
www.michigan.gov/ag

County Offices

Macomb County Consumer
Protection Department
Office of the Prosecuting
Attorney
One South Main St., 3rd Floor
Macomb County
Administration Bldg.
Mt. Clemens, MI 48043
586-469-5350
Fax: 586-469-5609

City Offices

Consumer Advocacy
18100 Meyers Rd., Suite 105
NWAC
Detroit, MI 48235
313-224-1000
313-224-6995 (Complaints)
Fax: 313-224-1476
E-mail: andersonst.cadtwr@
seniors.ci.detroit.mi.us
www.ci.detroit.mi.us/Department
s/
ConsumerAffairs/tabid/1476/
Default.aspx

Minnesota

State Offices

Consumer Services Division
Attorney General's Office
445 Minnesota St.
1400 Bremer Tower
St. Paul, MN 55101
651-296-3353
Toll free: 1-800-657-3787
TTY: 651-297-7206 or 1-800-
366-4812 (Toll free)
Fax: 651-282-2155
E-mail:
attorney.general@state.mn.us
www.ag.state.mn.us

County Offices

Citizen Information Hotline
Hennepin County Attorney's
Office
C-2000 County Government
Center
Minneapolis, MN 55487
612-348-5550
TTY: 612-348-6015
Fax: 612-348-9712
E-mail: citizeninfo@co.
hennepin.mn.us
www.hennepinattorney.org

City Offices

Division of Licenses &
Consumer Services
Minneapolis Department of
Regulatory Services
350 South 5th St.

City Hall, Room 1C
Minneapolis, MN 55415
612-673-2080
TTY: 612-673-2157
Fax: 612-673-3399
www.ci.minneapolis.mn.us

Mississippi

State Offices

Consumer Protection Division
Attorney General's Office
PO Box 22947
Jackson, MS 39225-2947
601-359-4230
Toll free: 1-800-281-4418 (MS)
Fax: 601-359-4231
www.ago.state.ms.us

Bureau of Regulatory Services
Department of Agriculture and
Commerce
PO Box 1609
121 North Jefferson St.
Jackson, MS 39201
601-359-1111
Fax: 601-359-1175
www.mdac.state.ms.us

Missouri

State Offices
Consumer Protection Division
Missouri Attorney General's
Office
PO Box 899
Jefferson City, MO 65102
573-751-3321
Toll free: 1-800-392-8222 (MO)
TTY: 1-800-729-8668 (MO)
Fax: 573-751-7948
E-mail: consumer@ago.mo.gov
www.ago.mo.gov

Montana

State Offices

Montana Office of Consumer
Protection

Department of Justice
PO Box 200151
2225 11th Avenue
Helena, MT 59620-0151

406-444-4500
Toll free: 1-800-481-6896
Fax: 406-444-9680
www.doj.mt.gov/consumer

Nebraska

State Offices

Office of the Attorney General
Department of Justice
PO Box 98920
2115 State Capitol
Lincoln, NE 68509
402-471-2682
402-471-3891 (Spanish)
Toll free: 1-800-727-6432 (NE)
Toll free: 1-888-850-7555
(NE – Spanish)
Fax: 402-471-0006
www.ago.state.ne.us

Nevada

State Offices

Bureau of Consumer
Protection
Office of the Attorney General
100 N Carson St.
Carson City, NV 89701
775-684-1180
www.ag.state.nv.us

Bureau of Consumer
Protection
Attorney General's Office
555 E. Washington Ave., Suite
3900
Las Vegas, NV 89101
702-486-3420
Fax: 702-486-3768
ag.state.nv.us

Nevada Consumer Affairs
Division
1850 East Sahara Ave.,
Suite 101
Las Vegas, NV 89104
702-486-7355
Toll free: 1-800-326-5202 (NV)
TTY: 702-486-7901
Fax: 702-486-7371
E-mail:
NCAD@fyiconsumer.org
www.fyiconsumer.org

Consumer Affairs Division
4600 Kietzke Lane, Building B,
Suite 113
Reno, NV 89502
775-688-1800
Toll free: 1-800-326-5202 (NV)
TTY: 702-486-7901
Fax: 775-688-1803
E-mail:
renocad@fyiconsumer.org
www.fyiconsumer.org

New Hampshire

State Offices

Consumer Protection Bureau
Attorney General's Office
33 Capitol St.
Concord, NH 03301
603-271-3641
Toll free: 1-888-468-4454
(Consumer Protection Hotline)
TTY: 1-800-735-2964
(New Hampshire Only)
Fax: 603-223-6202
www.doj.nh.gov/consumer

New Jersey

State Offices

Division of Consumer Affairs
Department of Law and
Public Safety
PO Box 45027
Newark, NJ 07101
973-504-6200
Toll free: 1-800-242-5846 (NJ)
TTY: 973-504-6588
Fax: 973-648-3538

E-mail: askconsumeraffairs@
lps.state.nj.us
www.njconsumeraffairs.gov

County Offices

Atlantic County Division of
Consumer Affairs
1333 Atlantic Ave.
Atlantic City, NJ 08401
609-343-2376
609-345-6700, ext. 2476
E-mail:
howie_robert@aclink.org
www.aclink.org/law/mainpages/
conshome.asp

Camden County Office of
Consumer Protection/Weights
and Measures
512 Lakeland Rd., Suite 158
DiPiero Center
Blackwood, NJ 08012
856-374-6161 (Consumer
Protection)
856-374-6001 (Weights &
Measures)
Fax: 856-232-0748
www.camdencounty.com

Cumberland County
Department
of Consumer Affairs/Weights
and Measures
788 East Commerce St.
Bridgeton, NJ 08302
856-453-2203
Fax: 856-453-2206
E-mail:
janemc@co.cumberland.nj.us
www.co.cumberland.nj.us

Cape May County Consumer
Affairs Weights and Measures
4 Moore Rd. DN 310
Cape May Court House, NJ
08210-1601
609-463-6475
Fax: 609-463-6472
E-mail: jrechner@co.cape-
may.nj.us
www.capemaycountygov.net

Gloucester County
Department of Consumer
Protection
Weights and Measures
254 County House Road
Clarksboro, NJ 08020
856-384-6855
TTY: 856-848-6616
Fax: 856-384-6858
E-mail:
hspence@co.gloucester.nj.us
www.co.gloucester.nj.us/
Government/Departments/
ConsumerAffairs/main.cfm

Essex County Division of
CommunityAction/Consumer
Services
50 South Clinton St., Suite
3201
East Orange, NJ 07018
973-395-8350
Fax: 973-395-8433
www.co.essex.nj.us/

Hunterdon County Office of
Consumer Affairs
PO Box 2900
Flemington, NJ 08822
908-806-5174
Fax: 908-806-2057
E-mail:
jferrari@co.hunterdon.nj.us
www.co.hunterdon.nj.us/
consumeraffairs.htm

Monmouth County
Department of
Consumer Affairs
One East Main St.
Hall of Records Annex
Freehold, NJ 07728
732-431-7900
Fax: 732-845-2037
E-mail:
pwatson@co.monmouth.nj.us
www.visitmonmouth.com

Bergen County Office of
Consumer Protection
One Bergen County Plaza,
3rd Floor
Hackensack, NJ 07601-7000
201-336-6400
Fax: 201-336-6416

Hudson County Division of
Consumer Affairs
583 Newark Ave.
Jersey City, NJ 07306
201-795-6295
201-795-6163
Fax: 201-795-6468
[www.hudsoncountynj.org/dept/
consumer_affairs/](http://www.hudsoncountynj.org/dept/consumer_affairs/)

Burlington County Office
of Consumer Affairs/Weights
and Measures
PO Box 6000
49 Rancocas Rd.
Mount Holly, NJ 08060
609-265-5098 (Weights &
Measures)
609-265-5054 (Consumer
Affairs)
Fax: 609-265-5065
E-mail: [consumer@co.
burlington.nj.us](mailto:consumer@co.burlington.nj.us)
www.co.burlington.nj.us

Middlesex County Consumer
Affairs
JFK Square, 2nd Floor, Suite
290
Middlesex County
Administration
Building
New Brunswick, NJ 08901
732-745-3875
Fax: 732-745-3815
E-mail:
consumer@co.middlesex.nj.us
[www.co.middlesex.nj.us/
consumeraffairs/index.asp](http://www.co.middlesex.nj.us/consumeraffairs/index.asp)

Somerset County Division of
Consumer Protection
PO Box 3000
20 Grove Street
Somerville, NJ 08876-1262
908-231-7000
Fax: 908-429-0670
E-mail: consumerprotection@

co.somerset.nj.us
www.co.somerset.nj.us

Ocean County Department
of Consumer Affairs/Weights
and Measures
PO Box 2191
1027 Hooper Ave.
Toms River, NJ 08754-2191
732-929-2105
Toll free: 1-800-722-0291, ext.
2105
(NJ)
Fax: 732-506-5330
www.co.ocean.nj.us

Mercer County Consumer
Affairs
PO Box 8068
640 South Broad St., Rm. 404
Trenton, NJ 08650-0068
609-989-6671
Fax: 609-989-6670
E-mail: [dgiovannetti@
mercercounty.org](mailto:dgiovannetti@mercercounty.org)
www.mercercounty.org

Passaic County Department of
Consumer Protection/Weights
and Measures
Dept. of Law
1310 Route 23 North
Wayne, NJ 07470
973-305-5881 (Consumer
Protection)
973-305-5750 (Weights &
Measures)
Fax: 973-628-1796
E-mail: [barbaram@
passaiccountynj.org](mailto:barbaram@passaiccountynj.org)
www.passaiccountynj.org

Union County Division of
Consumer Affairs
300 North Ave. East
Westfield, NJ 07090
908-654-9840
Fax: 908-654-3082
E-mail: fpeterson@ucnj.org
www.unioncountynj.org

City Offices

Middlesex Borough Consumer

Affairs
1200 Mountain Ave.
Middlesex, NJ 08846
732-356-7400
Fax: 732-356-7954
www.middlesexboro.com

Nutley Consumer Affairs
149 Chestnut St.
Public Affairs Building
Nutley, NJ 07110
973-284-4975
Fax: 973-661-9411
E-mail: anicolette@nutleynj.org
www.nutleynj.org

Plainfield Action Services
510 Watchung Ave.
City Hall Annex
Plainfield, NJ 07060
908-753-3519
Fax: 908-753-3540
www.plainfield.com

Secaucus Department of
Consumer Affairs
1203 Patterson Plank Rd.
Municipal Government Center
Secaucus, NJ 07094
201-330-2008
Fax: 201-330-8352
[www.njconsumeraffairs.gov/ocp/
countyoff.htm](http://www.njconsumeraffairs.gov/ocp/countyoff.htm)

Consumer Affairs Office
1976 Morris Ave.
Union, NJ 07083
908-851-5477
Fax: 908-851-4679
www.uniontownship.com

Woodbridge Township
Consumer Affairs
One Main St.
Municipal Building
Woodbridge, NJ 07095
732-634-4500
Fax: 732-602-6016
www.twp.woodbridge.nj.us

New Mexico

State Offices

Consumer Protection Division
408 Galisteo St.
PO Drawer 1508
Santa Fe, NM 87501
505-827-6060
Toll free: 1-800-678-1508
Fax: 505-827-6685
www.nmag.gov

New York

State Offices

New York State Consumer
Protection Board
Five Empire State Plaza
Suite 2101
Albany, NY 12223-1556
518-474-8583 (Capitol Region)
Toll free: 1-800-697-1220
Fax: 518-474-2474
E-mail: webmaster@
consumer.state.ny.us
www.nysconsumer.gov

Bureau of Consumer Frauds
and Protection
Office of the Attorney General
State Capitol
Albany, NY 12224
518-474-5481
Toll free: 1-800-771-7755 (NY)
TTY: 1-800-788-9898 (Toll free)
Fax: 518-474-3618
www.oag.state.ny.us

Consumer Frauds and
Protection Bureau
Office of the Attorney General
120 Broadway, 3rd Dept of
Health Services
New York, NY 10271
212-416-8300
Toll free: 1-800-771-7755
(Hotline)
TTY: 1-800-788-9898 (Toll free)
or
212-416-8893
Fax: 212-416-6003
www.oag.state.ny.us

Regional Offices

Binghamton Regional Office

Office of the Attorney General
44 Hawley St.
State Office Building, 17th
Floor
Binghamton, NY 13901-4433
607-721-8771
Fax: 607-721-8789
www.oag.state.ny.us

Brooklyn Regional Office
Office of the Attorney General
55 Hanson Place, Room 732
Brooklyn, NY 11217
718-722-3949
Toll free: 1-800-771-7755
(Consumer Helpline)
TTY: 1-800-788-9898 (Toll free)
www.oag.state.ny.us

Buffalo Regional Office
Office of the Attorney General
350 Main Street, Suite 300A
Main Place Tower
Buffalo, NY 14202
716-853-8400
Fax: 716-853-8571
www.oag.state.ny.us

Hauppauge Regional Office
Office of the Attorney General
300 Motor Pkwy., Suite 205
Hauppauge, NY 11788-5127
631-231-2400
www.oag.state.ny.us/tour/suffolk
.html

Harlem Regional Office
Office of the Attorney General
163 West 125th St.
New York, NY 10027-8201
212-961-4475
Toll free: 1-800-771-7755
(Consumer Helpline)
Fax: 212-961-4003
www.oag.state.ny.us

Mineola Regional Office
Office of the Attorney General
200 Old Country Rd.
New York, NY 11501
516-248-3302
Toll free: 1-800-771-7755
(Consumer Helpline)
TTY: 1-800-788-9898
Fax: 516-747-6432

www.oag.state.ny.us

Plattsburgh Regional Office
Office of Attorney General
43 Durkee Street, Suite 700
Plattsburgh, NY 12901
518-562-3282
Fax: 518-562-3294
www.oag.state.ny.us

Rochester Regional Office
Office of the Attorney General
144 Exchange Blvd., Suite 200
Rochester, NY 14614
585-546-7430
TTY: 1-800-788-9898
Fax: 585-546-7514
www.oag.state.ny.us

Syracuse Regional Office
Office of the Attorney General
615 Erie Blvd. West, Suite 102
Syracuse, NY 13204-2465
315-448-4848 (Consumer
Fraud)
315-448-4800
Toll free: 1-800-771-7755
(Consumer Hotline)
Fax: 315-448-4851
www.oag.state.ny.us

Utica Regional Office
Office of the Attorney General
207 Genesee St., Room 508
Utica, NY 13501
315-793-2225
Toll free: 1-800-771-7755
Fax: 315-793-2228
www.oag.state.ny.us/tour/utica.
html

Watertown Regional Office
Office of the Attorney General
317 Washington Street
Dulles State Office Building
Watertown, NY 13601-3744
315-785-2444
www.oag.state.ny.us

Westchester Regional Office
Office of the Attorney General
101 East Post Rd.
White Plains, NY 10601-5008
914-422-8755
Toll free: 1-800-771-7755
(Consumer Helpline)
Fax: 914-422-8706
www.oag.state.ny.us

County Offices

Department of Consumer
Affairs/
Weights & Measures
112 State St., Room 720
Albany, NY 12207
518-447-7581
Fax: 518-487-5048
E-mail: consumer_complaints@
albanycounty.com
www.albanycounty.com

Consumer Fraud Bureau
Erie County District
Attorney's Office
350 Main Street, Suite 300A
Main Place Tower
Buffalo, NY 14202
716-853-8404 (Consumer
Fraud)
716-853-8400
Toll free: 1-800-771-7755 (NY)
Fax: 716-853-8414
www.oag.state.ny.us

Putnam County Department
of Consumer Affairs/Weights
and Measures
110 Old Route 6 – Bldg. 3
Carmel, NY 10512
845-225-2039
Fax: 845-225-3403
www.putnamcountyny.com

Orange County Department
of Consumer Affairs and
Weights and Measures
99 Main St.
Goshen, NY 10924
845-291-2400
Fax: 845-291-2385
www.co.orange.ny.us

Ulster County District
Attorney's
Consumer Fraud Bureau
20 Lucas Ave.
Kingston, NY 12401
845-340-3260
Fax: 845-340-3263
www.co.ulster.ny.us

Sullivan Affairs Education
Office
64 Ferndale Loomis Rd.
Cornell Cooperative
Extensions
Liberty, NY 12754
845-292-6180
Toll free: 1-877-292-5250
Fax: 845-292-2154
www.sullivancee.org

Nassau County Office of
Consumer Affairs
200 County Seat Dr.
Mineola, NY 11501
516-571-2600
Fax: 516-571-3389
www.nassaucountyny.gov

Rockland County Office of
Consumer Protection
18 New Hempstead Rd.,
6th Floor
New City, NY 10956
845-708-7600
Fax: 845-708-7616
www.consumer.state.ny.us

Dutchess County Department
of Consumer Affairs
98 Peach Rd.
Poughkeepsie, NY 12601
845-486-2949
Fax: 845-486-2947
E-mail: consumeraffairs@
co.dutchess.ny.us
www.dutchessny.gov/CountyGo
v/
Departments/ConsumerAffairs/
CFIndex.htm

Schenectady County Dept. of
Consumer Affairs/Bureau of
Weights and Measures
64 Kellar Ave.
Schenectady, NY 12306

518-356-7473 (Consumer
Affairs)
518-356-6795 (Weights and
Measures)
Fax: 518-357-0319
www.schenectadycounty.com

Westchester County District
Attorney's Office
Economic Crimes Unit
111 Martin Luther King Jr.
Blvd.
County Courthouse
White Plains, NY 10601
914-995-3414
Fax: 914-995-3594
www.da.westchester.ny.us

Westchester County Dept.
of Consumer Protection
112 East Post Rd., 4th Floor
White Plains, NY 10601
914-995-2155
Fax: 914-995-3115
E-mail:
conpro@westchestergov.com
www.westchestergov.com/
consumer

City Offices

Mt. Vernon Office of
Consumer
Protection/Bureau of Weights
and Measures
One Roosevelt Square, Room
11
Mount Vernon, NY 10550
914-665-2433
Fax: 914-665-2496
www.ci.mount-vernon.ny.us

New York City Department of
Consumer Affairs
42 Broadway
New York, NY 10004
212-487-4444
TTY: 212-487-2710
www.nyc.gov/consumers

Town of Colonie Consumer
Protection
Memorial Town Hall
Newtonville, NY 12128
518-783-2790

www.colonie.org

Schenectady Bureau of
Consumer Protection
105 Jay Street
City Hall, Room 204
Schenectady, NY 12305
518-382-5061
Fax: 518-382-5074

Yonkers Office of Consumer
Protection
87 Nepperhan Avenue, Room
212
Yonkers, NY 10701
914-377-6808
Fax: 914-377-6811
www.yonkersny.gov

North Carolina

State Offices

Consumer Protection Division
Office of the Attorney General
9001 Mail Service Center
Raleigh, NC 27699-9001
919-716-6000
Toll free: 1-877-566-7226 (NC)
Fax: 919-716-6050
www.ncdoj.gov

North Dakota

State Offices

Consumer Protection and
Antitrust Division
Office of the Attorney General
600 East Blvd. Ave., Dept. 125
Bismarck, ND 58505
701-328-3404
Toll free: 1-800-472-2600
TTY: 1-800-366-6888 (Toll free)
Fax: 701-328-5568
E-mail: cpat@nd.gov
www.ag.nd.gov

Ohio

State Offices

Ohio Consumers' Counsel
Ten West Broad St., 18th
Floor,
Suite 1800

Columbus, OH 43215
614-466-8574 (outside OH)
Toll free: 1-877-742-5622
Fax: 614-466-9475
E-mail: occ@occ.state.oh.us
www.pickocc.org

Consumer Protection Section
Attorney General's Office
30 East Broad St., 14th Floor
Columbus, OH 43215-3428
614-466-4320
Toll free: 1-877-244-6446 (OH)
TTY: 614-466-1393
Fax: 614-728-7583
E-mail:
consumer@ag.state.oh.us
www.ag.state.oh.us

County Offices

Office of Consumer Affairs
County of Summit
1040 East Tallmadge Ave.,
Room 128
Akron, OH 44310
330-643-2879
Fax: 330-630-4655
E-mail: consumeraffairs@
summitoh.net
www.co.summit.oh.us/conaffairs
.
Htm

Oklahoma

State Offices

Consumer Protection Unit
Oklahoma Attorney General
313 NE 21st St.
Oklahoma City, OK 73105
405-521-2029
Fax: 405-528-1867
www.oag.ok.gov

Oklahoma Department of
Consumer Credit
4545 North Lincoln Blvd., #104
Oklahoma City, OK 73105

405-521-3653
Toll free: 1-800-448-4904
Fax: 405-521-6740

E-mail:
rbhooper@okdocc.state.ok.us
www.okdocc.state.ok.us

Oregon

State Offices

Financial Fraud/Consumer
Protection Section
Department of Justice
1162 Court St., NE
Salem, OR 97301
503-947-4333
503-378-4320 (Hotline Salem
Only)
503-229-5576 (Hotline Portland
Only)
Toll free: 1-877-877-9392 (OR)
TTY: 503-378-5938
Fax: 503-378-5017
www.doj.state.or.us

Pennsylvania

State Offices

Office of the Consumer
Advocate
Office of the Attorney General
5th Floor, Forum Place
555 Walnut St.
Harrisburg, PA 17101-1923
717-783-5048 (Utilities Only)
Toll free: 1-800-684-6560 (PA)
Fax: 717-783-7152
E-mail: consumer@paoca.org
www.oca.state.pa.us

Bureau of Consumer
Protection
Office of Attorney General
16th Floor, Strawberry Square
Harrisburg, PA 17120
717-787-3391
Toll free: 1-800-441-2555 (PA)
Toll free: 1-877-888-4877
(PA – Health Care)
Toll free: 1-866-623-2137
(PA – Elder Abuse)
Fax: 717-787-8242
www.attorneygeneral.gov

Regional Offices

Allentown Regional Office –
Bureau of Consumer
Protection
Office of Attorney General
801 Hamilton St., 4th Floor
Allentown, PA 18101
610-821-6690
Toll free: 1-800-441-2555 (PA)
Fax: 610-821-6529
www.attorneygeneral.gov

Ebensburg Regional Office –
Bureau of Consumer
Protection
Office of Attorney General
171 Lovell Ave., Suite 202
Ebensburg, PA 15931
814-471-1831
Fax: 814-471-1840
www.attorneygeneral.gov

Erie Regional Office – Bureau
of Consumer Protection
Office of the Attorney General
1001 State St., Suite 1009
Erie, PA 16501
814-871-4371
Fax: 814-871-4848
www.attorneygeneral.gov

Harrisburg Regional Office –
Bureau of Consumer
Protection
Office of Attorney General
301 Chestnut St., Suite 105
Harrisburg, PA 17101
717-787-7109
Fax: 717-772-3560
www.attorneygeneral.gov

Philadelphia Regional Office –
Bureau of Consumer
Protection
Office of Attorney General
21 South 12th St., 2nd Floor
Philadelphia, PA 19107
215-560-2414
Fax: 215-560-2494
www.attorneygeneral.gov

Pittsburgh Regional Office –
Bureau of Consumer
Protection

Office of Attorney General
564 Forbes Ave.
Manor Building, 6th Floor
Pittsburgh, PA 15219
412-565-5135
Toll free: 1-800-441-2555
Fax: 412-880-0196
www.attorneygeneral.gov

Scranton Regional Office
Bureau
of Consumer Protection
Office of Attorney General
101 Penn Ave.
100 Samter Building
Scranton, PA 18503
570-963-4913
Toll free: 1-800-441-2555 (PA)
Fax: 570-963-3418
www.attorneygeneral.gov

State College Regional Office
–
Bureau of Consumer
Protection
Ruth Building, First Floor
444 East College Ave., Suite
440
State College, PA 16801
814-863-3900
Fax: 814-863-6555
E-mail: [AGCorbett@
Attorneygeneral.gov](mailto:AGCorbett@Attorneygeneral.gov)
County Offices

Bucks County Consumer
Protection, Weights and
Measures
50 North Main St.
Doylestown, PA 18901
215-348-7442
Toll free: 1-800-942-2669
Fax: 215-348-4570
www.buckscounty.org

Delaware County Consumer
Affairs
201 West Front St.
Delaware County Courthouse
Media, PA 19063
610-891-4865
Fax: 610-566-3947
[www.co.delaware.pa.us/
consumeraffairs](http://www.co.delaware.pa.us/consumeraffairs)

Beaver County Alliance for
Consumer Protection
Director
Route 51
469 Constitution Blvd., Suite 3
New Brighton, PA 15066
724-843-3282
Fax: 724-843-2706
www.acp-beaver.org

Montgomery County
Consumer Affairs
Montgomery County Human
Services Center
PO Box 311
1430 DeKalb St.
Norristown, PA 19404-0311
610-278-3565
Fax: 610-278-5228
[www.montcopa.org/
consumeraffairs](http://www.montcopa.org/consumeraffairs)

Bureau of Consumer
Protection
Regional Offices
21 S. 12th St., 2nd Floor
Philadelphia, PA 19107
215-560-2414
[dsf.chesco.org/health/consaffair
s](http://dsf.chesco.org/health/consaffairs)

Puerto Rico

State Offices
Department de Asuntos Del
Consumidor
Centro Gubernamental
Roberto
Sanchez Vilella
Edificio Norte
Apartado 41059, Estacion
Minillas
San Juan, PR 00940-1059
787-722-7555
Fax: 787-726-0077
www.daco.gobierno.pr

Rhodes Island

State Offices

Consumer Protection Unit
Department of Attorney
General
150 South Main St.

Providence, RI 02903
401-274-4400
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Fax: 401-222-5110
www.riag.state.ri.us

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South Carolina Department
of Consumer Affairs
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3600 Forest Dr., Suite 300
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Toll free: 1-800-922-1594 (SC)
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Fax: 803-734-4286
E-mail:
scdca@scconsumer.gov
www.scconsumer.gov

Office of the Attorney General
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www.state.sd.us/atg

Tennessee

State Offices

Division of Consumer Affairs
500 James Robertson Pkwy.,
5th Floor

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consumer.affairs@state.tn.us
www.tn.gov/consumer

Consumer Advocate and
Protection Division
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PO Box 20207
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615-741-1671
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www.attorneygeneral.state.tn.us

Texas

Regional Offices

Austin Regional Office
PO Box 12548
Austin, TX 78711-2548
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Toll free: 1-800-621-0508
Fax: 512-473-8301
www.oag.state.tx.us

Dallas Regional Office
Office of the Attorney General
1412 Main St., Suite 810
Dallas, TX 75202
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www.oag.state.tx.us

El Paso Regional Office
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401 East Franklin Ave., Ste
530
El Paso, TX 79901
915-834-5800
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oag.state.tx.us
www.oag.state.tx.us

Houston Regional Office –
Consumer Protection
Office of the Attorney General
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713-223-5886
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Fax: 713-223-5821
www.oag.state.tx.us

Lubbock Regional Office
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4630 50th St., Suite 500
Lubbock, TX 79414-3520
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www.oag.state.tx.us

McAllen Regional Office
Office of the Attorney General
3201 North McColl Rd., Suite
B
McAllen, TX 78501-1685
956-682-4547
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Fax: 956-682-1957
www.oag.state.tx.us

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115 East Travis St., Suite 925
San Antonio, TX 78205-1605
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Fax: 210-225-1075
www.oag.state.tx.us

County Offices

Harris County Consumer
Fraud Division
District Attorney's Office
1201 Franklin, Suite 600
Houston, TX 77002-1923
713-755-5836
Fax: 713-755-5262
app.dao.hctx.net

City Offices

Department of Environmental
and Health Services
1500 Marilla
City Hall – Room 7A-North
Dallas, TX 75201
214-670-3696
Fax: 214-670-3863
E-mail:
kbradford@ci.dallas.tx.us
www.dallascityhall.com

Utah

State Offices

Division of Consumer Protection
Department of Commerce
PO Box 146704
160 East 300 South
Salt Lake City, UT 84114-6704
801-530-6601
Fax: 801-530-6001
E-mail: consumerprotection@utah.gov
www.consumerprotection.utah.gov

Vermont

State Offices

Consumer Assistance Program
Office of the Attorney General
104 Morrill Hall, UVM
Burlington, VT 05405
802-656-3183
Toll free: 1-800-649-2424 (VT)
Fax: 802-656-1423
E-mail: consumercomplaint@atg.state.vt.us
www.atg.state.vt.us

Vermont Agency of Agriculture, Food, and Markets
Food Safety and Consumer Protection
116 State Street
Montpelier, VT 05620-2901
802-828-2436
Fax: 802-828-5983
E-mail: carolyn.moulton@state.vt.us
www.vermontagriculture.com

Virgin Islands

Virgin Islands Offices

Department of Licensing and Consumer Affairs
3000 Golden Rock Shopping Center, Suite 9
Christiansted, VI 00820-4311

340-773-2226
www.dlca.gov.vi

State Offices

Department of Licensing and Consumer Affairs
8201 Sub Base, Suite 1
Property & Procurement Bldg.
St. Thomas, VI 00802
340-774-3130
Fax: 340-776-8303
www.dlca.gov.vi

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900 East Main St.
Richmond, VA 23219
804-786-2116
Toll free: 1-800-451-1525
Fax: 804-786-0122
E-mail: mail@oag.state.va.us
www.oag.state.va.us

Office of Consumer Affairs
Department of Agriculture and Consumer Services
102 Governor St.
Oliver W. Hill Building
Richmond, VA 23219
804-786-2042
Toll free: 1-800-552-9963 (VA)
TTY: 1-800-828-1120 (Toll free)
Fax: 804-225-2666
www.vdacs.virginia.gov

County Offices

Fairfax County Department of Cable Communications and Consumer Protection
12000 Government Center Pkwy., Suite 433
Fairfax, VA 22035
703-222-8435 (General)
703-324-8484 (Consumer Services)
Fax: 703-324-3900
www.fairfaxcounty.gov/consumer.htm

City Offices

Consumer Affairs
City Hall
301 King Street, Room 1900
Alexandria, VA 22313
703-838-4350
Fax: 703-838-6426
www.alexandriava.gov/citizen

Office of the Commonwealth's Attorney
Consumer Affairs Division
2425 Nimmo Pkwy.
Virginia Beach, VA 23456-9060
757-385-5836
Fax: 757-385-8779
E-mail: webforms@vb.gov
www.vb.gov.com/dept/oca/

Washington

State Offices

Office of the Attorney General (see Regional Consumer Resource Centers)
800 Fifth Avenue, Ste. 2000
Seattle, WA 98104
Toll free: 1.800.551.4636
www.atg.wa.gov

Regional Offices

Bellingham Consumer Resource Center (Island, San Juan, Skagit and Whatcom Counties)
Office of the Attorney General
103 East Holly St., Suite 308
Bellingham, WA 98225-4728
360-738-6185
Toll free: 1-800-551-4636 (WA)
Fax: 360-738-6190
www.atg.wa.gov

Kennewick Consumer Resource Center (Southeast Washington)
Office of the Attorney General
500 N. Morain St., Suite 1250
Kennewick, WA 99336-2607
509-734-7140
Toll free: 1-800-551-4636 (WA)

TTY: 1-800-833-6384
www.atg.wa.gov

Seattle Consumer Resource Center (King, Snohomish, Clallam and Jefferson Counties)
Office of the Attorney General
800 Fifth Ave., Suite 2000
Seattle, WA 98104
206-464-6684
Toll free: 1-800-551-4636 (WA)
Fax: 206-389-2801
www.atg.wa.gov

Spokane Consumer Resource Center (Northeast Washington)
Office of the Attorney General
1116 West Riverside
Spokane, WA 99201-1194
509-456-3123
Toll free: 1-800-551-4636 (WA)
Fax: 509-458-3548
www.atg.wa.gov

Tacoma Consumer Resource Center (Pierce, Mason, Grays Harbor and Kitsap Counties)
Consumer Protection Division
Office of the Attorney General
PO Box 2317
1019 Pacific Ave., 3rd Floor
Tacoma, WA 98401

253-593-2904
Toll free: 1-800-551-4636 (WA)
Fax: 253-597-4408
E-mail: cynthial@atg.wa.gov

www.atg.wa.gov

Vancouver Consumer Resource Center (Southwest Washington)
Office of the Attorney General
1220 Main St., Suite 510
Vancouver, WA 98660-2964
360-759-2150
Toll free: 1-800-551-4636 (WA)
Fax: 360-759-2109
www.atg.wa.gov/consumer

West Virginia

State Offices

Consumer Protection Division
Office of the Attorney General
PO Box 1789
812 Quarrier St., 1st Floor
Charleston, WV 25326-1789
304-558-8986
Toll free: 1-800-368-8808 (WV)
Fax: 304-558-0184
E-mail: consumer@wvago.gov
www.wvago.gov

Wisconsin

State Offices

Department of Agriculture, Trade and Consumer Protection
PO Box 8911
2811 Agriculture Dr.
Madison, WI 53708-8911

608-224-4976
Toll free: 1-800-422-7128 (WI)
TTY: 608-224-5058
Fax: 608-224-4939
E-mail: datcpHotline@wi.gov
Web: datcp.wisconsin.gov

County Offices

Racine County Sheriff's Department
Consumer Fraud Investigation
717 Wisconsin Ave.
Racine, WI 53403
262-636-3126
Toll free: 1-800-242-4202
Fax: 262-637-5279
E-mail: RCSheriff@goracine.org
www.racineco.com

Wyoming

State Offices

Consumer Protection Unit
Office of the Attorney General
2424 Pioneer Ave., 1st Floor
Cheyenne, WY 82002
307-777-7841
Toll free: 1-800-438-5799
Fax: 307-777-7956
E-mail: agwebmaster@state.wy.us
www.attorneygeneral.state.wy.us

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Information taken from Wisconsin Sheriffs & Deputy Sheriffs Association website: www.wdsda.org

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Daniel W. Blank
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Superior WI 54880
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Fax: 715-395-1481

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County - **Eau Claire**
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County - **Florence**
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County - **Grant**
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County - **Green**
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County - **Kenosha**

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County - **Oconto**

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County - **Oneida**

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1 Courthouse Square
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Rhinelander WI 54501
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County - **Outagamie**

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County - **Polk**

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County - **Portage**

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Wisconsin District Attorneys Directory

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County - **Rusk**

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County - **Sauk**

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County - **Sawyer**

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County - **Shawano**

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Shawano WI 54166
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County - **Sheboygan**

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Sheboygan WI 53081
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Fax: 920-459-4383

County - **St. Croix**

Eric G. Johnson
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Hudson WI 54016
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Fax: 715-381-4397

County - **Taylor**

Karl J. Kelz
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Medford WI 54451
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Fax: 715-748-1454

County - **Trempealeau**

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Fax: 715-538-4924

Wisconsin District Attorneys Directory

County - **Vernon**

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200
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Fax: 608-637-3828

County - **Vilas**

Albert Moustakis
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Eagle River WI 54521
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Fax: 715-479-3751

County - **Walworth**

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Fax: 262-741-4210

County - **Washburn**

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Fax: 715-468-4674

County - **Washington**

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Fax: 262-335-4739

County - **Waukesha**

Brad D. Schimel
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Fax: 262-896-8244

County - **Waupaca**

John Snider
811 Harding St
Waupaca WI 54981
Phone: 715-258-6444
Fax: 715-258-6436

County - **Waushara**

Scott Blader
209 S St. Marie
PO Box 490
Wautoma WI 54982
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Fax: 920-787-0435

County - **Winnebago**

Christian A. Gossett
240 Algoma Blvd
PO Box 2808
Oshkosh WI 54903
Phone: 920-236-4977
Fax: 920-236-4952

County - **Wood**

Todd P. Wolf
400 Market St
PO Box 8095
Wisconsin Rapids WI 54495-8095
Phone: 715-421-8515
Fax: 715-421-8426

Wisconsin Elder Adults-at-Risk Help Lines

Information taken from Wisconsin Department of Health Services website: dhs.wisconsin.gov

Adams Co. Aging Unit
Daytime Phone: 608-339-4251
After Hours Phone: 608-339-3304
or 911
Answering Machine: 608-339-4251

Barron Co. Dept. of Social Services
Daytime Phone: 715-537-5691
After Hours Phone: Same

Brown Co. Human Services Dept.
Daytime Phone: 920-448-6000
After Hours Phone: 920-436-8888

Burnett Co. Department of
Health & Human Services
Daytime Phone: 715-349-7600
After Hours Phone: N/A

Chippewa Co. Dept. of Human Services
Daytime Phone: 715-726-7799
After Hours Phone: 715-726-7830

Columbia Co. Human Services Dept.
Daytime Phone: 608-742-9227
After Hours Phone: 608-742-4166

Dane Co. Dept. of Human
Services Area Agency on Aging
Daytime Phone: 608-261-9933
After Hours Phone: 911

Door Co. Dept. of Social Services
Daytime Phone: 920-745-2300
TOLL FREE: 888-743-1844 x 2300
After Hours Phone: 920 - 746-2400

Dunn Co. Dept. of Human Services
Daytime Phone: 715-232-1116
After Hours Phone: 911

Florence Co. Human Services Dept.
Daytime Phone: 715-528-3296
TOLL FREE: 888-452-3296
After Hours Phone: 715-528-3346

Ashland Co Human Services Dept.
Daytime Phone: 715-682-7004
TOLL-FREE: 800-472-6927
After Hours Phone: 715-682-7023

Bayfield Co. Dept. of Human Services
Daytime Phone: 715-373-6144
After Hours Phone: 911

Buffalo Co. Dept. of Health & Human Services
Daytime Phone: 608-685-4412
After Hours Phone: 608-685-4433

Calumet Co. Human Service Dept.
Daytime Phone: 920-849-1400
Weekend Hours Phone: 920-849-9317

Clark Co. Dept. of Social Services
Daytime Phone: 715-743-5233
After Hours Phone: 715-743-3157

Crawford Co. Dept. of Human Services
Daytime Phone: 608-326-0248
After Hours Phone: 608-326-8414

Dodge Co. Health & Human Services Dept.
Daytime Phone: 920-386-3580
After Hours Phone: 920-386-3726

Douglas Co. Dept. of Human Services
Daytime Phone: 715-395-1304
After Hours Phone: 715-395-1371

Eau Claire Co. Human Services Dept.
Daytime Phone: 715-831-5730
After Hours Phone: 715-839-4972

Fond du Lac Co. Dept. of Human Services
Daytime Phone: 920-929-3466
TOLL FREE: 800-435-7335
After Hours Phone: 920-929-3466 or 911

Wisconsin Elder Adults-at-Risk Help Lines Directory

Forest Co. Dept. of Social Services
Daytime Phone: 715-478-7709
After Hours Phone: 715-478-3331

Green Co. Human Service Dept.
Phone: 608-328-9393
After Hours Phone: N/A

Iowa Co. Dept. of Social Services
Daytime Phone: 608-935-9311
After Hours Phone: 608-935-3314

Jackson Co. Human Service Dept.
Daytime Phone: 715-284-4301
TOLL FREE: 877-498-6448
After Hours Phone: 800-500-3910

Juneau Co. Dept. of Human Services
Daytime Phone: 608-847-2400
After Hours Phone: 608-847-2400 or
847-6161

Kewaunee Co. Dept. of Human Services
Daytime Phone: 920-388-0626
After Hours Phone: 920-388-3100

Lafayette Co. Dept. of Human Services
Daytime Phone: 608-776-4888
After Hours Phone: N/A

Lincoln Co. Commission on Aging
Daytime Phone: 715-536-0311
After Hours Phone: 715-536-1300

Marathon Co. Dept. of Social Services
Daytime Phone: 715-261-7500
After Hours Phone: 715-847-0200

Marquette Co. Human Services Dept.
Daytime Phone: 608-297-3124
After Hours Phone: 608-297-2115

Milwaukee Co. Dept. on Aging
Daytime Phone: 414-289-6874
After Hours Phone: Same

Oconto Co. Commission on Aging
Daytime Phone: 800-649-6568
After Hours Phone: 920-834-6900

Grant Co. Dept. of Social Services
Daytime Phone: 608-723-2136
After Hours Phone: 608-723-2157

Green Lake Co. ADRC
Daytime Phone: 877-883-5378
After Hours Phone: 920-294-4000

Aging Unit of **Iron Co.** Inc.
Daytime Phone: 715-561-2108
After Hours Phone: 715-561-3800

Jefferson Co. Human Service Dept.
Phone: 920-674-3105
After Hours Phone: N/A

Kenosha Co. Center for Aging
& Long Term Care
Daytime Phone: 262-653-6646
After Hours Phone: 262-657-7188

La Crosse Co. Human Services
Phone: 608-785-5700
After Hours Phone: N/A

Langlade Co. Dept. of Social Services
Daytime Phone: 715-627-6500
After Hours Phone: 715-627-6411

Manitowoc Co. Human Services Dept.
Daytime Phone: 920-683-4180
After Hours Phone: N/A

Marinette Co. Human Services Dept.
Daytime Phone: 715-732-7700
After Hours Phone: 715-732-7600

Menominee Co. Health & Human
Services Dept.
Daytime Phone: 715-799-3861
After Hours Phone: Same

Monroe Co. Human Service Dept.
Daytime Phone: 608-269-8600
After Hours Phone: 608-269-2117

Oneida Co. Dept. of Social Services
Daytime Phone: 715-362-5695
TOLL FREE: 888-662-5695
After Hours Phone: 715-361-5100

Wisconsin Elder Adults-at-Risk Help Lines Directory

Oneida Tribal Elder Abuse Unit
Daytime Phone: 920-869-2448
After Hours Phone: 920-869-1133

Ozaukee Co. Dept. of Social Services
Daytime Phone: 262-284-8200 or
262-238-8200
After Hours Phone: 911

Pierce Co. ADRC
Daytime Phone: 715-273-6780
After Hours Phone: 715-273-5051 x 235

Portage Co. Health & Human Services
Daytime Phone: 715-345-5350
After Hours Phone: 715-343-7125

Racine Co. Human Service Dept.
Daytime Phone: 262-638-6800
After Hours Phone: 262-638-6321

Rock Co. Council on Aging
Daytime Phone: 608-757-5416
After Hours Phone: N/A

Sauk Co. Dept. of Human Services
Daytime Phone: 608-355-4200
After Hours Phone: N/A

Shawano Co. Social Services Dept.
Daytime Phone: 715-526-4700
After Hours Phone: N/A

St. Croix Co. Dept. of Human Services
Daytime Phone: 715-246-8250
After Hours Phone: N/A

Trempealeau Co. Dept. of Social Services
Daytime Phone: 715 - 538-2311 x 290
After Hours Phone: N/A

Vilas Co. Dept. of Social Services
Daytime Phone: 715-479-3668
After Hours Phone: N/A

Washburn Co. Social Services Dept.
Daytime Phone: 715-468-4747
After Hours Phone: N/A

Outagamie Co. Health & Human
Services Dept.
Daytime Phone: 920-832-4646
After Hours Phone: Same

Pepin Co. Dept. of Human Services
Daytime Phone: 715-672-8941
After Hours Phone: 715- 672-5944

Polk Co. Dept. of Social Services
Daytime Phone: 715-785-8400
After Hours Phone: 715-485-3131

Price Co. Aging Unit
Daytime Phone: 715-339-3943
After Hours Phone: 715-428-2814

Richland Co. Dept. of Social Services
Daytime Phone: 608-647-8821 or
608-647-2106
TOLL FREE: 877-641-4616
After Hours Phone: 608-647-2106

Rusk Co. Aging Unit
Daytime Phone: 715-532-2299
After Hours Phone: N/A

Sawyer Co. Health & Human Services
Daytime Phone: 715-634-4806
TOLL FREE: 800-569-4162
After Hours Phone: N/A

Sheboygan Co. Dept. of Health & Human Services
Daytime Phone: 920-459-3095
After Hours Phone: N/A

Taylor Co. Human Service Dept.
Daytime Phone: 715-748-3332
After Hours Phone: N/A

Vernon Co. Dept. of Human Services
Phone: 608-637-7007
After Hours Phone: N/A

Walworth Co. Dept. of Human Services
Phone: 262-741-3200
After Hours Phone: N/A

ADRC of **Washington Co.**
Daytime Phone: 262-335-4497
After Hours Phone: N/A

Wisconsin Elder Adults-at-Risk Help Lines Directory

ADRC of **Waukesha Co.**
Daytime Phone: 262-548-7848
After Hours Phone: N/A

Waupaca Co. Dept. of Health & Human Services
Daytime Phone: 715-258-6300
After Hours Phone: N/A

Waushara Co. Dept. of Aging Services
Daytime Phone: 920-787-0401
After Hours Phone: N/A

Winnebago Co. Dept. of Human Services
Daytime Phone:
Oshkosh: 920-236-4614
Neenah/Menasha: 920-727-2882 x 4683
After Hours Phone: N/A

Wood Co. Dept. of Social Services
Daytime Phone:
Marshfield: 715-367-6374
Wisconsin Rapids: 715-421-8600
After Hours Phone: N/A

Wisconsin Home Energy Assistance Program (WHEAP) Contacts

Information provided by the Wisconsin Division of Energy Services: www.homeenergyplus.wi.gov

County / Tribe Adams	
<u>Contractor Name</u> ADAMS COUNTY HHSD CENTRAL WI CAC INC.	<u>WHEAP Coordinator</u> SANDY WORMET 108 E NORTH ST FRIENDSHIP WI 53934 (608) 339-4505 swormet@co.adams.wi.us CHRIS KLUG 108 E NORTH ST FRIENDSHIP WI 53934 (608) 339-4505 chris.klug@co.adams.wi.us
County / Tribe Ashland	
<u>Contractor Name</u> ASHLAND CO HHSD	<u>WHEAP Coordinator</u> TAMI HEGLUND 630 SANBORN AVE ASHLAND WI 54806 (715) 682-7004 theglund@hsd.co.ashland.wi.us
County / Tribe Barron	
<u>Contractor Name</u> BARRON CO DHHS	<u>WHEAP Coordinator</u> JAMIE CHRISTIAN-FAWCETT 330 E LA SALLE AVE RM 338 BARRON WI 54812 (715) 537-6326 jamie.fawcett@co.barron.wi.us
County / Tribe Bayfield	
<u>Contractor Name</u> BAYFIELD CO DHS BAYFIELD CO DHS	<u>WHEAP Coordinator</u> NEIL HULMER 117 E 5TH ST WASHBURN WI 54891 (715) 373-6144 nhulmer@bayfieldcounty.org JEANINE SPUHLER 117 E 5TH ST WASHBURN WI 54891 (715) 373-6144 jspuhler@bayfieldcounty.org
County / Tribe Brown	
<u>Contractor Name</u> INTEGRATED COMMUNITY SERVICES	<u>WHEAP Coordinator</u> DONELLA PAYNE 201 W WALNUT ST GREEN BAY WI 54303 (920) 448-4540 donellapa@ics-gb.org
County / Tribe Buffalo	
<u>Contractor Name</u> BUFFALO CO DHHS (more info on next page)	<u>WHEAP Coordinator</u> CHRISTINE MEIER 402 S 2ND ST ALMA WI 54610 (608) 685-4412 chris.meier@buffalocounty.com

Wisconsin Home Energy Assistance Program (WHEAP) Contacts

BUFFALO CO DHHS

KRISTA DEWITT
402 S 2ND ST
ALMA WI 54610
(608) 685-4412 krista.dewitt@buffalocounty.com

County / Tribe **Burnett**

Contractor Name
BURNETT CO HHS

WHEAP Coordinator
KARLA BRUNBERG
7410 COUNTY ROAD K STE 280
SIREN WI 54872
(715) 349-7600 kbrunberg@burnettcounty.org

County / Tribe **Calumet**

Contractor Name
CALUMET CO DHS

WHEAP Coordinator
LYNN BRENNER
206 COURT ST
CHILTON WI 53014
(920) 849-1400 brenner.lynn@co.calumet.wi.us

CALUMET CO DHS

KARLA BARTEL
206 COURT ST
CHILTON WI 53014
(920) 849-1622 bartel.karla@co.calumet.wi.us

County / Tribe **Chippewa**

Contractor Name
CHIPPEWA CO DHS

WHEAP Coordinator
GWEN GUST
711 N BRIDGE ST RM 119
CHIPPEWA FALLS WI 54729
(715) 726-7840 ggust@co.chippewa.wi.us

County / Tribe **Clark**

Contractor Name
CLARK CO DSS

WHEAP Coordinator
MARIANNE SCHOCK
517 COURT ST RM 502
NEILLSVILLE WI 54456
(715) 743-5233 marianne.schock@co.clark.wi.us

County / Tribe **Columbia**

Contractor Name
ENERGY SERVICES INC

WHEAP Coordinator
JUDIE WIERSMA
311 E WISCONSIN STE 108
PORTAGE WI 53901
(608) 742-4088 jwiersma@eswi.com

County / Tribe **Crawford**

Contractor Name
CRAWFORD CO HSD

WHEAP Coordinator
BARBARA HERNESMAN
225 N BEAUMONT RD STE 326
PRAIRIE DU CHIEN WI 53821
(608) 326-0248 cchsdhah@mhtc.net

Wisconsin Home Energy Assistance Program (WHEAP) Contacts

County / Tribe Dane	
<u>Contractor Name</u> ENERGY SERVICES INC	<u>WHEAP Coordinator</u> GAIL ALDRIDGE 1225 S PARK ST MADISON WI 53715 (608) 283-7650 galdridge@esiwi.com
County / Tribe Dodge	
<u>Contractor Name</u> ENERGY SERVICES INC	<u>WHEAP Coordinator</u> CATHY SCHOENBERGER 107 HENRY ST STE 1 BEAVER DAM WI 53916 (920) 887-7990 cschoenberger@esiwi.com
County / Tribe Door	
<u>Contractor Name</u> WOMENS EMPLOYMENT PROJECT	<u>WHEAP Coordinator</u> MAVIS ARNOLD 1300 EGG HARBOR RD STE 124 STURGEON BAY WI 54235 (920) 743-7273 marnold@doorcountyjobcenter.org
County / Tribe Douglas	
<u>Contractor Name</u> DOUGLAS CO DHHS	<u>WHEAP Coordinator</u> APRIL HEIM 1316 N 14TH ST SUPERIOR WI 54880 (715) 395-1542 april.heim@douglascountywi.org
County / Tribe Dunn	
<u>Contractor Name</u> DUNN CO DHS	<u>WHEAP Coordinator</u> REBECCA JOHNSON 401 TECHNOLOGY DR W MENOMONIE WI 54751 (715) 232-1116 rjohnson@co.dunn.wi.us
DUNN CO DHS	LORA NORBY 401 TECHNOLOGY DR W MENOMONIE WI 54751 (715) 232-1116 lnorby@co.dunn.wi.us
County / Tribe Eau Claire	
<u>Contractor Name</u> EAU CLAIRE CO DHS	<u>WHEAP Coordinator</u> MARY MYERS 221 W MADISON ST EAU CLAIRE WI 54703 (715) 839-1023 mary.myers@co.eau-claire.wi.us
Eau Claire CO DHS	LINDA STRUCK 721 OXFORD AVE EAU CLAIRE WI 54703 (715) 839-1222 linda.struck@co.eau-claire.wi.us

(more on next page)

Wisconsin Home Energy Assistance Program (WHEAP) Contacts

EAU CLAIRE CO DHS

JANE OLSON
221 W MADISON ST
EAU CLAIRE WI 54703
(715) 839-6475 jane.olson@co.eau-claire.wi.us

WESTERN DAIRYLAND E.O.C.

KRISTY ELLIOUS
418 WISCONSIN ST
EAU CLAIRE WI 54703
(715) 836-7511 kristy@westerndairyland.org

County / Tribe **Florence**

Contractor Name

FLORENCE CO HS

WHEAP Coordinator

COLLEEN MOLLER
501 LAKE AVE
FLORENCE WI 54121
(715) 528-3296 cmoller@co.florence.wi.us

County / Tribe **Fond du Lac**

Contractor Name

ENERGY SERVICES INC

WHEAP Coordinator

KARI KLITZMAN
104 S MAIN ST STE 711
FOND DU LAC WI 54935
(920) 929-3445 kklitzman@eswi.com

County / Tribe **Forest**

Contractor Name

NEWCAP, INC

WHEAP Coordinator

MARY ANN JAMESON
212 N LAKE AVE
CRANDON WI 54520
(715) 478-3871 maryannjameson@newcap.org

County / Tribe **Grant**

Contractor Name

GRANT CO DSS

WHEAP Coordinator

PATTY KOESTLER
8820 HIGHWAY 35 & 61 S
LANCASTER WI 53813
(608) 723-2136 pkoestler@co.grant.wi.gov

County / Tribe **Green**

Contractor Name

GREEN CO HS

WHEAP Coordinator

JEANNIE BLUMER
N3152 STATE HWY 81
MONROE WI 53566
(608) 328-9361 jblumer@gchsd.org

County / Tribe **Green Lake**

Contractor Name

GREEN LAKE CO DHHS

WHEAP Coordinator

ANGELA NEHRING
500 LAKE STEEL ST
GREEN LAKE WI 54941
(920) 294-4070 anehring@co.green-lake.wi.us

Wisconsin Home Energy Assistance Program (WHEAP) Contacts

County / Tribe	Iowa
<u>Contractor Name</u>	<u>WHEAP Coordinator</u>
IOWA CO DSS	MARLIN HARMS 109 W FOUNTAIN ST DODGEVILLE WI 53533 (608) 935-9311 marlin.harms@iowacounty.org
County / Tribe	Iron
<u>Contractor Name</u>	<u>WHEAP Coordinator</u>
IRON CO HS	DIANE SCHMIDTKE 300 TACONITE ST STE 201 HURLEY WI 54534 (715) 561-3636 schmidtked@ironcountywi.org
County / Tribe	Jackson
<u>Contractor Name</u>	<u>WHEAP Coordinator</u>
JACKSON CO DHHS	JULIE OLSON 420 HIGHWAY 54 W BLACK RIVER FALLS WI 54615 (715) 284-4301 julie.olson@co.jackson.wi.us
County / Tribe	Jefferson
<u>Contractor Name</u>	<u>WHEAP Coordinator</u>
ENERGY SERVICES INC	JODI GRUNEWALD 402 MADISON AVE FORT ATKINSON WI 53538 (920) 568-0604 jgrunewald@esiwi.com
County / Tribe	Juneau
<u>Contractor Name</u>	<u>WHEAP Coordinator</u>
CENTRAL WI CAC INC.	GEORGENE DOMKE 1 KENNEDY ST MAUSTON WI 53948 (608) 847-5988 georgene53944@hotmail.com
County / Tribe	Kenosha
<u>Contractor Name</u>	<u>WHEAP Coordinator</u>
SPANISH CENTER	KATHY DICKEY 5900 11TH AVE KENOSHA WI 53140 (262) 657-2160 kewheap@hotmail.com
County / Tribe	Kewaunee
<u>Contractor Name</u>	<u>WHEAP Coordinator</u>
KEWAUNEE CO DHS	KIM VANDERMOSS 510 KILBOURN ST KEWAUNEE WI 54216 (920) 388-3777 vandermk@kewauneeco.org

Wisconsin Home Energy Assistance Program (WHEAP) Contacts

County / Tribe	La Crosse
<u>Contractor Name</u>	<u>WHEAP Coordinator</u>
LA CROSSE CO HS	TOM MILLER 300 4TH ST N LA CROSSE WI 54601 (608) 785-6013 miller.tom@co.la-crosse.wi.us
County / Tribe	Lafayette
<u>Contractor Name</u>	<u>WHEAP Coordinator</u>
LAFAYETTE CO HS	KATE CHAMBERS 627 MAIN ST DARLINGTON WI 53530 (608) 776-4904 kchambers@lchsd.org
County / Tribe	Langlade
<u>Contractor Name</u>	<u>WHEAP Coordinator</u>
LANGLADE CO DSS	PATSY ROLO 1225 LANGLADE RD ANTIGO WI 54409 (715) 627-6500 prolo@co.langlade.wi.us
County / Tribe	Lincoln
<u>Contractor Name</u>	<u>WHEAP Coordinator</u>
LINCOLN CO DSS	GLENDA KUMMEROW 607 N SALES ST MERRILL WI 54452 (715) 536-6200 gkummerow@co.lincoln.wi.us
County / Tribe	Manitowoc
<u>Contractor Name</u>	<u>WHEAP Coordinator</u>
MANITOWOC CO HSD	CHRIS WILFERT 3733 DEWEY ST MANITOWOC WI 54220 (920) 683-4235 chriswilfert@co.manitowoc.wi.us
County / Tribe	Marathon
<u>Contractor Name</u>	<u>WHEAP Coordinator</u>
ENERGY SERVICES INC	LISA BUEHLER 308 GRAND AVE, STE 101 WAUSAU WI 54403 (715) 842-3111 lbuehler@esiwi.com
County / Tribe	Marinette
<u>Contractor Name</u>	<u>WHEAP Coordinator</u>
MARINETTE CO HHS	LINDA DJUPSTROM 1605 UNIVERSITY DR MARINETTE WI 54143 (715) 732-7740 ldjupstrom@marinettecounty.com

Wisconsin Home Energy Assistance Program (WHEAP) Contacts

County / Tribe Marquette	
<u>Contractor Name</u> ENERGY SERVICES INC	<u>WHEAP Coordinator</u> JUDIE WIERSMA 140 LAKE CT MONTELLO WI 53949 (608) 297-8641 jwiersma@esiwi.com
County / Tribe Milwaukee	
<u>Contractor Name</u> SOCIAL DEVELOPMENT COMMISSION	<u>WHEAP Coordinator</u> JUANITA VALCARCEL 4041 N RICHARDS ST MILWAUKEE WI 53212 (414) 906-4602 jvalcarcel@cr-sdc.org
SOCIAL DEVELOPMENT COMMISSION	SONYA EDDIE 931 W MADISON ST MILWAUKEE WI 53204 (414) 643-8444 seddie@cr-sdc.org
SOCIAL DEVELOPMENT COMMISSION	TARA PRAY 4041 N RICHARDS ST MILWAUKEE WI 53212 (414) 906-2700 tpray@cr-sdc.org
County / Tribe Monroe	
<u>Contractor Name</u> COULEECAP INC	<u>WHEAP Coordinator</u> SUE RAHR 777 NORTH ST SPARTA WI 54656 (608) 269-1506 Sue.Rahr@couleecap.org
County / Tribe Oconto	
<u>Contractor Name</u> OCONTO CO DHHS	<u>WHEAP Coordinator</u> BRENDA MECK 501 PARK AVE OCONTO WI 54153 (920) 834-7030 brenda.meck@co.oconto.wi.us
County / Tribe Oneida	
<u>Contractor Name</u> ONEIDA CO DSS	<u>WHEAP Coordinator</u> LORETTA ROLAIN 1 S ONEIDA AVE RHINELANDER WI 54501 (715) 362-5695 loretta@dss.co.oneida.wi.us
ONEIDA CO DSS	MARY RIDEOUT 1 S ONEIDA AVE RHINELANDER WI 54501 (715) 362-5695 mary@dss.co.oneida.wi.us

Wisconsin Home Energy Assistance Program (WHEAP) Contacts

County / Tribe	Outagamie
<u>Contractor Name</u>	<u>WHEAP Coordinator</u>
ENERGY SERVICES INC	BETTY MILLER 420 E LONGVIEW DR STE A APPLETON WI 54911 (920) 735-0010 bmiller@esiwi.com
County / Tribe	Ozaukee
<u>Contractor Name</u>	<u>WHEAP Coordinator</u>
OZAUKEE CO DHS	CAROLYN GODERSKY 121 W MAIN ST PORT WASHINGTON WI 53074 (262) 284-8200 cagodersky@co.ozaukee.wi.us
County / Tribe	Pepin
<u>Contractor Name</u>	<u>WHEAP Coordinator</u>
PEPIN CO DHS	CATHY SHAW 740 7TH AVE W DURAND WI 54736 (715) 672-8941 cshaw@co.pepin.wi.us
County / Tribe	Pierce
<u>Contractor Name</u>	<u>WHEAP Coordinator</u>
PIERCE CO DHS	TAMMY TIREMAN 412 W KINNE ST ELLSWORTH WI 54011 (715) 273-6788 tammy.tireman@co.pierce.wi.us
County / Tribe	Polk
<u>Contractor Name</u>	<u>WHEAP Coordinator</u>
POLK CO DHS	SHEILA FALB 100 POLK COUNTY PLZ STE 50 BALSAM LAKE WI 54810 (715) 485-8476 sheilaf@co.polk.wi.us
County / Tribe	Portage
<u>Contractor Name</u>	<u>WHEAP Coordinator</u>
ENERGY SERVICES INC	NANCY ZINDA 1308 MAIN ST STEVENS POINT WI 54481 (715) 344-5999 nzinda@esiwi.com
County / Tribe	Price
<u>Contractor Name</u>	<u>WHEAP Coordinator</u>
PRICE CO DHS	KATE HALMSTAD 104 S EYDER AVE PHILLIPS WI 54555 (715) 339-2158 kate.halmstad@co.price.wi.us

Wisconsin Home Energy Assistance Program (WHEAP) Contacts

County / Tribe	Racine		
<u>Contractor Name</u>	RACINE/KENOSHA CAA	<u>WHEAP Coordinator</u>	JOY MCCLELLAND 2113 N WISCONSIN ST RACINE WI 53402 (262) 637-8377 joy.mcclelland@goracine.org
County / Tribe	Richland		
<u>Contractor Name</u>	RICHLAND CO HHS	<u>WHEAP Coordinator</u>	CHRISTY DUHR 221 W SEMINARY ST RICHLAND CENTER WI 53581 (608) 647-8821 duhrc@co.richland.wi.us
County / Tribe	Rock		
<u>Contractor Name</u>	ENERGY SERVICES INC	<u>WHEAP Coordinator</u>	JUDY HAUSE 118 ECLIPSE CENTER BELOIT WI 53511 (608) 363-9200 jhause@esiwi.com
County / Tribe	Rusk		
<u>Contractor Name</u>	RUSK CO DHHS	<u>WHEAP Coordinator</u>	IRENE LEHMAN 311 E MINER AVE STE C240 LADYSMITH WI 54848 (715) 532-2299 ilehman@ruskcountywi.us
County / Tribe	St. Croix		
<u>Contractor Name</u>	ST CROIX CO ECONOMIC SUPPORT	<u>WHEAP Coordinator</u>	MARY SQUYER 1445 N 4TH ST NEW RICHMOND WI 54017 (715) 246-8337 marys@co.saint-croix.wi.us
County / Tribe	Sauk		
<u>Contractor Name</u>	ENERGY SERVICES INC	<u>WHEAP Coordinator</u>	STEPHANIE JOHNSON 916 8TH AVE BARABOO WI 53913 (608) 356-8887 sjohnson@esiwi.com
County / Tribe	Sawyer		
<u>Contractor Name</u>	SAWYER CO HHS	<u>WHEAP Coordinator</u>	BILLIE OLSON 10610 MAIN HAYWARD WI 54843 (715) 638-3318 bolson@sawyerhs.hayward.wi.us

Wisconsin Home Energy Assistance Program (WHEAP) Contacts

County / Tribe	Shawano
<u>Contractor Name</u>	<u>WHEAP Coordinator</u>
SHAWANO CO DSS	KRISS KIMMER 607 E ELIZABETH ST SHAWANO WI 54166 (715) 526-4740 sockrist@co.shawano.wi.us
County / Tribe	Sheboygan
<u>Contractor Name</u>	<u>WHEAP Coordinator</u>
SHEBOYGAN CO HHS	KATHY MCMULLEN 3620 WILGUS AVE SHEBOYGAN WI 53081 (920) 208-5908 mcmulkam@co.sheboygan.wi.us
County / Tribe	Taylor
<u>Contractor Name</u>	<u>WHEAP Coordinator</u>
TAYLOR CO HSD	DAVID HEMKE 540 E COLLEGE ST MEDFORD WI 54451 (715) 748-3332 dave.hemke@co.taylor.wi.us
County / Tribe	Trempealeau
<u>Contractor Name</u>	<u>WHEAP Coordinator</u>
TREMPEALEAU CO DSS	DENISE DUNLAVY 36245 MAIN ST WHITEHALL WI 54773 (715) 538-2311 dunlavyd@tremplocounty.com
County / Tribe	Vernon
<u>Contractor Name</u>	<u>WHEAP Coordinator</u>
COULEECAP INC	LUCINDA HARTER 212 AIRPORT RD VIROQUA WI 54665 (608) 637-7434 cindy.harter@couleecap.org
County / Tribe	Vilas
<u>Contractor Name</u>	<u>WHEAP Coordinator</u>
VILAS CO DSS	NANCY MOSER 330 COURT ST EAGLE RIVER WI 54521 (715) 479-3668 vilasds@co.vilas.wi.us
County / Tribe	Walworth
<u>Contractor Name</u>	<u>WHEAP Coordinator</u>
WALWORTH CO HHS	AUDREY ZEGAR W4051 COUNTY RD NN ELKHORN WI 53121 (262) 741-3318 azegar@co.walworth.wi.us

Wisconsin Home Energy Assistance Program (WHEAP) Contacts

County / Tribe	Washburn		
<u>Contractor Name</u>	WASHBURN CO HHSO	<u>WHEAP Coordinator</u>	SUE SCHWEICKERT 110 4TH AVE W SHELL LAKE WI 54871 (715) 468-4746 sschweic@co.washburn.wi.us
County / Tribe	Washington		
<u>Contractor Name</u>	WASHINGTON CO HSD	<u>WHEAP Coordinator</u>	SANDY POTTER 333 E WASHINGTON ST STE 3100 WEST BEND WI 53095 (262) 335-4662 sandy.potter@co.washington.wi.us
County / Tribe	Waukesha		
<u>Contractor Name</u>	ENERGY SERVICES INC	<u>WHEAP Coordinator</u>	TAMMY GRAUER 217 WISCONSIN AVE STE 401 WAUKESHA WI 53186 (262) 549-9666 tgrauer@esiwi.com
County / Tribe	Waupaca		
<u>Contractor Name</u>	ENERGY SERVICES INC	<u>WHEAP Coordinator</u>	DEBORAH WALKER 1300 ROYALTON ST WAUPACA WI 54981 (715) 258-6820 dwalker@esiwi.com
County / Tribe	Waushara		
<u>Contractor Name</u>	CENTRAL WI CAC INC.	<u>WHEAP Coordinator</u>	SUSAN VANDERLOOP 205 E MAIN ST STE 46 WAUTOMA WI 54982 (920) 787-1830 susanvand@centurytel.net
County / Tribe	Winnebago		
<u>Contractor Name</u>	ENERGY SERVICES INC	<u>WHEAP Coordinator</u>	BETTY MILLER 212 W 12TH AVE OSHKOSH WI 54902 (920) 231-0600 bmiller@esiwi.com
County / Tribe	Wood		
<u>Contractor Name</u>	WOOD CO DSS	<u>WHEAP Coordinator</u>	JANET RUDE 320 W GRAND AVE WISCONSIN RAPIDS WI 54495 (715) 421-8600 jrude@co.wood.wi.us

Wisconsin Home Energy Assistance Program (WHEAP) Contacts

County / Tribe **Menominee**

Contractor Name

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County / Tribe **Red Cliff Tribe**

Contractor Name

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Contractor Name

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County / Tribe **Potawatomi Tribe**

Contractor NameFOREST COUNTY POTAWATOMI
COMMUNITY**WHEAP Coordinator**

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County / Tribe **Lac du Flambeau Tribe**

Contractor Name

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County / Tribe **Mole Lake/Sokaogon Tribe**

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SOKAOGON CHIPPEWA TRIBE

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County / Tribe **Oneida Tribe**

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County / Tribe **Lac Courte Oreilles Band**

Contractor Name

LAC COURTE OREILLES TRIBE

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State of Wisconsin Governmental DirectorySeptember, 2010

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Enterprise Operations 608 266-2605 101 E Wilson St., Madison 53703
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See State Employment Relations, Office of

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Agricultural Development & Diversification Grant Program

 ADD Grant Program 608 224-5136

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 Bio Products Industry 608 224-5114

 Direct Marketing 608 224-5124

 Farmers' Markets 608 224-5048

 Grow Wisconsin Dairy Team Grants 608 224-5137

 International AgriBusiness Center 608 224-5100

 Or 800 462-5237

 Market News 608 224-5080

 Recorded Commodity Reports-

 Livestock/Grain/Poultry/Dairy/Fruit & Vegetables 608 224-5088

 Market Orders 608-224-5140

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 Stray Voltage Program 608 224-5055

 Value Added Dairy Initiative 608 224-5137

 www.SavorWisconsin.com 608 224-5126

 Wisconsin Fairs 608 224-5100

Wisconsin Farm Center	608 224-5051	
Or	800 942-2474	
Farm Link.....	608 224-5049	
Financial Counseling.....	608 224-5050	
Future Fields	608 224-5048	
Mediation	608 224-5052	
REPS.....	608 224-5055	
Agricultural Resource Management Div.....	608 224-4500	
Agri Chemical Management Bureau		
Feed and Fertilizer.....	608 224-4537	
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Seed Regulation	608 224-4596	
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Food Safety Div		
Food/Meat Inspection	608 224-4700	
Legal Counsel Office	608 224-5023	
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Grain Regulation.....	608 224-4922	
Privacy Protection Office.....	608 224-5163	
Producer Security Section.....	608 224-4970	
Trade Practices		
Minimum Markup		
Unfair Sales Act	608 224-4925	
Weights & Measures.....	608 224-4952	
AIDS-Health Services, Dept of.....	608 267-5287.....	1 W Wilson St., Madison 53703
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Legislative Bulletins..... 608 266-2545

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Majority Leader..... 608 266-2401..... State Capitol Madison, 53708

Minority Leader 608 266-5504..... State Capitol Madison, 53708

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Reps with last name beginning M-Z P.O. Box 8953, Madison, 53708

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BEWLEY, Janet (D-74)	608-266-7690	PASCH, Sandy (D-22)	608-266-7671
BIES, Garey (R-1)	608-266-5350	PETERSEN, Kevin (R-40)	608-266-3794
BROOKS, Ed (R-50)	608-266-8531	PETROWSKI, Jerry (R-86)	608-266-1182
CLARK, Fred (D-42)	608-266-7746	PETRYK, Warren (R-93)	608-266-0660
COGGS, Elizabeth (D-10)	608-266-0960	POCAN, Mark (D-78)	608-266-8570
CULLEN, David (D-13)	608-267-9836	POPE-ROBERTS, Sondy (D-79)	608-266-3520
DANOU, Chris (D-91)	608-266-7015	PRIDEMORE, Don (R-99)	608-267-2367
ENDSLEY, Mike (R-26)	608-266-0656	RADCLIFFE, Mark (D-92)	608-266-7461
FARROW, Paul (R-98)	608-266-5120	RICHARDS, Jon (D-19)	608-266-0650
FIELDS, Jason (D-11)	608-266-3756	RINGHAND, Janis (D-80)	608-266-1192
FITZGERALD, Jeff (R-39)	608-266-3387	RIPP, Keith (R-47)	608-266-3404
GRIGSBY, Tamara (D-18)	608-266-0645	RIVARD, Roger (R-75)	608-266-2519
HEBL, Gary (D-46)	608-266-7678	ROYS, Kelda (D-81)	608-266-5340
HINTZ, Gordon (D-54)	608-266-2254	SEIDEL, Donna (D-85)	608-266-0654
HONADEL, Mark (R-21)	608-266-0610	SEVERSON, Erik (R-28)	608-267-2365
HULSEY, Brett (D-77)	608-266-7521	SHILLING, Jennifer (D-95)	608-266-5780
JACQUE, Andre (R-2)	608-266-9870	SINICKI, Christine (D-20)	608-266-8588
JORGENSEN, Andy (D-37)	608-266-3790	SPANBAUER, Richard (R-53)	608-267-7990
KAPENGA, Chris (R-33)	608-266-3007	STASKUNAS, Tony (D-15)	608-266-0620
KAUFERT, Dean (R-55)	608-266-5719	STEINBRINK, John (D-65)	608-266-0455
KERKMAN, Samantha (R-66)	608-266-2530	STEINEKE, Jim (R-5)	608-266-2418
KESSLER, Frederick (D-12)	608-266-5813	STONE, Jeff (R-82)	608-266-8590
KESTELL, Steve (R-27)	608-266-8530	STRACHOTA, Pat (R-58)	608-264-8486
KLEEFISCH, Joel (R-38)	608-266-8551	SUDER, Scott (R-69)	608-266-2401
KLENKE, John (R-88)	608-266-0485	TAUCHEN, Gary (R-6)	608-266-3097
KNILANS, Joe (R-44)	608-266-7503	THIESFELDT, Jeremy (R-52)	608-266-3156
KNODL, Dan (R-24)	608-266-3796	TIFFANY, Tom (R-35)	608-266-7694
KNUDSON, Dean (R-30)	608-266-1526	TOLES, Barbara (D-17)	608-266-5580
KOOYENGA, Dale (R-14)	608-266-9180	TRANEL, Travis (R-49)	608-266-1170
KRAMER, Bill (R-97)	608-266-8580	TURNER, Robert (D-61)	608-266-0731
KRUG, Scott (R-72)	608-266-0215	VACANT, 60TH A.D	608-267-2369
KRUSICK, Peggy (D-7)	608-266-1733	VACANT, 83RD A.D.	608-266-3363
KUGLITSCH, Mike (R-84)	608-267-5158	VACANT, 94TH A.D	608-266-0631
LARSON, Tom (R-67)	608-266-1194	VAN ROY, Karl (R-90)	608-266-0616
LeMAHIEU, Daniel (R-59)	608-266-9175	VOS, Robin (R-63)	608-266-9171

LITJENS, Michelle (R-56)	608-266-7500	VRUWINK, Amy Sue (D-70)	608-266-8366
LOUDENBECK, Amy (R-45)	608-266-9967	WEININGER, Chad (R-4)	608-266-5840
MARKLEIN, Howard (R-51)	608-266-7502	WILLIAMS, Mary (R-87)	608-266-7506
MASON, Cory (D-62)	608-266-0634	WYNN, Evan (R-43)	608-266-9650
MEYER, Dan (R-34)	608-266-7141	YOUNG, Leon (D-16)	608-266-3786
MILROY, Nick (D-73)	608-266-0640	ZAMARRIPA, JoCasta (D-8)	608-267-7669
MOLEPSKE, JR., Louis (D-)	608-267-9649	ZEPNICK, Josh (D-9)	608-266-1707
MURSAU, Jeffrey (R-36)	608-266-3780	ZIEGELBAUER, Bob (I-25)	608-266-0315
MURTHA, John (R-29)	608-266-7683		

ATHLETE AGENTS

See Regulation and Licensing, Dept of

ATHLETIC TRAINERS

See Regulation and Licensing, Dept of

ATTORNEY GENERAL'S OFFICE

See Justice, Dept of

ATV REGISTRATION-Natural Resources, Dept of..... 608 266-2621..... 101 S Webster St., Madison 53702

AUCTIONEERS BOARD

See Regulation and Licensing, Dept of

AUDIOLOGISTS

See Regulation and Licensing, Dept of

BARBERING & COSMETOLOGY EXAMINING BOARD

See Regulation and Licensing, Dept of

BC+CORE PLAN-Health Services, Dept of 800 291-2002..... 1 W Wilson St., Madison 53703

BINGO

See GAMING Division, Administration, Dept of

BIRTH RECORDS-Health Services, Dept of 608 266-1371..... 1 W Wilson St., Madison 53703

BLIND AND VISUALLY IMPAIRED OFFICE-Health Services, Dept of

Administrative Office..... 608 266-5641..... 1 W Wilson St., Madison 53703
Client Services TOLL FREE..... 888 879-0017

BLUE MOUND STATE PARK-Natural Resources, Dept of..... 608 437-5711.... 4350 Mounds Park Rd, Blue Mounds, 53517

BOARD OF COMMISSIONERS OF PUBLIC LANDS..... 608 266-1370..... 125 S Webster St., Madison 53702

FAX..... 608 267-2787
Original Land Records 608 261-8841
Trust Fund Loan Program..... 608 266 0034
Trust Lands 608 266-1370

BOXING, REGULATION OF

See Regulation and Licensing, Dept of

CAPITOL TOURS 608 266-0382.....State Capitol Madison

CARTOGRAPHER'S OFFICE, STATE..... 608 262-3065..... 550 N Park St, Madison 53706

CELEBRATE CHILDREN FOUNDATION INC-Children's Trust Fund 608-266-6871.....110 E Main St, Madison 53703

CEMETERY, REGULATION OF

See Regulation and Licensing, Dept of

CENTRAL FLEET-Administration, Dept of 608 266-8757..... 201 S Dickinson St, Madison 53703

CENTRAL WISCONSIN CENTER FOR THE DEVELOPMENTALLY DISABLED

-Health Services, Dept of 608 301-9200..... 317 Knutson Dr, Madison 53704

CHARITABLE GAMES

See GAMING Division, Administration, Dept of

CHARITABLE ORGANIZATIONS, REGISTRATION OF

See Regulation and Licensing, Dept of State of Wisconsin Governmental Directory

CHILDREN AND FAMILIES, DEPT OF

General Information	608 267-3905.....	201 E Washington Ave., Madison 53703
FAX.....	608 266-6836	
TTY	888 692-1388	
Office of the Secretary	608 266-8684	
FAX.....	608 261-6972	
Office of Legal Counsel	608 266-8684	
FAX.....	608 261-6972	
Office of Performance and Quality Assurance.....	608 266-8734	
Budget Bureau	608 261-4349	
Continuous Quality Improvement	608 264-8525	
Performance Management Bureau.....	608 261-0616	
Performance Review and Evaluation Section.....	414 220-7074.....	819 N. 6th St., Milwaukee 53203
Quality Service Review.....	608 264-8525	
Research	608 261-0616	
Strategic Initiatives.....	608 261-6606	
Early Care and Education, Division of.....		201 E. Washington Ave., Madison 53703
Administrative Office	608 266-8702	
FAX	608 267-7252	
Early Care and Regulation Bureau	608 266-9314	
Child Care Licensing.....	608 266-9314	
Northeastern Region.....	920 448-5312.....	2 00N. Jefferson, Ste 411, Green Bay 54301
FAX	920 448-5306	
Northern Region.....	715 365-2500	2187 N. Stevens St., Ste. C, Rhinelander 54501
FAX	715 365-2517	
Southeastern Region.....	262 521-5100.....	141 NW Barstow, Rm. 104, Waukesha 53188
FAX	262 521-5314	
Southern Region.....	608 266-2900.....	1 W. Wilson St., Rm. 655, Madison 53703
FAX	608 261-7824	
Western Region.....	715 836-2185.....	610 Gibson St., Ste 2, Eau Claire 54701
FAX	715 836-2516	
Enterprise Solutions, Division of		201 E. Washington Ave., Madison 53703
Continuity of Operations (COOP)	608 266-7160	
DCF 1099 Tax Reports.....	608 267-8749	
DCF Overpayment Collections.....	800 943-9499	
Human Resources Bureau.....	608 266-9936	
Facilities and Telecommunications	608 267-3343	
Forms and Publications	608 266-8002	
Information Technology Services Bureau	608-264-9831	
Risk Management	608 599-7160	
Family and Economic Security, Division of.....		201 E. Washington Ave., Madison 53703
Administrative Office	608 266-8719	
FAX	608 261-6376	
Child Support Bureau	608 266-9909.....	201 E. Washington Ave., Madison 53703
Find your County Child Support Agency on the Child Support Information Website: http://dcf.wisconsin.gov/bcs/		
Admin/Program Support	608 267-8978	
KIDS IVR	800 991-5530	
Program Support	608 266-9909	
Wisconsin Support Collections Trust Fund	800 991-5530	
WI SCTF [Milwaukee local].....	414 615-2400	
WI SCTF Employer Info Line [child support issues only]... 877 209-5211		
Working Families Bureau.....	608 266-7456.....	201 E Washington Ave., Madison 53703
Admin/Program Support	608 267-0513	
Milwaukee Operations	414 227-4576.....	819 N. 6th Street, Milwaukee 53203
FAX	414 227-5013	
Partner Training	608 267-5056	
Policy	608 266-1717	
Program Operations.....	608 267-9886	
Research and Statistics	608 267-9705	
FAX	608 261-6376	
TTY.....	866 864-4585	
CHILDREN AND FAMILIES, DEPT OF (cont.)		
Prevention and Service Integration, Division of.....	414 227-1741...	819 N. 6th Street, Rm. 570, Milwaukee 53203
Milwaukee Family Service Integration Office.....	414 227-4202	

FAX	414 227-4201	
Office of Prevention Initiatives.....	608 267-3874.....	201 E. Washington Ave., Madison 53703
Brighter Futures Initiatives.....	608 267-8341	
Community Services Block Grant.....	608 267-5149	
Promoting Safe and Stable Families.....	414 227-4207...	819 N. 6th Street, Rm. 570, Milwaukee 53203
FAX	608 266-8620	
Safety and Permanence, Division of	608 266-8787.....	201 E. Washington Ave., Madison 53703
Milwaukee Child Welfare Bureau	414 220-7000.....	1555 N River Center Dr., Milwaukee 53212
TTY.....	888 692-1401	
Permanence and Out of Home Care Bureau		
Adoption Program Section	608 266-0690.....	1 W. Wilson St., Madison, 53703
Adoption of Children with Special Care Needs	608 266-1142	
Adoption Search.....	608 266-7163	
FAX	608 264-6750	
Regional Special Needs Adoption Services		
Eastern Region.....	920 448-5348	
Southern Region	608 261-7657	
Western Region	715 836-3399	
Adoption Assistance	608 266-8054	
Child Welfare Regulation Section.....		201 E. Washington Ave., Madison 53703
Child Welfare Licensing	608 266-8946	
Out of Home Care Section		201 E. Washington Ave., Madison 53703
Foster Care/Adoption Recruitment Hotline.....	800 947-8074	
Independent Living	608 267-7287	
Interstate Compact-Placement of Children.....	608 267-2075	
Kinship Care	608 264-2464	
Out of Home Care	608 264-6933	
Program Integrity Bureau		201 E. Washington Ave., Madison 53703
eWiSACWIS.....	608 261-6851	
Research and Eligibility	608 264-9864	
Safety and Well Being Bureau.....		201 E. Washington Ave., Madison 53703
Child Protective Services	608 267-7732	
Child Welfare and Family Violence.....	608 266-1489	
Domestic Abuse	608 266-0700	
CHILDREN'S MENTAL HEALTH - Wisconsin Family Ties	608-267-6888	16 N. Carroll, Ste 640, Madison 53703
Toll Free.....	1-800-422-7145	
Executive Director, Hugh Davis	608-267-6866	
CHILDREN'S TRUST FUND.....	608 266-6871.....	110 E Main St, Ste. 810, Madison 53703
CHIROPRACTIC EXAMINING BOARD		
See Regulation and Licensing, Dept of		
CLAIMS BOARD-Administration, Dept of	608 264-9595.....	101 E Wilson St., Madison 53703
COASTAL MANAGEMENT-Administration, Dept of	608 266-0288.....	101 E Wilson St., Madison 53703
COMMERCE, DEPT OF.....	608 266-1018.....	201 W Washington Ave, Madison 53703
Office of the Secretary	608 266-8976.....	201 W Washington Ave, Madison 53703
Administrative Services, Div of	608 267-4417.....	201 W Washington Ave, Madison 53703
Human Resources Bureau.....	608 266-0366	
Policy & Budget Development Bureau.....	608 266-8629	
Community Development, Div of	608 267-3895.....	201 W Washington Ave, Madison 53703
Downtown Development	608 266-7531	
Community Finance.....	608 266-8934	
Block Grant/Community Organizations	608 266-8934	
Community-Based Economic Development.....	608 266-8934	
Enterprise Development/ Tax Credits/IRBs.....	608 267-3895.....	201 W Washington Ave, Madison 53703
Rural Health Development	608 267-3837	
Housing Bureau	608 267-2713	
Business Development, Div of.....	608 266-9467.....	201 W Washington Ave, Madison 53703
Business Development Bureau	608 261-7710	
Business Finance	608 266-6746	
Entrepreneurship Bureau	608 267-9384	

Permit & Business Assistance	608 264-6141	
Small Business Assistance/Ombudsman.....	608 267-9384	
WI Business Help Line.....	800 435-7287	
Minority Business Bureau	608 267-9550	
Environmental and Regulatory Services, Div of	608 261-7726.....	201 W Washington Ave, Madison 53703
Petroleum Cleanup Fund (PECFA).....	608 267-3753	
IHLR 10 Contractor Information.....	608 266-7874	
UST Permit	608 267-1384	
Plan Review of Storage Tanks.....	608 266-8981	
Aboveground Storage Tanks.....	608 266-7874	
Petroleum Administration.....	608 266-8076	
Petition for Variance.....	608 266-0956	
UST Insurance	608 267-1384	
Storage Tank Registration	608 267-1384	
International and Export Development, Div of	608 267-0587.....	201 W Washington Ave, Madison 53703
Safety & Buildings, Div of.....	608 266-3151.....	201 W Washington Ave, Madison 53703
General Plumbing Approvals.....	608 266-3151	
Building Plan Approvals.....	608 266-3151	
Buildings & Structures	608 266-3151	
Field Office.....	608 849-9862	
Manufactured Homes.....	608 264-9596	
Mine Safety	608-261-2503	
Plumbing Licensing.....	608 261-8500	
Plumbing Products.....	608 266-3151	
Private Sewage Plan Approvals	608 266-3151	
Private Sewage Specialist	608 873-5476	
Rental Weatherization	608 266-3151	
Safety Inspection Public Sector	608 266-2780	

CONSUMER PROTECTION HOTLINE-Agriculture Trade

& Consumer Protection, Dept of 800 422-7128

CONSUMER PROTECTION-Agriculture Trade

& Consumer Protection, Dept of 608 224-4976 2811 Agriculture Dr, Madison 53718

CONSUMER PROTECTION-Justice, Dept of

608 266-1852..... 17 W Main St, Madison 53703

CONSUMER PROTECTION-Transportation, Dept of.....

608 266-0765.....4802 Sheboygan Ave, Madison 53705

CONTROLLED SUBSTANCES BOARD

See Regulation and Licensing, Dept of

CORRECTIONS, DEPT OF

Office of the Secretary	608 240-5000.....	3099 E Washington Ave, Madison 53704
Affirmative Action - Civil Rights Compliance	608 240-5455.....	3099 E Washington Ave, Madison 53704
Budget & Facilities Management Bureau.....	608 240-5405.....	3099 E Washington Ave, Madison 53704
Parole Commission	608 240-7280.....	3099 E Washington Ave, Madison 53704
Legal Counsel Office	608 240-5040.....	3099 E Washington Ave, Madison 53704
Technology Management	608 240-5688.....	3099 E Washington Ave, Madison 53704
Personnel & Human Resources Bureau	608 240-5460.....	3099 E Washington Ave, Madison 53704
Victim Services & Programs Office	608 240-5888.....	3099 E Washington Ave, Madison 53704
Adult Institutions, Div of		
Administrative Office	608 240-5104.....	3099 E Washington Ave, Madison 53704
Badger State Industries/Bureau of Correctional Enterprises.....	608 240-5200.....	3099 E Washington Ave, Madison 53704
Health Services Bureau.....	608 240-5120.....	3099 E Washington Ave, Madison 53704
Offender Classification Office.....	608 240-5810.....	3099 E Washington Ave, Madison 53704
Wisconsin Correctional Center System Business Office	608 240-5353.....	3099 E Washington Ave, Madison 53704
Administrative Office	608 240-5300.....	3099 E Washington Ave, Madison 53704
Business Office.....	608 240-5300.....	3099 E Washington Ave, Madison 53704
Region 1 Office	608 246-1960.....	3099 E Washington Ave, Madison 53704
Unit 101 & 107.....	608 266-2085.....	818 W Badger Rd, Madison 53713
Unit 102 & 113.....	608 243-3300.....	2565 E Johnson St, Madison 53703
Unit 104 & 112.....	608 273-5800.....	5706 Odana Rd, Madison 53719
Unit 120.....	608 224-6310.....	7017 Raywood Rd, Madison 53713
Unit 110.....	608 266-5579.....	411 W Main St, Madison 53703
Dane County Intake	608 261-7470.....	210 MLK Blvd, Madison 53703

Juvenile Corrections, Div of
 Administrative Office 608 240-5900.....3099 E Washington Ave, Madison 53704
 Interstate Compact 608 240-5931
 Juvenile Offender Review 608 240-5918
 Management & Budget Office..... 608 240-5926
 S.P.R.I.T.E. Program..... 608 288-3351.....2909 Landmark PL, Madison 53703
 NW Region Office..... 608 288-3350.....2909 Landmark PL, Madison 53703

Management Services, Div of
 Administrative Office 608 240-5402.....3099 E Washington Ave, Madison 53704
 Budget and Facilities Management Bureau 608 240-5405.....3099 E Washington Ave, Madison 53704
 Finance & Admin Service Bureau 608 240-5421.....3099 E Washington Ave, Madison 53704
 Personnel & Human Resources Bureau 608 240-5460.....3099 E Washington Ave, Madison 53704
 Procurement..... 608 240-5581.....3099 E Washington Ave, Madison 53704
 Technology Management Bureau 608 240-5688.....3099 E Washington Ave, Madison 53704
 Parole Commission 608 240-7280.....3099 E Washington Ave, Madison 53704

CORRECTIONAL CENTER SYSTEM 608 835-5711.....5140 Hwy M, Oregon 53575

COSMETOLOGY EXAMINING BOARD

See Regulation and Licensing, Dept of

COURT OF APPEALS-DISTRICT IV 10 E Doty Street, Madison 53703

Presiding Judge Margaret J. Vergeront 608 267-3100
 Hon. Paul G. Lundsten..... 608 266-9361
 Hon Paul B. Higginbotham..... 608 266-9360
 Hon. Gary E. Sherman 608 266-9338
 Hon. Brian W. Blanchard..... 608 266-9362
 Staff Counsel..... 608 266-9320
 Clerk of Court 608 266-1880.....110 E Main St, Madison 53703

CRANE GAMES

See **GAMING** Division, Administration, Dept of

CREDIT UNION, SUMMIT

Web address: www.summitcreditunion.com

Customer Service 608 243-5000
 Toll Free 800-236-5560

Branch Locations

Madison:
 4800 American Pkwy.
 307 E. Wilson St.
 4802 Sheboygan Ave., Rm. B150
 670 W. Washington Ave.
 645 Junction Rd.
 5419 Blue Bill Park Dr (at Hwy M/Westport)
 935 Eighth St, Baraboo
 820 Park Ave, Beaver Dam
 2939 S. Fish Hatchery Rd, Fitchburg
 141 E. Tyranena Park Rd, Lake Mills
 1333 W. Main St., Sun Prairie

CREMATORY AUTHORITY

See Regulation and Licensing, Dept of

CRIME INFORMATION BUREAU-Justice, Dept of..... 608 266-7314..... 17 W Main St, Madison 53703

CRIME LABORATORY- Justice, Dept of..... 608 266-2031..... 4626 University Ave, Madison 53705

CRIME VICTIM COMPENSATION- Justice, Dept of 608 264-9497..... 17 W Main St, Madison 53703

CRIME VICTIM SERVICES- Justice, Dept of 608 264-9497..... 17 W Main St, Madison 53703

CRIMINAL INVESTIGATION DIV- Justice, Dept of 608 266-1671..... 17 W Main St, Madison 53703

DANCE THERAPISTS

DEAF AND HARD OF HEARING OFFICE FOR THE-Health Services, Dept of

Central Office Voice..... 608 266-7823..... 1 W Wilson St., Madison 53703
 Video Phone/Voice 608 234-4709

Video Phone/Voice	608 234-4486	
TTY	888 701-1255	
Northeastern Region Voice.....	920 490-0500.....	200 N Jefferson St., Green Bay 54301
Video Phone/Voice	920 569-2073.....	555 Country Club Rd., Green Bay 54313
TTY	888 241-9430	
Northern Region Voice.....	715 842-7693.....	1000 Lakeview Dr., Wausau 54401
Video Phone/Voice	715 203-1397	
TTY	888 241-9431	
Southeastern Region Voice.....	888 330-5482.....	141 NW Barstow St., Waukesha 53188
Video Phone/Voice	262 347-3045	
TTY	888 701-1246	
Southern Region Voice.....	608 437-5828.....	1 W Wilson St., Madison 53703
Video Phone/Voice	608 319-1249	
TTY	888 701-1255	
Western Region Voice.....	715 836-2107.....	610 Gibson St., Eau Claire 54701
TTY	888-701-1254	
DEMOGRAPHIC SERVICES-Administration, Dept of.....	608 266-1927.....	101 E Wilson St., Madison 53703
DENTISTRY EXAMINING BOARD		
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DESIGNERS SECTION		
See Regulation and Licensing, Dept of		
DEVELOPMENTAL DISABILITIES-Administration, Dept of		
Division of Hearings & Appeals	608 266-7709.....	5005 Univ Ave, Madison 53705
TTY	608 264-9853	
FAX.....	608 264-9885	
DEVELOPMENTAL DISABILITIES, WISCONSIN COUNCIL ON.....	608-266-3047	201 W Washington Ave, Madison 53703
DIETITIANS BOARD		
See Regulation and Licensing, Dept of		
DISABILITY RIGHTS WISCONSIN (Formerly WI Coalition For Advocacy)	267-0214.....	16 N Carroll St., Ste. 400, Madison 53703
FAX.....	267-0368	
TTY	888-758-6049	
Milwaukee Area Office.....	414-773-4646	6737 W. Washington St., Suite 3230, West Allis 53214
FAX.....	414-773-4647	
TTY	800-758-6049	
DIVISION OF VOCATIONAL REHABILITATION		
See Workforce Development Dept of		
DOCUMENT SALES-Administration, Dept of	608 266-3358.....	202 S Thornton Ave, Madison 53702
DO NOT CALL LIST-Agriculture Trade & Consumer Protection, Dept of		
No Call List - Information	608-224-4999	2811 Agriculture Dr, Madison 53718
No Call List - Number Registration	866-966-2255	
DRIVERS LICENSE INFORMATION		
See Transportation, Dept of		
EDUCATION		
See Public Instruction, Dept of		
EDUCATIONAL APPROVAL BOARD.....	608 266-1996.....	30 W Mifflin St, 9 th fl., Madison 53703
EDUCATIONAL COMMUNICATIONS BOARD	608 264-9600.....	3319 W Beltline Hwy, Madison 53713
FAX.....	608 264-9664	
Wisconsin Public Radio	608-264-9600	3319 W. Beltline Hwy, Madison 53713
Wisconsin Public Television.....	608-264-9600	3319 W. Beltline Hwy, Madison 53713
ELECTIONS BOARD		
See Government Accountability Board		

ELECTROLOGISTS

See Regulation and Licensing, Dept of

EMERGENCY MEDICAL SERVICES-

Health Services, Dept of 608 266-1568..... 1 W Wilson St., Madison 53703

EMPLOYEE EMPLOYMENT VERIFICATION 608 266-2211..... Call for Information
Employee Trust Funds, Dept of – Financial Institutions, Dept of

EMPLOYEE TRUST FUNDS, DEPT OF

Public Employee Retirement-Insurance 608 266-3285..... 801 W Badger Rd, Madison
53713

Or..... 877 533-5020

FAX..... 608 267-4549

TTY..... 608 267-0676

Recorded Benefit Messages 608 264-6633

Or..... 800 991-5540

Self Service Line 608 266-2323

Or..... 877 383-1888

Human Resources/Personnel..... 608 266-0407

EMPLOYMENT RELATIONS, OFFICE OF STATE

See State Employment Relations, Office of

EMPLOYMENT RELATIONS COMMISSION..... 608 266-1381..... 1457 E. Washington Ave., Suite 101,
Madison 53703

General Counsel..... 608 266-2993

Chair..... 608 266-0166

Commissioners..... 608 266-1381

Election Officer..... 608 266-2993

ENERGY-DIVISION OF-Administration, Dept of 608 266-8234..... 101 E Wilson St., Madison 53703

ENGINEERING - STATE FACILITIES-Administration, Dept of..... 608 266-2731..... 101 E Wilson St., Madison 53703

ENGINEERS SECTION

See Regulation and Licensing, Dept of

ENVIRONMENTAL STANDARDS INFORMATION-Natural Resources, Dept of

Statewide

Air Mgmt 608 266-7718..... 101 S Webster St, Madison 53702

Drinking Water and Groundwater..... 608 266-0821..... 101 S Webster St, Madison 53702

Waste and Materials Mgmt..... 608 266-2111..... 101 S Webster St, Madison 53702

Watershed Mgmt 608 267-7694..... 101 S Webster St, Madison 53702

See Natural Resources for Additional Listings

EQUAL RIGHTS-Workforce Development, Dept of

To File A Discrimination Complaint..... 608 266-6860..... 201 E Washington Ave, Madison 53703

Labor Standards

Minimum Wage-Overtime Wage Payment & Collections-

Illegal Deductions-Child Labor-Work 608 266-6860..... 201 E Washington Ave, Madison 53703

Licensing of Private Employment Agencies..... 608 266-3345..... 201 E Washington Ave, Madison 53703

Prevailing & Construction Wages..... 608 266-6860..... 201 E Washington Ave, Madison 53703

TTY Madison 608 264-8752

TTY Milwaukee 414 227-4081

ETHICS BOARD

See Government Accountability Board

EXAMINING BOARDS

See Regulation and Licensing, Dept of

FINANCIAL INSTITUTIONS, DEPT OF

General Information 608 261-9555..... 345 W Washington Ave, Madison 53703

Admin Services and Tech 608 266-1622

Banking..... 608 261-7578

Corporations..... 608 261-7577

Credit Unions 608 261-9543

Franchising..... 608 266-1064
 Licensed Financial Services 608 261-7578
 Mortgage Banking..... 608 261-7578
 Office of Consumer Affairs..... 608 264-7969

FINANCIAL INSTITUTIONS, DEPT OF cont.

Office of Financial Literacy 608 267-1713
 Office of the Secretary 608 264-7800
 Savings Institutions 608 261-7578
 Securities..... 608 266-1064
 Investor Hot Line..... 800 472-4325
 Uniform Commercial Code..... 608 261-9548
 Wisconsin Consumer Act 608 264-7969

FINANCING-MUNICIPAL

-Board of Commissioners of Public Lands 608 266-0034..... 125 S Webster St., Madison 53702
 FAX..... 608 267-2787

FINANCING-SCHOOL DISTRICTS

-Board of Commissioners of Public Lands 608 266-0034..... 125 S Webster St., Madison 53702
 FAX..... 608 267-2787

FIREARMS

See Regulation and Licensing, Dept of

FISHING LICENSES-Natural Resources, Dept of..... 608 266-2621..... 101 S Webster St, Madison 53702

FLEET-RESERVATIONS-Administration, Dept of..... 608 266-8757.....201 S Dickinson St,
 Madison 53703

FORESTRY INFORMATION-Natural Resources, Dept of

Statewide..... 608 267-7494..... 101 S Webster St, Madison 53702

FUNERAL DIRECTORS EXAMINING BOARD

See Regulation and Licensing, Dept of

GAMING DIVISION- Administration, Dept of

Administrative Services 608 270-2555.....3319 W Beltline Hwy, Madison 53713
 Charitable Gaming Office of
 Bingo 608 270-2530
 Toll free:..... 1-800-791-6970
 Crane Games..... 608 270-2530
 Raffles 608 270-2552
 Toll free:..... 1-800-791-6973
 Indian Gaming Office of
 General Information..... 608 270-2555
 Casino Complaints..... 608 270-2532
 Racing Bureau..... 608 270-2555

GEOLOGICAL & NATURAL HISTORY SURVEY 608 262-1705..... 3817 Mineral Point Rd, Madison 53705

Maps..... 608 263-7389

GEOLOGISTS SECTION

See Regulation and Licensing, Dept of

GOVERNMENT ACCOUNTABILITY BOARD

Elections Division 608 266-8005.....17 W. Main Street, Ste. 300, Madison 53703
 FAX..... 608 267-0500
 Ethics and Accountability Division..... 608 266-8123...44 E. Mifflin Street, Ste. 601, Madison 53703
 FAX..... 608 264-9319

GOVERNOR

Executive Office..... 608 266-1212..... 115 East, State Capitol Madison

HEALTH SERVICES, DEPT OF

General Information 608 266-1865..... 1 W Wilson St., Madison 53703
 TTY 888 701-1251
 Office of the Secretary 608 266-9622..... 1 W Wilson St., Madison 53703
 FAX..... 608 266-7882

TTY.....	888 701-1250	
Legal Counsel Office.....	608 266-8428	
Public Affairs.....	608 266-1683	
Children's Trust Fund	608 266-6871.....	110 E Main St., Madison 53703
Associate Director	608 266-1281	
Consultant.....	608 267-3831	
Executive Director	608 266-3737	
Financial Specialist.....	608 267-3941	
Office Associate	608 267-9510	
Programs Director.....	608 267-3679	
Enterprise Services, Division of		
Administrative Office	608 266-8445.....	1 W Wilson St., Madison 53703
Area Administration Southern Regional Office.....	608 264-6301.....	1 W Wilson St., Madison 53703
Engineering.....	608 266-8445.....	1 W Wilson St., Madison 53703
Fiscal Services Bureau.....	608 266-7870.....	1 W Wilson St., Madison 53703
Human Resources Bureau.....	608 266-1865.....	1 W Wilson St., Madison 53703
TTY.....	888 701-1251	
Affirmative Action/ Civil Rights Compliance.....	608 266-3356	
TTY.....	888 701-1251	
Health Safety & Risk Management.....	608 261-8080.....	1 W Wilson St., Madison 53703
Information Systems Bureau.....	608 266-1346.....	1 W Wilson St., Madison 53703
Purchasing	608 266-1682.....	1 W Wilson St., Madison 53703
Records and Forms Management.....	608 267-2215.....	1 W Wilson St., Madison 53703
Telecommunications.....	608 266-3544.....	1 W Wilson St., Madison 53703
Health Care Access and Accountability, Division of		
Administrative Office	608 266-8922.....	1 W Wilson St., Madison 53703
FAX	608 266-1096	
TTY.....	888 692-1402	
Benefits Management Bureau.....	608 266-8922.....	1 W Wilson St., Madison 53703
Disability Determination Bureau	608 266-1565.....	722 Williamson St, Madison 53703
Enrollment Management Bureau	608 266-8922.....	1 W Wilson St., Madison 53703
BadgerCare/Medicaid Recipient Hotline.....	800 362-3002	
BadgerCare Plus Core Plan	800 291-2002	
FoodShare Recipient Hotline	800 362-3002	
Medicaid.....	608 266-8922	
Medicaid Provider Hotline	800 947-9627	
Senior Care Customer Service.....	800 657-2038	
Fiscal Management Bureau	608 266-8922.....	1 W Wilson St., Madison 53703
Operational Coordination Bureau.....	608 266-8922.....	1 W Wilson St., Madison 53703
Program Integrity Bureau	608 266-8922.....	1 W Wilson St., Madison 53703
Long Term Care, Division of	608 261-6836.....	1 W Wilson St., Madison 53703
Brain Injury Waiver Program.....	608 266-1520	
Community Integration Program II	608 267-3659	
Community Integration Program 1A-1B.....	608 266-1520	
Community Options Program	608 267-7285	
Community Options Section	608 267-7285.....	1 W Wilson St., Madison 53703
Community Relocation Initiative	608 267-3660	
Developmental Disabilities Services Section	608 266-0805.....	1 W Wilson St., Madison 53703
Family Care.....	608 261-7807	
Katie Beckett Program	608 266-3236	
Lifespan Respite.....	608 261-7820	
Managed Care Section	608 267-7286.....	1 W Wilson St., Madison 53703
PACE Program.....	608 261-7811	
WI Partnership Program.....	608 261-7811	
Aging and Disability Resources Bureau	608 266-2536.....	1 W Wilson St., Madison 53703
FAX	608 267-3203	
TTY.....	888-241-9432	
Aging In The News	608 267-7131	
Aging Services	608 266-2536	
Alzheimers	608 267-2439	
Benefit Specialist	608 267-3201	
Elder Abuse.....	608 266-2568	

Physical Disabilities	608 267-9582	
Physical Disabilities	608 266-7974	
Blind and Visually Impaired Office For The	608 266-3109	1 W Wilson St., Madison 53703
TTY.....	888 241-9442	
Administrative Office.....	608 266-5641	
Client Services Toll Free.....	888 879-0017	
Community Integration Initiative	608 261-6977	1 W Wilson St., Madison 53703
Central Wisconsin Center For The Developmentally Disabled	608 301-9200	317 Knutson Dr, Madison 53704
Deaf and Hard of Hearing, Office For The		
Central Office Voice	608 266-7823	1 W Wilson St., Madison 53703

HEALTH SERVICES, DEPT OF, cont.

Video Phone/Voice	608 234-4709	
Video Phone/Voice	608 234-4486	
Northeastern Region		
Voice.....	920 490-0500	555 Country Club Rd., Green Bay 54313
Video Phone/Voice	920-569-2073	
Northern Region		
Voice.....	715 842-7693	1000 Lakeview Dr., Wausau 54401
Video Phone/Voice	715 203-1397	
Southeastern Region		
Voice.....	888 330-5482	141 NW Barstow St., Waukesha 53188
Video Phone/Voice	262 347-3045	
Southern Region		
Voice.....	608 437-5828	1W. Wilson St., Madison 53703
Video Phone/Voice	608 319-1249	
Western Region		
Voice.....	715 836-2107	610 Gibson St., Eau Claire 54701
Developmental Disabilities Council	608 266-7826	201 W Washington Ave., Madison 53703
Toll Free.....	888-332-1677	
Northern Wisconsin Center for the Developmentally Disabled.....	715-723-5542	2820 E Park Ave., Chippewa Falls 54729
FAX	715-723-8464	
TTY.....	888-241-9436	
Southern Wisconsin Center	262 878-2411	21425 Spring St. Union Grove 53182
TTY.....	888 701-1248	
Mental Health and Substance Abuse Services Division of.....	608 266-2717	1 W Wilson St., Madison 53703
Administrative Office	608 266-2000	1 W Wilson St., Madison 53703
FAX	608 266-2579	
TTY.....	888 241-9432	
General Information Mental Health.....	608 267-7792	
FAX	608 267-7793	
TTY.....	888 701-1252	
General Information Substance Abuse.....	608 266-2717	
FAX	608 266-1533	
TTY.....	888-241-9432	
Adult Mental Health Services.....	608 266-2861	
Alliance For Wisconsin Youth (AWY)	800 442-5772	
Children's Mental Health Services.....	608 266-0907	
Or	608 261-6746	
Community Support Services.....	608 267-3948	
Comprehensive Community Services	608 266-2861	
Compulsive Gambling Awareness	608 267-7712	
Criminal Justice/Treatment Alternatives To Incarceration...	608 266-3145	
Drug Free Workplace	608 266-2476	
Elderly Mental Health Services.....	608 267-7288	
HFS 75 Standards.....	608 266-2476	
IDP/OWI	608 266-1987	
Injection Drug Use	608 266-9218	
Mental Health/AODA Redesign.....	608 261-9312	
Mental Health Clinical Consultation	608-261-8876	
Mental Health Crisis Intervention	608 266-0907	
Mental Health Evaluation.....	608 261-6744	
Mental Health Homeless Programs	608 261-2510	

Mental Health Outpatient	608 266-7072	
Mental Health Prevention/Early Intervention.....	608 266-7072	
Mental Health State Council	608 267-3948	
Methadone State Authority	608 266-9218	
Multi Physical & Sensory Disabilities Elderly Population...	608 267-7712	
Narcotic Treatment Programs.....	608 266-9218	
Pre-Admission Screening & Resident Review (PASARR) ..	608 266-7072	
Prevention-Substance Abuse.....	608 266-9485	
Projects for Assistance in Transition from Homelessness (PATH)	608 266-2861	
SA Recovery Advocacy	608 267-7704	
State Council On Alcohol & Drug Abuse	608 267-7707	
Substance Abuse Evaluation	608 266-7584	
Suicide Prevention	608 261-8876	
Teleconference Mental Health	608 261-6743	
Teleconference Substance Abuse	608 267-7712	
Tribes/Intercultural Population.....	608 266-9485	
Uniform Placement Criteria (UPC)	608 266-2476	
WI Certification Board.....	800 240 7729	
WI WINS (Synar)	608 266-1987	
Womens/Treatment	608 267-7704	
Mendota Mental Health Institute	608 301-1000.....	301 Troy Dr., Madison 53704
Sand Ridge Secure Treatment Center	608 847-4438.....	1111 North Rd, Mauston 53948
TTY.....	888 241-9446	
Winnebago Mental Health Institute	920 235-4910.....	1300 South Dr. Winnebago 54985
TTY.....	888 241-9438	
Wisconsin Resource Center	920 426-4310.....	1505 North Dr. Winnebago 54985
Policy Initiatives and Budget Office of		
Director.....	608 266-3816.....	1 W Wilson St., Madison 53703
FAX	608 267-0358	
Budget Section	608 266-3816	
Policy and Research	608 266-9296	
Tribal Affairs Section.....	608 267-5068	
Public Health Division of		
Administrative Office	608 266-1251.....	1 W Wilson St., Madison 53703
FAX	608 267-2832	
TTY.....	888 701-1253	
Communicable Diseases and Emergency Response Bureau.....	608 267-9003.....	1 W Wilson St., Madison 53703
AIDS/HIV Section	608 267-5287.....	1 W Wilson St., Madison 53703
Communicable Disease Section	608 267-7321.....	1 W Wilson St., Madison 53703
Emergency Medical Services Section	608 267-9959.....	1 W Wilson St., Madison 53703
Immunization Section	608 266-1560.....	1 W Wilson St., Madison 53703
Sexually Transmitted Disease Section (STD)	608 266-7365.....	1 W Wilson St., Madison 53703
TB Unit	608 266-9692.....	1 W Wilson St., Madison 53703
Community Health Promotion Bureau.....	608 267-0531	1 W Wilson St., Madison 53703
Environmental and Occupational Health Bureau.....	608 266-1120.....	1 W Wilson St., Madison 53703
Health Information and Policy Bureau	608 267-0233.....	1 W Wilson St., Madison 53703
Quality Assurance Division of	608 266-8481.....	1 W Wilson St., Madison 53703
Caregiver Intake	608 261-8319.....	1 W Wilson St., Madison 53703
FAX	608 264-6340	
Clinical Lab Unit	608 261-0653.....	1 W Wilson St., Madison 53703
Health Services Bureau		
FAX	608 264-9847.....	1 W Wilson St., Madison 53703
Home Health Hotline (Local)	608 267-1441	
Home Health Hotline.....	800 642-6552	
Mental Health/ AODA Program Certification	608 261-0658.....	1 W Wilson St., Madison 53703
Nursing Home Resident Care Bureau.....	608 266-8476	
Plan Review Intake	608 264-7748.....	1 W Wilson St., Madison 53703
Technology Licensing & Education Bureau		
FAX	608 267-7119.....	1 W Wilson St., Madison 53703

HEARING AND SPEECH EXAMINING BOARD

See Regulation and Licensing, Dept of

HEARINGS & APPEALS DIVISION-Administration, Dept of

Madison Office 608 266-7709..... 5005 Univ Ave, Madison 53705
 FAX..... 608 264-9885
 Eau Claire Office 715 836-4902..... 715 S. Barstow, Suite 3, Eau Claire, 54701
 FAX..... 715 831-3235
 Milwaukee Office..... 414 227-4781...819 North 6th St., Rm. 92, Milwaukee, 53203
 FAX..... 414 227-3818

HIGHER EDUCATIONAL AIDS BOARD

Administrative Offices 608 267-2206..... 131 W Wilson St., Ste. 902, Madison 53703

HIGHWAYS

See Transportation, Dept of

HISTORICAL SOCIETY

See Wisconsin Historical Society

HOME INSPECTORS, REGULATION OF

See Regulation and Licensing, Dept of

HOTEL AND RESTAURANT-Health Services, Dept of 608 266-2835..... 1 W Wilson St., Madison 53703

HOUSING & ECONOMIC DEVELOPMENT AUTHORITY 608 266-7884..... 201 W Washington Ave, Madison 53703

HUNTING INFORMATION AND LICENSES

-Natural Resources, Dept of 608 266-2621..... 101 S Webster St, Madison 53702

HYDROLOGISTS SECTION

See Regulation and Licensing, Dept of

HYGIENE, LABORATORY OF

See Laboratory of Hygiene

INDEPENDENT LIVING COUNCIL

See State Independent Living Council

INDIAN GAMING

See GAMING Division, Administration, Dept of

INDUSTRY, LABOR & HUMAN RELATIONS, DEPT OF

See Workforce Development, Dept of

INFORMATION, WI STATE GOVERNMENT 608 266-2211

INSURANCE, OFFICE OF THE COMMISSIONER 608 266-3585..... 125 S Webster St., Madison 53702

Agents Licensing..... 608 266-8699..... 125 S Webster St., Madison 53702

Complaints and Market Conduct..... 608 266-0103..... 125 S Webster St., Madison 53702

Complaints-Outside Madison Area-Wisconsin Only 800 236-8517

Local Government Property Fund..... 877 229-0009

Patients Compensation Fund..... 608 266-6830..... 125 S Webster St., Madison 53702

State Life Insurance Fund 608 266-0107..... 125 S Webster St., Madison 53702

INSURANCE, PUBLIC EMPLOYEE GROUP INSURANCE

See Employee Trust Funds, Dept of

INTERIOR DESIGNERS, REGULATION OF

See Regulation and Licensing, Dept of

INTERPRETER SERVICES-Workforce Development, Dept of

Office for the Deaf and Hard of Hearing-Voice-TDD 608 243-5733

INVESTMENT BOARD..... 608 266-2381..... 121 E Wilson St., Madison 53703

Beneficiary Hotline 608 267-0957

Or Call..... 800 424-7942

JOB CENTER-Workforce Development, Dept of

Job Applicant & Employment Orders 888 258-9966

JUDICIAL COMMISSION..... 608 266-7637..... 110 E Main St, Madison 53703

JUSTICE ASSISTANCE, OFFICE OF..... 608 266-3323..... 131 W Wilson St., Ste. 610, Madison 53703

JUSTICE, DEPT OF

Arson Bureau-General Investigations Bureau	608 266-1671	
Crime Information Bureau	608 266-7314.....	17 West Main St, Madison 53703
Record Check Unit	608 266-5764.....	17 West Main St, Madison 53703
Crime Laboratory	608 266-2031.....	4626 University Ave, Madison 53705
Crime Victim Compensation.....	608 264-9497.....	17 West Main St, Madison 53703
Crime Victim Services	608 264-9497.....	17 West Main St, Madison 53703
Criminal Investigation Division-		
Drug Tip Line.....	800 622-3784	
Information-General		
Consumer Protection-Citizen Advocacy.....	608 266-1852	
Legal Services Division.....	608 266-1221	
Law Enforcement Services Division	608 266-7751.....	17 West Main St, Madison 53703
Management Services Division.....	608 261-8131.....	17 West Main St, Madison 53703
Office of Attorney General.....		114 East, State Capitol Building
Administration.....	608 266-1221	
Consumer Complaints	608 266-1852	
Legal Services.....	608 266-1221	
Medicaid Fraud Control	608 266-9222.....	17 West Main St, Madison 53703
Narcotics Enforcement Bureau	608 266-1671.....	17 W Main St, Madison 53703
Personnel Office.....	608 267-9030.....	17 West Main St, Madison 53703
Training & Standards Bureau.....	608 266-8800.....	17 West Main St, Madison 53703
Victim Resource Center	608 264-9497.....	17 West Main St, Madison 53703
LABOR & INDUSTRY REVIEW COMMISSION.....	608 266-9850.....	3319 W Beltline Hwy, Madison 53713
LABOR STANDARDS, Workforce Development, Dept of		
Deductions-Child Labor-Work Permits.....	608 266-6860.....	201 E Washington Ave, Madison 53703
Business Closing and Mass Layoff	608 266-6860.....	201 E Washington Ave, Madison 53703
Licensing of Private Employment Agencies	608 266-6860.....	201 E Washington Ave, Madison 53703
Minimum Wage-Overtime Wage Payment & Collections-Illegal.....	608 266-6860	
Prevailing & Construction Wages	608 266-6860.....	201 E Washington Ave, Madison 53703
LABORATORY OF HYGIENE		
Administrative Office.....	608 262-3911.....	465 Henry Mall, Madison 53706
Customer Service	608 262-1293	
BLS Research.....	608 221-6289.....	2811 Agriculture Dr, Madison 53718
Environmental Health Division.....		2601 Agriculture Dr, Madison 53718
Customer Service.....	608 224-6202	
Occupational Health Lab	608 224-6210	
OSHA Consultation Section.....	608 226-5239	
Toxicology.....	608 224-6241	
Water Testing	608 224-6202	
LAND SURVEYORS SECTION		
See Regulation and Licensing, Dept of		
LANDSCAPE ARCHITECTS SECTION		
See Regulation and Licensing, Dept of		
LAW ENFORCEMENT SERVICES DIV-Justice, Dept of	608 266-7751.....	17 West Main St, Madison 53703
LAW LIBRARY, STATE	120 MLK Jr Blvd, Madison 53703	
FAX	608 267-2319	
Information/Circulation.....	608 266-1600	
Reference	608 267-9696	
Toll-Free	1 800 322-9755	
LEGAL DIV-Justice, Dept of	608 266-1221.....	17 West Main St, Madison 53703
LEGISLATIVE AUDIT BUREAU	608 266-2818.....	22 E Mifflin St, Madison 53703
LEGISLATIVE COUNCIL.....	608 266-1304.....	1 E Main St, Ste. 401, Madison 53703
LEGISLATIVE FISCAL BUREAU.....	608 266-3847.....	1 E Main St, Madison 53703
LEGISLATIVE HOTLINE	See Assembly	
LEGISLATIVE REFERENCE BUREAU.....	1 E Main St, Madison 53703	
Drafting	608 266-3561	

Library Circulation.....	608 266-7040	
Reference	608 266-0341	
LEGISLATIVE TECHNICAL SERVICES BUREAU	608 264-8582.....	17 W. Main St., Ste. 200, Madison 53702
FAX	608 267-6763	
LIBRARIES		
Cooperative Children's Book Center	608 263-3720.....	600 N Park St. Madison 53706
Field Services.....	608 266-7270	
Legislative Reference.....	608 266-0341.....	1 E Main St, Madison 53703
Circulation Desk	608 266-7040	
Reference Desk.....	608 266-0341	
Reference & Loan Library	608 224-6160.....	2109 S Stoughton Rd, Madison 53704
LICENSES		
See Specific Name/Type of License Listed within the Appropriate Department		
LICENSES, TEACHERS		
See Public Instruction, Dept of		
LIEUTENANT GOVERNOR	608 266-3516	19 East, State Capitol Madison
LONG TERM CARE		
See Health Services Dept of		
LOWER WI RIVERWAY BOARD	1-800-221-3792	
Director	608-739-3188	PO Box 187, Muscoda 53573
FAX	608-739-4263	
MAIL SERVICES BULK-Administration, Dept of	608 266-7990.....	202 S Thornton Ave, Madison 53702
MANICURISTS		
See Regulation and Licensing, Dept of		
MARRIAGE & FAMILY THERAPIST SECTION		
See Regulation and Licensing, Dept of		
MASSAGE THERAPISTS AND BODY WORKERS COUNCIL		
See Regulation and Licensing, Dept of		
MEDICAID FRAUD CONTROL UNIT-Justice, Dept of	608 266-9222.....	17 West Main St, Madison 53703
MEDICAID-Health Services, Dept of	608 266-8922.....	1 W Wilson St., Madison 53703
MEDICAID-RECIPIENT SERVICES-Health Services, Dept of	800 362-3002.....	1 W Wilson St., Madison 53703
MEDICAL ASSISTANCE-Health Services, Dept of	608 266-2522.....	1 W Wilson St., Madison 53703
MEDICAL ASSISTANCE-RECIPIENT SERVICES		
-Health Services, Dept of	800 362-3002.....	1 W Wilson St., Madison 53703
MEDICAL EXAMINING BOARD		
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MENTAL HEALTH-Health Services, Dept of	608 267-7792.....	1 W Wilson St., Madison 53703
MILITARY AFFAIRS, DEPT OF		
JFHQ-WI DET	608 242-3587.....	2400 Wright St, Madison 53704
Adjutant General's Office.....	608 242-3000.....	2400 Wright St, Madison 53704
Army Aviation Flight Activity.....	608 242-3910.....	1950 Pearson St, Madison 53704
Emergency Government Div of	608 242-3232.....	2400 Wright St, Madison 53704
Family Assistance Office	608 242-3414.....	2400 Wright St, Madison 53704
Recruiting & Retention	608 242-3806.....	2400 Wright St, Madison 53704
MINORITY BUSINESS DEVELOPMENT		
-Commerce, Dept of.....	608 267-9550.....	201 W Washington Ave, Madison 53703
MINORITY BUSINESS PROGRAM-Administration, Dept of	608 267-7806.....	101 E Wilson St., Madison 53703
MISSISSIPPI RIVER PARKWAY COMMISSION	608-788-8264	4802 Sheboygan Ave, Madison 53705
MOTOR VEHICLE, DIV OF		
See Transportation, Dept of		

MUNICIPAL BOUNDARY REVIEW-Administration, Dept of..... 608 266-0683

MUSIC THERAPISTS

See Regulation and Licensing, Dept of

NATIONAL GUARD

JFHQ-WI

Adjutant General's Office..... 608 242-3000..... 2400 Wright St, Madison 53704

Air

Truax Base Operator..... 608 245-4300..... 3110 Mitchell St, Madison 53704

St Recruiter & Ret Sup 608 242-3130..... 2400 Wright St, Madison 53704

State Headquarters..... 608 242-3138..... 2400 Wright St, Madison 53704

Army

Information Operator..... 608 242-3000..... 2400 Wright St, Madison 53704

Family Assistance Office..... 800 292-9464..... 2400 Wright St, Madison 53704

132nd Army Band..... 608 242-3490..... 2400 Wright St, Madison 53704

13th MEDDENT..... 608 242-3953..... 1420 Wright St, Madison 53704

147th Aviation Bn..... 608 242-3882..... 1954 Pearson St, Madison 53704

64th Troop Command..... 608 242-3841..... 2402 Bowman St, Madison 53704

JFHQ-WI DET..... 608 242-3587..... 2400 Wright St, Madison 53704

Recruiting & Retention..... 800 362-7444..... 2400 Wright St, Madison 53704

See Also Military Affairs Dept of State of Wisconsin Governmental Directory

NATURAL RESOURCES, DEPT OF

Information Center-General Info..... 608 266-2621

TDD 608 267-6897

DNR Outdoor Report Audio Line 608 266-2277

For Fast Service, see Subject List Below

Air Management..... 608 266-7718

ATV Registration..... 608 266-2621

Boat Registration..... 608 266-2621

Community Financial Assistance 608 266-7555

Cooperative Environmental Assistance..... 608 267-3125

Dam Safety/Floodplain & Shoreland Mgmt..... 608 266-8030

Diversity Affairs..... 608 266-5833

Dodgeville Area Office 608 935-3368

Drinking Water and Groundwater Info 608 266-0821

Water Sample Kits..... 608 224-6202

Well Drilling..... 608 266-0821

Endangered Resources 608 266-7012

Environmental Fees..... 608 261-8459

Facilities and Lands..... 608 266-2135

Finance..... 608 266-2115

Fisheries Management..... 608 267-7498

Fish Hatchery Tours 608 275-3246

Fisheries Biologist (Madison Lakes) 608 273-5946

Water Regulation Specialist (Madison Area)..... 608 275-3208

Fishing Licenses..... 608 266-2621

Fitchburg Office 608 275-3266..... 3911 Fish Hatchery Rd, Madison 53711

Flood Hazard Maps..... 800 358-9616

Flood Plains..... 608 266-8030

Forestry 608 267-7494

Forest Fire Control..... 608 266-0615

Forest Nurseries..... 608 267-7494

Forest Tax Laws 608 264-6294

Utilization & Marketing..... 608 231-9333

Foundation-Natural Resources 608 264-6267

Horicon Area Office..... 920 387-7860..... N7725 Hwy 28, Horicon 53032

Human Resources..... 608 267-7428

Training 608 266-7776

Hunting Licenses..... 608 266-2621

Integrated Science Services..... 608 266-0531

Laboratory Certification 608 267-7633

Lake Kegonsa State Park..... 608 873-9695..... 2405 Door Creek Rd, Stoughton 53589

Law Enforcement 608 266-2141

Legal-DNR Attorneys	608 266-0848	
Madison Air Quality	608 275-3270	
Mackenzie Environmental Center		
Conservation Warden	608 635-8126	
Fish Manager	608 635-8122	
Forest Ranger.....	608 635-8121	
Game Farm.....	608 635-8120	
Residence.....	608 635-8105	
Wildlife Manager.....	608 635-8123	
Natural Resources Magazine Subscriptions	608 267-7410	
Parks and Recreation.....	608 266-2181	
Remediation & Redevelopment	608 266-2111	
Brownfields	608 267-6713	
Research Center	608 221-6320.....	2801 Progress Rd, Madison, 53716
Safety Education Programs		
Boat	608 266-2142	
Hunter.....	608 266-2143	
Snowmobile-ATV.....	608 266-2142	
Snowmobile Registration	608 266-2621	
South Central Region Headquarters	608 275-3266.....	3911 Fish Hatchery Rd, Madison 53711
TDD.....	608 275-3231	
Waste and Materials Management	608 266-2111	
Watershed Management		
Basin Plans Lake Mgmt-Non-Point Pollution-Stream	608 267-7694	
Surveys-Water Standards		
Great Lakes & Watershed Planning-Water Quality.....	608 267-7694	
Monitoring-Runoff Mgmt Practices-Water Quality Stand		
Specialized Discharge Monitoring-Discharge Permit	608 267-7694	
Coordination-Point Source Technical Evaluation		
Wetlands Inventory/Maps	608 266-8852	
Wildlife Management.....	608 266-8204	
Hunting Permits.....	608 266-2621	

NURSING, BOARD OF

See Regulation and Licensing, Dept of

NURSING HOME ADMINISTRATOR EXAMINING BOARD

See Regulation and Licensing, Dept of

NURSING HOMES-REGULATION-Health Services, Dept of..... 608 266-8481..... 1 W Wilson St., Madison 53703

NURSING HOMES-REIMBURSEMENT-Health Services, Dept of 608 266-2522

OAKHILL CORRECTIONAL INSTITUTION-Corrections, Dept of 608 835-3101.....5212 Hwy M, Oregon 53575

OCCUPATIONAL THERAPY REGULATION OF

See Regulation and Licensing, Dept of

OFFICE OF JUSTICE ASSISTANCE..... 608 266-3323..... 131 W Wilson St., Ste. 610, Madison 53703

OFFICE OF STATE EMPLOYMENT RELATIONS

See State Employment Relations, Office of

OMBUDSMAN PROGRAM..... 800 815-0015.....1402 Pankratz St, Madison 53704

Also See Aging-Board On Aging & Long Term Care

OPTOMETRY EXAMINING BOARD

See Regulation and Licensing, Dept of

OREGON STATE CAMP-Corrections, Dept of..... 608 835-5305.....RFD 1, Oregon 53575

OREGON STATE FARM-Corrections, Dept of..... 608 835-5784.....RFD 1, Oregon 53575

PARKS INFORMATION-Natural Resources, Dept of

Statewide..... 608 266-2181..... 101 S Webster St, Madison 53702

PERFUSIONISTS COUNCIL

See Regulation and Licensing, Dept of

PETROLEUM INSPECTION-SAFETY & BUILDING DIV

-Agriculture, Trade And Consumer Protection, Dept of	608 838-7835.....	4001 Terminal Dr, McFarland 53558
PHARMACY EXAMINING BOARD		
See Regulation and Licensing, Dept of		
PHYSICAL DISABILITIES-Public Instruction, Dept of	608 266-7974.....	1 W Wilson St., Madison 53703
PHYSICAL THERAPY, REGULATION OF		
See Regulation and Licensing, Dept of		
PHYSICIAN ASSISTANTS, COUNCIL ON		
See Regulation and Licensing, Dept of		
PLAT REVIEW – Administration, Dept of	608 266-3200	
PRIVATE DETECTIVES AND AGENCIES, REGULATION OF		
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PROBATION & PAROLE-Corrections, Dept of		
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PROCUREMENT, STATE-Administration, Dept of	608 266-2605.....	101 E Wilson St., Madison 53703
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PROFESSIONAL FUND RAISERS		
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PSYCHOLOGY EXAMINING BOARD		
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PUBLIC DEFENDER, OFFICE OF STATE ..315 N. Henry St. 2nd Fl., Madison 5370		
Information.....	608-266-0087	
FAX.....	608-267-0584	
Assigned Counsel Division	608-266-0087	
Collections Unit	800-445-2230	
Trial Division Information	608-266-0087	
Appellate Division	608-266-344017 S. Fairchild St., 3rd Fl., Madison 53703
PUBLIC HEALTH-Health Services, Dept of	608 266-1251.....	1 W Wilson St., Madison 53703
PUBLIC INSTRUCTION, DEPT OF		
General Information.....	608-266-3390	
.....	800-441-4563	
State Superintendent	608-266-1771	
Deputy State Superintendent.....	608-266-1771	
Executive Assistant.....	608-266-1771	
Special Assistant to State Superintendent.....	608-266-1771	
Communications Officer.....	608-266-3559	
Education Community Liaison	608-266-1771	
Educational Information Services.....	608-266-1098	
Policy Initiatives Advisor Executive.....	608-266-1771	
Academic Excellence		
Assistant Superintendent.....	608-266-3361	
Career and Technical Education	608-267-9251	
Content and Learning	608-266-2364	
Teacher Education/Professional Development/Licensing.....	608-266-0986	
Finance and Management		
Assistant Superintendent.....	608-267-9124	
Community Nutrition.....	608-267-9123	
Human Resource Services	608-267-9200	
Management Services	608-266-3320	
Policy and Budget.....	608-266-2804	
School Financial Services.....	608-266-6968	
School Management Services	608-266-7475	

School Nutrition	608-267-9121	
Learning Support: Equity and Advocacy		
Assistant Superintendent.....	608-266-1649	
Special Education	608-266-1781	
Student Services, Prevention & Wellness.....	608-266-5198	
Wisconsin Center for the Blind and Visually Impaired	800-832-9784	1700 W. State St., Janesville 53546
Wis. Educational Services Program		
for the Deaf and Hard of Hearing.....	262-728-7120	309 W. Walworth Ave., Delavan 53115
Libraries, Technology, and Community Learning		
Assistant Superintendent.....	608-266-2205	
Community Learning and Partnerships.....	608-266-9356	
Information Technology	608-266-7049	
Instructional Media & Technology.....	608-266-3856	
Interlibrary Loan and Resource Sharing	608-224-6161	
Public Library Development.....	608-267-9225	
Reading and Student Achievement		
Assistant Superintendent.....	608-266-5450	
Office of Educational Accountability	608-267-1072	
Title 1	608-267-9146	
Wis. Educational Opportunity Programs and Urban Education.....	414-227-4413	101 W. Pleasant St., Ste 204, Milwaukee 53212
State of Wisconsin Governmental Directory		
PUBLIC LANDS, BOARD OF COMMISSIONERS OF	608 266-1370	125 S Webster St., Madison 53702
FAX	608 267-2787	
Original Land Records	608 261-8841	
Trust Fund Loan Program.....	608 266 0034	
Trust Lands	608 266-1370	
PUBLIC SAFETY, DEPT OF		
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PUBLIC SERVICE COMMISSION		610 N Whitney Way, Madison 53705
General Inquiries.....	608 266-5481	
Toll Free (WI only).....	888 816-3831	
Complaints, Service & Disconnection Issues.....	608 266-2001	
Toll Free (WI only).....	800 225-7729	
Media Relations	608 266-9600	
Stray Voltage.....	608 267-7968	
TTY.....	608 267-1479	
Toll Free (WI only).....	800 251-8345	
FAX	608 266-3957	
PURCHASING, STATE-Administration, Dept of	608 266-2605	101 E Wilson St., Madison 53703
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RADIATION-Health Services, Dept of	608 267-4797	1 W Wilson St., Madison 53703
RADON-Health Services, Dept of	608 267-4796	1 W Wilson St., Madison 53703
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RAILROADS, OFFICE OF THE COMMISSIONER OF		610 N Whitney Way, Madison 53705
Railroad Safety.....	608 266-7607	
Commissioner	608 266-3182	
REAL ESTATE APPRAISERS BOARD		
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RECORD CENTER-Administration, Dept of	608 266-2995	4622 University Ave, Madison 53702
REGULATION AND LICENSING, DEPT OF		1400 E Washington Ave, Madison 53703
General Information	608 266-2112	

Office of the Secretary	608 266-1352
FAX	608 267-0644
TTY	608 267-2416
Application Requests	608 266-2112
Board Services (Division Of).....	608 261-2393
Budget	608 266-0746
Complaints Against Licensees.....	608 266-7482
FAX	608 266-2264
Continuing Education	608 266-2852
FAX	608 267-1809
Enforcement (Division Of)	608 266-7482
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Examinations (Office)	608 266-2852
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Impaired Professionals Procedure.....	608 266-5432
Legal Services.....	608 266-0495
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License Renewals	608 266-0627
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Name and Address Changes	608 267-9046
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Accountants	608 266-5511
Acupuncturists.....	608 266-0145
Aestheticians.....	608 266-5511
Animal Technicians	608 266-2811
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Art Therapists	608 266-0145
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Athletic Trainers	608 266-2811
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Marriage and Family Therapists	608 266-0145
Massage Therapists and Body Workers.....	608 266-0145

Medicine and Surgery.....	608 266-2811
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Nurses.....	608 266-0145
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RESPIRATORY CARE PRACTITIONERS, REGULATION OF

See Regulation and Licensing, Dept of

RETIREMENT-WISCONSIN RETIREMENT SYSTEM

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REVENUE, DEPT OF..... 2135 Rimrock Rd, Madison 53713

Information (General)	608 266-2772
TTY (All Tax Assistance)	608 267-1049
Forms Ordering	608 266-1961
Income Tax Assistance.....	608 266-2772
Refund Inquiries.....	608 266-8100
Toll Free	866-947-7363
Sales-Withholding-Expo & Stadium.....	608 266-2776
Office of the Secretary	608 266-6466
Appeal Resolution Unit.....	608 266-0185
Legal Services	608 266-2967
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Alcohol & Tobacco Enforcement	608 266-2776
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Toll Free.....	866-947-7363	
Sales-Withholding-Expo & Stadium	608 266-2776	
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Personnel	608 266-3923	
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Lottery Division		
Lottery Main Office.....	608 261-8800	
Player Questions	608 261-4916	
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State & Local Finance Division	608 266-9758	
Assessment Practices Bureau.....	608 266-7750	
Assessor Certification & Training	608 266-7750	
District Office - Equalization.....	608 266-8184	
District Office - Manufacturing and Utility Section	608 267-2163	
Equalization Section	608 266-2149	
Local Government Services Section.....	608 264-6892	
Manufacturing Section.....	608 266-1147	
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REVISOR OF STATUTES BUREAU.....	608 266-2011.....	131 W Wilson St., Madison 53703
RIDESHARING-Administration, Dept of	608 266-5612.....	201 S Dickinson St, Madison 53703
RISK MANAGEMENT-Administration, Dept of.....	608 261-6638.....	101 E. Wilson St., Madison 53703
ROAD CONDITIONS INFORMATION		
See Transportation, Dept of		
SAFETY & BUILDINGS-Commerce, Dept of.....	608 266-3151.....	201 W Washington Ave, Madison 53703
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Building Plan Approvals	608 266-3151	
Buildings & Structures.....	608 266-3151	
Mine Safety.....	608-261-2503	
Mobile Homes.....	608 264-9596	
Plumbing Licensing	608 266-3151	
Plumbing Products	608 266-3151	
Private Sewage Plan Approvals	608 266-3151	
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Safety Inspection Public Sector.....	608 266-2780	
SANITARIANS, REGULATION OF		
See Regulation and Licensing, Dept of		
SECRETARY OF STATE, OFFICE OF THE	30 W Mifflin St, Madison 53703
Doug La Follette	608 266-8888	
Apostilles-Authentications	608 266-5503	
Municipal Records	608 266-8888	
Notaries	608 266-5594	
Publication of New State Laws	608 266-5503	
Trademarks.....	608 266-5653	
SECURITY GUARDS, REGULATION OF		
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SENATE		
Legislative Hotline	608 266-9960	

Chief Clerk and Director of Operations 608 266-2517
 Journals and Records..... 608 266-1803
 Majority Leader..... 608 266-2253
 Minority Leader 608 266-5660
 President..... 608 266-1627
 Sergeant At Arms..... 608 266-1801..... State Capitol Building Madison

SENATORS –

All Senators' PO Box address P.O. Box 7882, Madison, 53707-7882
 Carpenter, Tim..... 266-8535
 Coggs, Spencer..... 266-2500
 Cowles, Robert 266-0484
 Darling, Alberta..... 266-5830
 Decker, Russ..... 266-2502
 Ellis, Michael G. 266-0718
 Erpenbach, Jon B..... 266-6670
 Fitzgerald, Scott L. 266-5660
 Grothman, Glenn 266-7513
 Hansen, Dave 266-5670
 Harsdorf, Sheila 266-7745
 Holperin, Jim..... 266-2509
 Hopper, Randy..... 266-5300
 Jauch, Bob..... 266-3510
 Kanavas, Ted 266-9174
 Kapanke, Dan..... 266-5490
 Kedzie, Neal 266-2635
 Kreitlow, Pat 266-7511
 Lasee, Alan J..... 266-3512
 Lassa, Julie 266-3123
 Lazich, Mary..... 266-5400
 Lehman, John W. 266-1832
 Leibham, Joseph 266-2056
 Miller, Mark 266-9170
 Olsen, Luther 266-0751
 Plale, Jeff..... 266-7505
 Risser, Fred A. 266-1627
 Robson, Judith B. 266-2253
 Schultz, Dale W. 266-0703
 Sullivan, Jim..... 266-2512
 Taylor, Lena C..... 266-5810
 Vinehout, Kathleen..... 266-8546
 Wirsch, Robert 267-8979

SNOWMOBILE REGISTRATION-Natural Resources, Dept of..... 608 266-2621

SOCIAL WORKER SECTION

See Regulation and Licensing, Dept of

SOIL SCIENTISTS SECTION

See Regulation and Licensing, Dept of

SPEECH LANGUAGE PATHOLOGISTS, REGULATION OF

See Regulation and Licensing, Dept of

STATE EMPLOYMENT RELATIONS, OFFICE OF101 E. Wilson, Madison 53703

Voice - See Specific Division/Office Below

FAX - General 608 267-1020
 Affirmative Action Div of..... 608 266-5709
 FAX..... 608 267-1020
 Chief Legal Counsel..... 608 266-0047
 FAX..... 608 267-1014
 Compensation & Labor Relations Div of 608 266-9602
 FAX..... 608 267-1020
 Director, Office of..... 608 266-9820
 FAX..... 608 267-1014
 Employee Assistance Program (for state employees only)..... 608 267-2155
 Employee Development & Training 608 266-0664
 Employment Services Center 608 266-1731
 FAX..... 608 267-1000
 Merit Recruitment & Selection Div of 608 266-1731
 FAX 608 267-1000
 Wisconsin Personnel Partners 608 266-1088
 Fax..... 608 267-1000

STATE HISTORICAL SOCIETY

See Wisconsin Historical Society

STATE LABORATORY OF HYGIENE..... 608 262-1293..... 465 Henry Mall, Madison 53706

STATE PATROL

See Transportation, Dept of

SUBSTANCE ABUSE COUNSELORS, REGULATION OF

See Regulation and Licensing, Dept of

SUPREME COURT

Director of State Courts' Office

Table listing various court offices and their contact information, including Director, Deputy Director for Management Services, Deputy Director for Court Operations, Fiscal Officer, Human Resources, Judicial Education, Legislative Liaison, Medical Mediation Panel, Board of Bar Examiners, Clerk of Court, Consolidated Court Automation Programs, Court Commissioners, Marshal, Deputy Marshal, Office of Lawyer Regulation, and Or.

Supreme Court Justice

Table listing Chief Justice's Office, Office of Assistant to Chief Justice, and Chief Justice Shirley S. Abrahamson with their respective phone numbers and addresses.

Justices

Table listing individual Justices: Bradley, Hon. Ann Walsh; Crooks, Hon. N. Patrick; Prosser, Hon. David T. Jr.; Roggensack, Hon. Patience D.; Ziegler, Hon. Annette K.; and Gableman, Hon. Michael J., with their contact details.

SURVEYORS SECTION

See Regulation and Licensing, Dept of

TAX APPEALS COMMISSION..... 608 266-1391..... 5005 Univ Ave, Ste. 110, Madison 53705

TAX INFORMATION & FORMS

See Revenue Dept of

TEACHER EDUCATION & PROFESSIONAL DEVELOPMENT

-Public Instruction, Dept of..... 608 266-1879

THOMPSON STATE CAMP-Corrections, Dept of 608 423-3415.....RFD 1, Deerfield 53531

TIMESHARE SALESPERSON

See Regulation and Licensing, Dept of

TOURISM, DEPT OF.....201 W Washington Avenue, Madison 53703

Table listing sub-offices under Tourism: Travel Information, General Number, Marketing Bureau, Office of the Secretary, and Public Relations with their phone numbers.

TOURS-STATE CAPITOL..... 608 266-0382.....State Capitol Madison

TRAINING & STANDARDS BUREAU,

LAW ENFORCEMENT-Justice, Dept of 608 266-8800.....17 West Main St, Madison 53703

TRANSPORTATION, DEPT OF.....4802 Sheboygan Ave, Madison 53705

For Faster Service Look Below For The Number You Wish To Call

Business Management Div of

Table listing sub-offices under Business Management: Employment Verification DOT Employees, Personnel/Human Resource Services, and Publications-Distribution & Map Sales with their phone numbers and addresses.

Motor Vehicles Div of

Table listing sub-offices under Motor Vehicles: DMV 24-Hr Informational Message System, General Information, and Disabled Plates with their phone numbers.

Disabled Parking ID Cards.....	608 261-2569
Driver License	
Address Changes	608 266-2353
Alcohol Assessment Information.....	608 261-8202
CDS Employer Notification.....	608 264-7049
Commercial Driver License.....	608 266-2353
Commercial Driving Schools.....	608 266-2353
DOTI	608 264-7049
Driver Record Abstract (OWN).....	608 261-2566
Driver Record Abstract (OTHER)	608 266-2353
Driver Education.....	608 266-2353
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Instruction Permit Information	608 266-2353
Law Enforcement Photos.....	608 264-7049
License Issue Information.....	608 266-2353
Medical Assessment	608 266-2327
Medical TDD/TTY.....	608 266-0396
Motorcycle License	608 266-2353
Motorcycle Test Waiver	608 266-7386
Occupational License.....	608 261-0368
Older Driver Health Issues	608 266-7361
Opt Out	608 266-2353
Organ Donor.....	608 266-2353
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Point System.....	608 266-2353
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Reinstatements/SR-22.....	608 266-2261
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TDD/TTY.....	608 267-0340
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Madison Area Only	608 266-1442
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Suspensions	608 266-2261
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Uninsured Motorist.....	608 266-1249
License Plates-Auto & Light Truck, Cycle, Moped,	
Mobile Home & Motor Home Trailer	608 261-2583
Antique Plates.....	608 261-2569
Collector Plates.....	608 261-2569
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Disabled Plates	608 261-2569
Ex-Prisoner of War Plates.....	608 261-2569
License Plates TDD/TTY	608 264-8703
Military Group Plates	608 261-2569
Other Special Group Plates.....	608 261-2569
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Antique Plates.....	608 261-2569
Collector Plates.....	608 261-2569
Hobbyist Plates	608 261-2569
Disabled Plates	608 261-2569
Disabled Veteran Plates.....	608 261-2569

Ex-Prisoner of War Plates.....	608 261-2569
Military Group Plates	608 261-2569
Other Special Plates.....	608 261-2569
Personalized Plates	608 261-2569
UW System Plates	608 261-2569
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Accident Records.....	608 266-8753
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TDD/TTY.....	608 266-0824
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Interstate-I RP.....	608 266-9900
Intrastate-In-State Only.....	608 261-2583
Pick Up Light Truck Plates.....	608 261-2583
Quarterly Registration	608 267-5103
Telephone Authorizations.....	800 422-6771
Truck TDD/TTY.....	608 264-8703
Trucks & Motor Carriers Information	
Equipment Restrictions.....	608 266-0264
Fuel Tax.....	608 267-4382
Insurance.....	608 266-1356
International Registration Plan-IRP.....	608 266-9900
Operating Authority.....	608 266-1356
Permits-Oversize & Overweight.....	608 266-7320
Telephone Authorization	608 267-5103
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Secretary Office of	608 266-1113
State Patrol Div of	
Highway Safety Programs	608 266-0402
Road Conditions	800 762-3947
State Patrol Administration.....	608 267-7102
Southwest Region District Office	608 846-8500.....911 North St W, De Forest 53532
Truck Law Enforcement	608 267-9762
Transportation System Development Div of	
Aerial Photography.....	608 266-7809
Bids & Letting Information Construction Projects	608 266-3496
Environmental Analysis.....	608 266-0099
Highway Construction	608 266-1631
Materials Testing/Research.....	608 246-7930.....3502 Kinsman Blvd., Madison 53704
Highway Real Estate.....	608 266-2370
Minority Business Programs-Hwy Projects	608 266-6961
Permits-Utility, work on right-of-way, driveways, outdoor advertising	608 266-3438
Rest Areas-Highways	608 261-8183
Road Conditions	800 762-3947
Signing & Marking-Highways.....	608 266-0150

Southwest Region-Madison Office	608 246-3800.....	2101 Wright St, Madison 53704
General Information		
Area Highway Projects & Services.....	608 246-3800	
Bridge Maintenance.....	608 246-3879	
Construction	608 246-3835	
Highway Marking Signing & Signals.....	608 246-3849	
Permits-Utility Work	608 246-5406	
Permits-Driveway.....	608 246-3877	
Permits-Billboards	608 246-7906	
Real Estate	608 246-5453	
Transportation Investment Management Div of		
Administration.....	608 266-0255	
Airport Development	608 266-3351	
Harbor Project Assistance.....	608 267-9319	
Local Roads Programs.....	608-267-7350	
Planning and Economic Development.....	608 267-7753	
Rail Preservation Programs	608 267-9284	
State Highway Programs	608 266-5408	
Tower Airspace Permits.....	608 267-5018	
Transit Programs.....	608 267-7350	

TREASURY, STATE DEPT OF

Main Office	608 266-1714	
EdVest College Savings Program	608 264-7899	
Unclaimed Property	877-699-9211 Toll Free	

TRUCK LAW ENFORCEMENT, CENTRAL OFFICE

See Transportation, Dept of

TRUCK REGISTRATION

See Transportation, Dept of

TRUCKS & MOTOR CARRIERS

See Transportation, Dept of

UNEMPLOYMENT INSURANCE, Workforce Development, Dept of

Benefit Claims		
To File A New Application Or To Reopen An Existing Claim.....	608 232-0678	
To File For Weekly Benefits.....	608 261-9990	
Claimant Information Or Assistance.....	608 232-0824	
Employer Information Or Assistance	608 232-0633	
Benefit Administration.....		201 E Washington Ave, Madison 53703
Benefits Operations	608 267-8997	
Employer & Tax Information.....		201 E Washington Ave, Madison 53703
Field Audits	608 266-3180	
Business Transfers/Successorships.....	608 261-6700	
Collections.....	608 266-8364	
Coverage-New Employers.....	608 261-6700	
Tax Rates & Account Information.....	608 261-6700	
Hearings Office	608 242-4819.....	1801 Aberg Ave, Madison 53704
Legal Affairs	608 266-3189.....	201 E Washington Ave, Madison 53703
Policy Research.....	608 266-3189.....	201 E Washington Ave, Madison 53703
Wage Reporting	608 266-6877.....	201 E Washington Ave, Madison 53703
TTY for Benefits, Legal Affairs, Tax & Accounting.....	888 393-8914	

VANPOOL-Administration, Dept of..... 608 266-5612..... 201 S Dickinson St, Madison 53703

VETERANS AFFAIRS, DEPT OF

Central Office.....	608 266-1311.....	30 W Mifflin St, Madison 53707
Or.....	800 947-8387 (WIS-VETS)	
Fax.....	608 267-0403	
Wisconsin Veterans Museum.....	608 267-1799.....	30 W Mifflin St, Madison 53707
FAX.....	608 264-7615	
Central Wisconsin Veterans Memorial Cemetery - King.....	715 258-5586.....	N2665 Cnty Tk QQ, King 54946
Fax.....	715 258-3154	
Southern Wisconsin Veterans Memorial Cemetery.....	262 878-5660.....	21731 Spring St, Union Grove 53182

Fax..... 262 878-5664
 Northern Wisconsin Veterans Memorial Cemetery 715 635-5360.....N4063 Veterans Way, Spooner 54801
 Fax..... 715 635-5363
 Wisconsin Veterans Home - King..... 715 258-5586.....N2665 Cnty Tk QQ, King 54946
 Fax..... 715 258-5736
 Wisconsin Veterans Home – Union Grove 262 878-6700 21425 D Spring St, Union Grove 53182
 Fax..... 262 878-5671
 Wisconsin Veterans Affairs Bureau of Claims - Milwaukee..... 414 902-57575400 W. National Ave, Milwaukee 53214
 Fax..... 414 902-9421

VETERANS EMPLOYMENT & TRAINING SERVICE,

-Workforce Development, Dept of..... 608 266-3110.....201 E Washington Ave, Madison 53703

VETERINARY EXAMINING BOARD

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VITAL RECORDS, BIRTH, DEATH, MARRIAGE, DIVORCE

-Health Services, Dept of 608 266-1371..... 1 W Wilson St, Madison 53703

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TTY 888-877-5939

Website <http://dwd.wisconsin.gov/dvr/>

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Bureau of Management Services 608-261-0073201 E Washington Ave, Madison 53702

Bureau of Program Development 608-261-0049201 E Washington Ave, Madison 53702

WAGES & HOURS-Workforce Development, Dept of

Minimum Wage-Overtime Wage Payment & Collections-Illegal Deductions-Child Labor-Work Permits

..... 608 266-6860.....201 E Washington Ave, Madison 53703

Licensing of Private Employment Agencies 608 266-6860.....201 E Washington Ave, Madison 53703

Prevailing & Construction Wages 608 266-6860.....201 E Washington Ave, Madison 53703

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State Capitol Madison

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TTY 608 266-8797

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Parking..... 608 264-9501

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See Disability Rights Wisconsin

WISCONSIN EMERGENCY MANAGEMENT..... 608 242-3232..... 2400 Wright St, Madison 53704

WISCONSIN EMPLOYMENT RELATIONS COMMISSION

See Employment Relations Commission

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Human Services

Executive Director, Hugh Davis..... 608-267-6866

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General Historic Sites Information	608 264-6586
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Madeline Island	715 747-2415
Old World Wisconsin	262 594-6302
Pendarvis	608 987-2122
Stonefield.....	608 725-5210
Villa Louis	608 326-2721
Wade House.....	920 526-3271
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816 State St.	
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Wisconsin Historical Foundation Inc.	
Fax	608 264-6545
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General Foundation Information, Rm. 200	608 261-9364
Membership.....	608 264-6587

WISCONSIN LOTTERY

See Revenue Dept of

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Or	800 620-8307	
FAX	608 266-9313	

WISCONSIN PUBLIC RADIO-Educational Communications Bd...... 608-264-96003319 W. Beltline Hwy, Madison 53713

WISCONSIN PUBLIC TELEVISION-Educational Comm. Bd.

608-264-96003319 W. Beltline Hwy, Madison 53713

WISCONSIN STATE PARKS-Natural Resources, Dept of..... 608 266-2181..... 101 S Webster St, Madison 53702

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Conference Room Reservations	608 267-9060
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Executive Assistant	608 266-2449
Vice President-Finance	608 266-1739
Vice President-Teaching and Learning	608 266-9399
Office of System Finance and Administration	608 266-2947
Office of Management Services	608 266-1766
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Office of Marketing and Public Relations.....	608 266-0050
Office of Policy and Government Relations.....	608 266-2017
Office of Student Development and Assessment	608 266-5517
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Fire Service Education & Training.....	608 266-7289
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WOMEN-INFANTS & CHILDREN, WIC-Health Services, Dept of..... 608 266-9824..... 1 W Wilson St., Madison 53703

WOMEN'S COUNCIL, WISCONSIN	608 266-2219.....	101 E Wilson St., Madison 53703
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WORKER'S COMPENSATION-Workforce Development, Dept of		
Claims Information	608 266-1340.....	201 E Washington Ave, Madison 53703
Forms & Publications.....	608 266-1340.....	201 E Washington Ave, Madison 53703
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Vocational Rehabilitation.....	608 261-0050.....	201 E Washington Ave, Madison 53703
TTY.....	866 265-3142	
WORKFORCE DEVELOPMENT, DEPT OF		
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Office of the Secretary	608 266-3131.....	201 E Washington Ave, Madison 53703
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Employment and Training Div		
Apprenticeship.....	608 266-3133.....	201 E Washington Ave, Madison 53703
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Migrant, Refugee and Labor Services.....	608 266-0002.....	201 E Washington Ave, Madison 53703
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Equal Rights Div		
To File A Discrimination Complaint	608 266-6860.....	201 E Washington Ave, Madison 53703
Labor Standards		
Minimum Wage-Overtime Wage Payment & Collections-		
Illegal Deductions-Child Labor-Work.....	608 266-6860.....	201 E Washington Ave, Madison 53703
Licensing of Private Employment Agencies	608 266-3345.....	201 E Washington Ave, Madison 53703
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TTY Madison.....	608 264-8752	
TTY Milwaukee	414 227-4081	
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Job Center Div		
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Prevailing & Construction Wages.....	608 266-6860.....	201 E Washington Ave, Madison 53703
Unemployment Insurance Div		
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To File A New Application or To Reopen An Existing Claim.....	608 232-0678	
To File For Weekly Benefits	608 261-9990	
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Employer Information or Assistance.....	608 232-0633	
Benefit Administration	201 E Washington Ave, Madison 53703	
Benefits Operations.....	608 267-8997	
Employer & Tax Information	201 E Washington Ave, Madison 53703	
Field Audits.....	608 266-3180	
Business Transfers/Successorships	608 261-6700	
Collections	608 266-8364	
Coverage-New Employers	608 261-6700	
Tax Rates & Account Information	608 261-6700	
Hearings Office.....	608 242-4819.....	1801 Aberg Ave, Madison 53704
Legal Affairs.....	608 266-3189.....	201 E Washington Ave, Madison 53703

Policy Research	608 266-3189.....	201 E Washington Ave, Madison 53703
Wage Reporting.....	608 266-6877.....	201 E Washington Ave, Madison 53703
TTY for Benefits, Legal Affairs, Tax & Accounting.....	888 393-8914	
Veterans Employment & Training Service.....	608 266-3110.....	201 E Washington Ave, Madison 53703
Vocational Rehabilitation Div		
Central Office/Administrator's Office	608 261-0050.....	201 E Washington Ave, Madison 53703
Toll Free.....	800 442-3477	
TTY.....	888 877-5939	
Website	http://dwd.wisconsin.gov/dvr/	
Bureau of Consumer Services.....	608 261-0076.....	201 E Washington Ave, Madison 53703
Bureau of Management Services	608 261-0073.....	201 E Washington Ave, Madison 53703
Bureau of Program Development Section.....	608 261-0049.....	201 E Washington Ave, Madison 53703
Wages & Hours Div		
Minimum Wage-Overtime Wage Payment & Collections-		
Illegal Deductions-Child Labor-Work Permits	608 266-6860.....	201 E Washington Ave, Madison 53703
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Worker's Compensation Div		
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Forms & Publications	608 266-1340.....	201 E Washington Ave, Madison 53703
Photocopying.....	608 266-3280.....	201 E Washington Ave, Madison 53703
Vocational Rehabilitation	608 261-0050.....	201 E Washington Ave, Madison 53703
TTY.....	866 265-3142	
X-RAY-Health Services, Dept of	608 267-4784.....	1 W Wilson St, Madison 53703

WEATHERIZATION OPERATORS OF WISCONSIN

Information from Division of Energy Services: homeenergyplus.wi.gov

<p>ADVOCAP Inc Mike Bonertz 19 W 1st ST, Po Box 1108 Fond Du Lac WI 54936 (920) 922-7760 mikeb@advocap.org Counties: Green Lake, Fond du Lac, Winnebago</p>	<p>Ashland Co Housing Authority Denise Lutz 124 Wilderness Drive Po Box 349 Mellen WI 54546 (715) 274-8311 deniselutz@centurytel.net Counties: Ashland, Iron, Vilas, Oneida</p>	<p>CAP Services Inc Mary Patoka CAP Services, Inc. 5499 Highway 10 East Stevens Point, WI 54481 mpatoka@capmail.org Counties: Portage, Waupaca, Waushara, Marquette</p>
<p>Central Wisconsin CAC Inc Fred Herbert 1000 Hwy 13 Po Box 430 Wisconsin Dells WI 53965-0430 (608) 254-8353 cwcac.donna@verizon.net Counties: Adams, Columbia, Juneau, Sauk</p>	<p>Community Action Rock/Walworth Lisa Furseth 3310 South Us Highway 51 Janesville WI 53546 (608) 755-2472 lfurseth@community-action.org Counties: Rock, Walworth</p>	
<p>Couleecap Inc Grace Jones 201 Melby St Westby WI 54667 (608) 634-7381 gracejl@couleecap.org Counties: Crawford, Lacrosse, Monroe, Vernon</p>	<p>Hartford Comm Dev Auth Robin Lulich 109 N Main St Hartford WI 53027 (262) 673-8206 rlulich@ci.hartford.wi.us Counties: Dodge, Washington</p>	<p>Indianhead CAA Brett Gerber 209 E 3Rd St S Po Box 40 Ladysmith WI 54848 (715) 532-5594 x155 brettg@indianheadcaa.org Counties: Burnett, Clark, Price, Rusk, Sawyer, Taylor, Washburn</p>
<p>La Casa de Esperanza Inc Warren Jones 410 Arcadian Ave Waukesha WI 53186 (262) 513-9274 anselmo@lacasadeesperanza.org Counties: Jefferson, Milwaukee, Waukesha</p>	<p>NEWCAP Inc Bob Koller 1201 Main St Oconto WI 54848 (920) 834-4621 x119 robertkoller@newcap.org Counties: Brown, Florence, Forest, Marinette, Menominee, Oconto, Shawano</p>	<p>North Central CAP Inc Ron Schnyder 1430 2Nd Street N Po Box 1141 Wisconsin Rapids WI 54495 (715) 842-0681 ronccap@charterinternet.com Counties: Langlade, Lincoln, Marathon, Wood</p>
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<p>State of Wisconsin Division of Energy Services 101 E. Wilson St Madison WI 53702 (608) 266-8234</p>	<p>WECC Suzanne Harmelink 431 Charmany Drive Madison WI 53719 (608)2499322x210 suzanne@weccusa.org</p>	

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