

Free handbooks: aid for consumer gripe

United Press International
It isn't eligible for traditional best seller lists — they are based on bookstore sales — but a new government guide for consumers looks like a winner all the same.

The "Consumer's Resource Handbook" is published by The White House Office of the Special Assistant for Consumer Affairs.

Most such books cost anywhere from \$2 to \$10 or up. More and more good ones are available in retail stores and libraries.

Before investing in a bigger book for which you have to pay, try the free government handbook. If your problem can be solved by a local, state, regional or federal agency, you'll find out who to write or phone, and where. Some calls are toll-free 800 numbers.

The handbook begins with a consumer checklist of questions to ask before you buy or sign a contract to buy goods or services.

Examples:
Have you checked the company's track record for reliability with your local consumer agency or Better Business Bureau?

If professional help is needed, have you asked about fees, services, qualifications and licenses?

The handbook also contains step-by-step suggestions for resolving complaints, a sample complaint letter, and many specific suggestions of where to go for help: not just state and local consumer protection offices, but also occupational and professional licensing boards, Better Business Bureaus, media programs

such as Call for Action, small claims courts, and legal aid and legal services for people who cannot afford to hire private lawyers.

Dozens of organizations and government agencies are listed by name, address and telephone number in the handbook. In most cases the name of the appropriate individual to contact is also given.

For single copies of the 76-page publication, write the Consumer Information Center, Dept. 532 G, Pueblo, Colorado 81009.

If your problem involves a product or services from a privately or publicly owned company, good sources to turn to include "Help," an \$8.95 Everest House paperback annually edited by Arthur E. Rowse of Consumer News Inc. in Washington, D.C., and the "Consumer Complaint Guide," a \$5.95 Macmillan paperback now being published semiannually.

Rowse's book lives up to a line on the cover of the 1980 edition: it does tell you "where to get help on just about anything." Among other

things, it lists companies that are required by law to give refunds for various products and services — and subject to government action if they do not comply with the law. It has up-to-date comparisons of national charities, moving companies, airlines and package delivery firms, a list of food colors whose safety has been questioned; treatments for 50 common stains on fabrics; and a chart showing complaint ratios of auto insurers.

It also describes some of the more widely used scams that survive, year

after year, such as chain letters, work-at-home schemes that don't live up to their advertised promises and "miracle" diet products.

The 1979 edition of the Macmillan guide is currently available. It is largely a directory of governmental consumer protection agencies and private corporations who make or supply consumer goods. Thousands of products are listed and cross-referenced, so a reader who doesn't know a manufacturer's identity or address, for example, can find both

by looking for the product's name.
The "EM Complaint Director's Handbook" was prepared by editors of "Everybody's Money" magazine. The quarterly magazine provides tips on complaining, brass, and tells whom to write to dozens of companies that make products or provide services. Charge includes postage and handling. Order from: Everybody's Money, P.O. Box 431, Madison, Wis. 53701.

20th year for satellite

WASHINGTON — A drum-shaped satellite going by the strange name of Tiros opened a new age 20 years ago Tuesday. It radioed back a television picture of cloud patterns seen from the vantage point of space.

Now, the weather forecasts that play a large role in our everyday activities rely routinely on the latest cloud pattern views produced by an operational network of weather-watching spacecraft that trace their lineage back to Tiros 1.

The National Oceanic and Atmospheric Administration, which operates the civilian weather eye satellites, is using satellite images of the Earth in a wide variety of ways to improve life.

Besides showing the cloud patterns associated with weather, the images have been used to provide warnings of crop-killing frost in the South during winter nights, to guide ships through packs of ice, to map snow cover for flood control efforts and to locate the most favorable areas for salmon and albacore fishing.

The RCA Corporation's AstroElectronics division, which built Tiros 1 and most of the more recent weather eyes, is now working on an advanced Tiros that will carry instrumentation to help locate downed aircraft and personnel lost at sea.

Abe Schnapf, then RCA's assistant program manager for Tiros, remembers the morning well on April 1, 1960, when Tiros 1 took off from Cape Canaveral, Fla.

As the missile lifted off the launch pad, I was left with a feeling of emptiness. Two hundred of us had worked on that satellite for 18 months and it just disappeared in two minutes.

"The real thrill was racing back to the receiving station to watch the first pictures come back over the transmitter."

Squirrel on strange list

UNITED PRESS INTERNATIONAL
HARTFORD, Conn. — Aetna Life & Casualty handled 30 million insurance claims last year. But the one about the suicidal squirrel made claims handlers do a double take.

That item made Aetna spokesman Bob Nolan's strangest claims list.

For the past few years, Nolan has compiled a list of what he felt were the most unusual claims, deleting the names of the claimants and how much they received.

His latest list showed for Aetna, 1979 was a year of unusual activities involving animals, from the baby chameleon to an impolite seal and a hungry New Hampshire squirrel.

First there was the claim of the Yankee visitor to Florida who lay down on a friend's couch for a noon siesta when she felt something crawling on her neck.

Checking her scalp, the woman felt a cool, scaly creature — and immediately did a number over an easy chair and onto a coffee table. The culprit turned out to be a baby chameleon.

"Let's not forget the gull who added insult to injury when it bombarded a car windshield with an unsanitary in-flight missile, breaking the window with an enclosed rock."

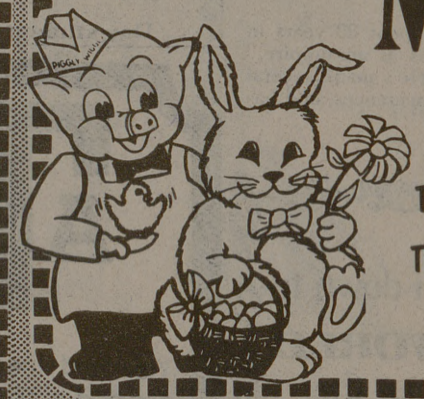
Nolan wrote in his annual listing.

As for the squirrel, its trip into an Aetna policy-holder's empty home ended in tragedy, not only for the animal, but also for the homeowner.

The rodent apparently "lost its cool upon finding no food," and took to chomping away at window moldings before it drowned itself in a toilet.

"Consider the time (a mouse) appeared at a Minnesota railway yard between two burly workers," Nolan wrote. "One of the men lifted a wrecking bar to drive our little hero 6 inches under. He missed, hit his co-worker in the pedal extremities and sent the poor guy doing an Irish jig all the way to the emergency room."

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Heavy Beef Boneless
1 69
lb.



SMOKED HAM

Shank Portion moisture added
79
lb.

- WHOLE HAM** Rodeo Backboard Boneless lb. **1 58**
- WHOLE HAM** Decker's Quality lb. **1 58**
- TURKEYS** Honeysuckle Grade 'A' 8 lbs. & up lb. **79**
- CANNED HAM** Agar - Fully Cooked 5 lb. can **8 99**
- FRESH FRYERS** Family Pack 3 leg portions with backs 3 wings plus giblets lb. **47**
- WHOLE HAMS** 19-23 lb. avg. moisture added lb. **99**
- PIMENTO SPREAD** Mrs. Weaver's 14 oz. ctn. **1 29**
- SAUSAGE** Hillshire Farms Reg. Smoked lb. **1 89**
- SMOKED TURKEYS** Honeysuckle Grade 'A' lb. **1 29**
- HAM ROAST** Smoked Center Cut lb. **1 79**
- SHANK HALF HAM** No Centers Removed lb. **88**
- SLAB BACON** Rindless Sliced lb. **1 09**
- HOT DOGS** Rodeo 12 oz. pkg. **99**
- HOT DOGS** Decker's Quality 12 oz. pkg. **99**
- SLICED BACON** Rodeo Brand 1-lb. pkg. **1 29**
- ENGLISH CUT ROAST** Swift Proten Boneless lb. **2 09**
- GROUND BEEF** Chuck Quality lb. **1 89**
- LUNCHMEATS** Smoky Canyon Wafer Sliced All Varieties 2 oz. pkg. **59**
- CORN DOGS** Woody's 21 oz. pkg. **1 49**
- FRESH SAUSAGE** Oldham's Reg. or Hot 1-lb. pkg. **1 38**
- FRESH SAUSAGE** Oldham's Reg. or Hot 2-lb. **2 69**

Gold Medal - All Purpose FLOUR
 Limit 1 please with \$7.50 or more purchase.
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 lb. bag

Piggly Wiggly Limit 2 please with \$7.50 or more purchase.

LARGE EGGS dozen **59**

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REYNOLDS WRAP 12' x 25' roll **39**

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ICE CREAM 1/2 gal. ctn. **1 19**

Piggly Wiggly

OVEN ROLLS 12 ct. pkgs. **3 11**
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- Del Monte Cream Style **GOLDEN CORN** 3 17 oz. cans **303**
 - Del Monte Whole Kernel **GOLDEN CORN** 3 17 oz. cans **303**
 - Del Monte Cut **GREEN BEANS** 3 17 oz. cans **303**
 - Del Monte French Style **GREEN BEANS** 3 17 oz. cans **303**
 - Del Monte **SWEET PEAS** 3 17 oz. cans **303**
 - Del Monte New **POTATOES** 3 16 oz. cans **303**
 - Del Monte **SPINACH** 3 15 oz. cans **303**
 - Del Monte Sliced, Crushed or **PINEAPPLE** Chunks 1-1/2 59
10-1/2 oz. can
 - Del Monte **TOMATO JUICE** 46 oz. can **69**

- CUT YAMS** Sugary Sam # 2-1/2 29 oz. can **69**
- PICKLES** Vlasic Kosher Dill or Hamb. Chips 32 oz. jar **89**
- GRAPE JELLY** Welch's 32 oz. jar **99**
- TRASH BAGS** Hefty 30 gal. 20 ct. box **2 49**
- NAPKINS** Mardi Gras 140 ct. pkg. **69**
- TOWELS** Mardi Gras giant 102 ct. roll **69**
- MUSTARD** French's 24 oz. jar **69**
- COND. MILK** Eagle Brand 14 oz. can **89**
- CHEF-WAY OIL** Pure Vegetable 48 oz. btl. **1 89**
- MARGARINE** Kraft Parkay in 1/4's 1-lb. ctn. **59**
- CREAM CHEESE** Kraft Philadelphia 8 oz. ctn. **59**
- WHIPPING CREAM** Foremost or Pure Dairy pint **59**
- STRAWBERRIES** Sierra Blanca 3 10 oz. ctns. **1**
- POUND CAKE** Sara Lee 16 oz. ctn. **1 69**

US #1

RUSSET POTATOES
 Wash. Ex. Fancy Golden
DEL APPLES lb. **59**
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ONIONS 4 lbs. **99**
 Fancy Ca. Navel **ORANGES** 3 lbs. **99**
 US #1 Cello **CARROTS** 4 1-lb. bags **99**
10 99
 lb. bag

PLAY & WIN!

ODDS CHART

WHEEL #	WHEEL VALUE	WHEEL TOTAL	WHEEL PERCENT	WHEEL ODDS	WHEEL PERCENT	WHEEL ODDS	
1000	15	10	25	25,000	1 in 79,425	1 in 3,824	
100	70	90	166	16,600	1 in 14,975	1 in 575	
50	95	117	212	10,600	1 in 11,724	1 in 501	
10	120	151	221	4,420	1 in 11,247	1 in 505	
5	302	302	1,510	1 in 8,230	1 in 633	1 in 316	
2	671	671	3,356	1 in 3,693	1 in 384	1 in 192	
1	39,967	39,967	19,984	1 in 52	1 in 4.7	1 in 2.3	
TOTALS	41,142	324	41,566	199,643	1 in 59	1 in 4.5	1 in 2.2

- Local Winners:
- Eva Gustavus Bryan 20.00
 - Ray Robinson Somerville 50.00
 - Blossie T. Payton C.S. 100.00
 - Robert C. Jones C.S. 100.00
 - Nancy Satterfield C.S. 100.00
 - Tom Decker C.S. 50.00
 - James M. Lewis Gainesville \$1000.

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with each \$10 purchase

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- 15 Off Soap 7 oz. bar **1 19**
- ZEST** 3 7 oz. bar **1 19**
- IVORY** 3 5 oz. bar **69**
- 12 Off Bath Soap 7oz. **75**
- COAST** 2 7oz. bar **75**
- Deodorizer **LOVE MY CARPET** 12 oz. size **1 09**

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