

# 31

## CONSUMER ASSISTANCE RESOURCES

### § 31. 1. Introduction

This Consumer Law Guide Appendix describes the many consumer assistance resources, state and national, that are available to Maine Consumers. It contains the following sections:

### § 31. 2. Telephone Referral By Subject Matter

### § 31. 3. State Regulatory And Licensing Boards

### § 31. 4. National Attorney General Consumer Protection Contacts

### § 31. 5. United States Postal Inspectors, By Region

### § 31. 6. Maine District Attorneys (For Complaints About Criminal Consumer Fraud)

### § 31. 7. Maine District Courts, By County (Small Claims Court Is Part Of The District Court)

### § 31. 8. Maine Law Libraries

### § 31. 2. Telephone Referrals

## By Subject Matter

### SUBJECTS:

<b>A</b>	<b>D</b>	Heating Oil	Motels/Hotels/ Inns
Abandoned Property	Dangerous Products	Heating Systems	Motor Vehicles (Autos)
Adult Protective Services	Day Care	Home Financing (Maine)	Motor Vehicle Inspection
Agriculture	Debt Collections	Home Heating	Motor Vehicles, Titles
Airlines	Disabled	Home Repair	Movers (Furniture)
Antitrust	Discrimination	Homeland Security	<b>N</b>
Appliances	District Attorney	Hotels/ Inns/ Motels	National Attorneys Gen.
Asbestos	Do Not Call Information	Housing	National Consumer Orgs.
Attorney General	Door to Door Sellers	Human Services	
Autos (Motor Vehicles)	<b>E</b>	<b>I</b>	Nursing Homes
<b>B</b>	Economic Development	Inns/Hotels/Motels	<b>O</b>
Banking	Elderly	Insulation	Odometers
Bankruptcy	Electric and Gas Bills	Insurance	<b>P</b>
Barbers	Electricians	Internet	Pawn Shops
Beano/Games of Chance	Emergency Help	Investments / Securities	Postal Inspector, U.S.
Blue Cross/Blue Shield	Employment	<b>J</b>	Public Safety
Broker / Mortgage	Energy	Judges (complaints)	Public Utilities
Business / Complaints	<b>F</b>	<b>L</b>	<b>R</b>
Business / Licensing	F B I	Labor	Real Estate
Business / Questions	F C C	Law Libraries	<b>S</b>
<b>C</b>	F T C	Lawyers – Legal Services	Securities / Investments
Camps - Campground	Fire Marshall	Lead Poisoning	Small Claims Court
Chambers of Commerce	Firewood	Legislature (Maine)	Social Security
Charitable Solicitations	Food	Lemon Law (Autos)	<b>T</b>
Civil Rights Violations	Food Stamps	Licensing Boards (State)	Telemarketing Fraud
Communications	Fuel (Heating)	Lottery/Games Licensing	Transportation, Dept of
Community Action	Funerals	<b>M</b>	<b>V</b>
Congress	<b>G</b>	Mail Order	Veterans Services
Consumer Protection	Games of Chance	Maine Merchants	Vocational Schools
Corporations	Governor	Medical	<b>W</b>
Credit	<b>H</b>	Medicare / Medicaid	Water Testing
Crimes	Health Engineering	Mobile Homes	Well Drilling
Crisis	Hearing Aid	Mortgage / Broker	Wood Complaints

### ABANDONED PROPERTY

**Maine State Treasurer's Office** ..... 1-207-624-7477  
 39 State House Station, Augusta, ME 04333-0039  
 E-mail: [state.treasurer@maine.gov](mailto:state.treasurer@maine.gov)

## ADULT PROTECTIVE SERVICE

**Maine Bureau Of Elder & Adult Services** ..... 1-207-287-9200  
 Toll Free Nationwide & Canada (8am to 5pm) ..... 1-800-262-2232  
 Local & Out of State TTY: ..... 1-888-720-1925 or 1-207-287-9234  
 Bureau of Elder and Adult Services..... Fax: 1-207-287-9229  
 11 State House Station, 442 Civic Center Drive, Augusta, Maine 04333  
 Web site: [www.state.me.us/dhs/beas/](http://www.state.me.us/dhs/beas/)  
**Maine Bureau of Elder and Adult Services** .....Nationwide 24-hour, toll free 1-800-624-8404  
 Help incapacitated or dependent adults (ages 18 or over)  
 TTY (during business hours) 1-800-624-8404  
 TTY In-State (after hours) 1-800-963-9490 .....TTY Out of State (after hours) 1-207-287-3492

## AGRICULTURE

**Department Of Agriculture, Food and Rural Resources**..... 1-207-287-3871  
 28 State House Station, Deering Bldg – AMHI Complex, Augusta, Maine 04333-0028  
 Complaints relating to contaminated food.  
**Weights & Measures** ..... 1-207-287-3841  
 Complaints relating to firewood, inaccurate measuring devices  
 (e.g., gas pumps, oil truck meters, complaints relating to food).  
 Web site: [www.state.me.us/agriculture/index.html](http://www.state.me.us/agriculture/index.html)

## AIRLINES

**U.S. Department Of Transportation** ..... 1-202-366-2220  
 Aviation Consumer Protection Division  
 Web site: [www.dot.gov/airconsumer](http://www.dot.gov/airconsumer)  
**F. A. A. Office Of Aviation Enforcement And Proceedings**  
 Unsafe Aviation Practices Hotline..... 1-800-255-1111  
 Other Than Safety Issues..... 1-800-322-7873  
**Disability – Related Hotline**..... 1-800-778-4838  
 Web site: [www.airconsumer.ost.dot.gov/hotline.htm](http://www.airconsumer.ost.dot.gov/hotline.htm)..... TTY: 1-800-455-9880

## ANTITRUST

**Maine Attorney General's Consumer Protection Division**..... 1-207-626-8800  
 6 State House Station, Augusta, Maine 04333-0006 Fax: 1-207-624-7730  
 Web site: [www.maine.gov/ag/consprotect.html](http://www.maine.gov/ag/consprotect.html)  
**U.S. Department Of Justice** ..... 1-202-514-1240  
 E-mail: [antitrust@usdoj.gov](mailto:antitrust@usdoj.gov) Web site: [www.usdoj.gov/atr](http://www.usdoj.gov/atr)

## APPLIANCES

Maine Appliance Consumer Action Program .....1-800-621-0477 or 1-312-984-5858  
 20 North Wacker Drive, Suite 1500  
 Chicago, Illinois 60606

## ASBESTOS

**Maine Department Of Human Services** ..... 1-207-287-5378  
**Department of Environmental Protection** .....1-207-287-2651  
 17 State House Station, Augusta, Maine 04333-0017

## ATTORNEY GENERAL

**Maine Attorney General G. Steven Rowe**..... (in Maine only)1-800-436-2131  
 6 State House Station 1-207-626-8800  
 Augusta, Maine 04333-0006 TTY: 1-207-626-8865  
 E-mail: [maineag@maine.gov](mailto:maineag@maine.gov) Web site: [www.maine.gov/ag/index.html](http://www.maine.gov/ag/index.html)

**Consumer Information & Mediation Service**..... 1-800-436-2131 (In Maine Only)  
 6 State House Station, Augusta, and Maine 04333-0006.....1-207-626-8849  
 E-mail: [consumer.mediation@maine.gov](mailto:consumer.mediation@maine.gov) Fax: 1-207-626-8812  
 Web site: [www.maine.gov/ag/consprotect.html](http://www.maine.gov/ag/consprotect.html)  
 We mediate consumer complaints free of charge. (*see* Chapter 1 in this Guide).  
**The on-line version of the *Maine Attorney General's Consumer Law Guide* can be found at:**  
 Web site: [www.maine.gov/ag/index.php?r=clg](http://www.maine.gov/ag/index.php?r=clg)

## AUTOS (MOTOR VEHICLES)

### Arbitration /Mediation Of Motor Vehicle Complaints

**Autoline (Better Business Bureau Arbitration)**.....1-800-955-5100  
 812 Stevens Avenue, Portland, Maine 04103

**Autoline** offers informal mediation, if necessary arbitration. This program is administered by the Better Business Bureau; participating dealers: Acura, AM General, Audi, General Motors, Buick, Cadillac, Chevrolet, GMC Truck, Oldsmobile, Pontiac, Honda, Hyundai, Infiniti \*, Isuzu, Kia, Land Rover, Lexus \*, Nissan \*, Porsche, Saturn Volkswagen. \* Excludes Hawaii. State-by-State participants: BMW (AR, IA, ID, MN, PA) Jaguar (AR, FL, ID, KY, MN) Mazda (AR) Mercedes-Benz (AR, KY, MN) Rolls-Royce (CA, FL, MN, NJ) Saab (AR, CA, FL, ID, KY, MN, OR) SMC Corporation (OR) Subaru (AR, CA, KY, MN, OH, OR, WI) Suzuki (AR, ID, KY, MN) Volvo (AR, MN) Winnebago (KY) Workhorse Custom Chassis (AK, AR, AZ, CA, CT, DE, GA, ID, IL, KY, LA, ME, MN, MO, MS, MT, NJ, NY, OH, OR, SC, SD, UT, VA, VT, WA, WI, WV).

**Autocap (Maine Automobile Dealers Association, Inc.)**.....1-207-623-3882  
 Thomas Brown, Exec. Vice President,  
 P.O. Box 2667, Augusta, Maine 04330  
 An informal third party mediation service administered by Maine Auto Dealers Association);  
 participating dealers: Alfa Romeo, Austin Rover, BMW, Fiat, Honda, Isuzu, Jaguar, Mazda,  
 Mitsubishi, Nissan, Peugeot, Rolls Royce, Saab, Volvo, Yugo.

**Maine Lemon Law Arbitration Program** ..... 1-207-626-8848  
 6 State House Station, Augusta, Maine 04333 Fax: 1-207-624-7730  
 E-mail: [Lemon.Law@maine.gov](mailto:Lemon.Law@maine.gov) Web site: [www.maine.gov/ag/index.php?r=clg&s=chap7](http://www.maine.gov/ag/index.php?r=clg&s=chap7)  
 To apply for Lemon Law Arbitration, see Chapter 7 in this Guide.

**Autopedia™ (Motor Vehicle Information)**

The AUTOMotive encycloPEDIA is the complete Internet source for automotive-related information, where consumers can find information related to Autos, Boats, Trucks, Minivans, Motorcycles, RVs and Sport Utilities.  
 E-mail: [info@autopedia.com](mailto:info@autopedia.com) Web site: [www.AUTOPEDIA.COM](http://www.AUTOPEDIA.COM)

**Center For Auto Safety (Safety Defects / Recalls)** ..... 1-202-328-7700  
 1825 Connecticut Ave, NW, Suite 330, Washington, DC 20009-5708  
 Web site: [www.autosafety.org](http://www.autosafety.org)

**National Highway Traffic Safety Administration (NHTSA)** ..... 1-800-424-9393  
 400 7<sup>th</sup> Street SW, Washington, DC 20590  
 Safety-related complaints and recall information.  
 E-mail: [info@automobilerecalls.com](mailto:info@automobilerecalls.com)  
 Web site: [www.automobilerecalls.com](http://www.automobilerecalls.com) or [www.automobilerecalls.com/go\\_nhsta.html](http://www.automobilerecalls.com/go_nhsta.html)

**NHTSA Region 1** ..... 1-617-494-3427  
 E-mail: [region1@nhtsa.dot.gov](mailto:region1@nhtsa.dot.gov) Fax: 1-617-494-3646

**Maine Bureau Of Motor Vehicles** ..... Main Number: 1-207-624-9000  
 Dial the Main Number and enter the extension number:  
 Administrative Services ..... Ext. # 52155  
     License/Exams ..... Ext. # 52119  
     Dealer Licensing ..... Ext. # 52143  
     Investigations ..... Ext. # 52144  
     Odometer rollbacks / Enforcement ..... Ext. # 52144  
     Title and Anti-theft Section ..... Ext. # 52138  
 Web site: [www.state.me.us/sos/bmv/](http://www.state.me.us/sos/bmv/)

**Motor Vehicle Inspection (State Police)** ..... 1-207-624-8724 or 1-207-624-8773  
 Web site: [www.state.me.us/dps/msp/](http://www.state.me.us/dps/msp/) Fax: 1-207-624-7088  
 Traffic Division Telephone ..... 1-207-624-8939  
 Traffic Division E-mail: [webmaster\\_traffic@state.me.us](mailto:webmaster_traffic@state.me.us)

The State Police Motor Vehicle Inspection Unit is responsible for the licensing of inspection stations and inspection mechanics, the sale of inspection stickers, the semi-annual inspection of the school bus fleets of the state of Maine, enforcement of the inspections laws and regulations, and the investigation of crimes and complaints dealing with motor vehicle inspections. The unit consists of one sergeant and ten inspectors located throughout the state, and two clerks located in Gardiner.

**Auto/Motor Vehicle Manufacturer**

Acura ..... 1-800-382-2238  
 Audi ..... 1-800-822-2834  
 BMW Group ..... 1-800-831-1117  
 Buick (General Motors) ..... 1-800-521-7300  
 Cadillac (General Motors) ..... 1-800-458-8006

Chevrolet (General Motors) .....	1-800-222-1020
Daimler Chrysler.....	1-800-992-1997
Daihatsu.....	1-714-761-7000
Ford Motor Company.....	1-800-392-3673
GMC Truck (General Motors).....	1-800-462-8782
GEO (General Motors).....	1-313-667-3800
Honda .....	1-800-999-1009
Hummer (General Motors).....	1-866-486-6376
Hyundai .....	1-800-633-5151
Infiniti.....	1-800-662-6200
Isuzu .....	1-800-255-6727
Jaguar .....	1-800-452-4827
Jeep.....	1-800-992-1997
Kia.....	1-800-333-4542
Lexus .....	1-800-255-3987
Lincoln .....	1-800-521-4140
Lotus.....	1-404-822-4566
Maserati .....	1-301-646-6400
Mazda .....	1-800-222-5500
Mercedes Benz.....	1-800-222-0100
Mercury .....	1-800-392-3673
Mitsubishi .....	1-888-MITSU-2004
Nissan .....	1-800-647-7261
Oldsmobile (General Motors).....	1-800-442-6537
Peugeot .....	1-800-345-5549
Pontiac (General Motors).....	1-800-762-2737
Porsche .....	1-800-545-8039
Land Rover .....	1-301-731-9040
Rolls Royce .....	1-201-469-9600
Saab (General Motors) .....	1-800-955-9007
Saturn (General Motors).....	1-800-553-6000
Subaru .....	1-800-782-2783
Suzuki.....	1-800-934-0934
Toyota .....	1-800-331-4331
Volkswagen .....	1-800-822-8987
Volvo.....	1-800-458-1552

### **BANKING (Brokers / Credit Unions / Securities)**

**Maine Bureau Of Financial Institutions** ..... 1-800-965-5235 or 1-207-624-8570

122 Northern Ave., Gardiner, Maine

36 State House Station, Augusta, Maine 04333-0036

**Credit Card Disputes** (see also **CREDIT**):

If credit card is issued by a State Bank, contact:

**Maine Bureau of Financial Institutions** ..... 1-207-624-8570

Web site: [www.state.me.us/pfr/bkg/bkg\\_index.htm](http://www.state.me.us/pfr/bkg/bkg_index.htm)

If credit card is issued by an Out of State Bank, contact:

**U.S. Comptroller of the Currency**.....1-800-613-6743 or 1-212-819-9860  
or 1-202-874-5000

Web site: Office of the Comptroller of the Currency.....TTY: 1-202-927-3275

If credit card is issued by Credit Card Company, contact:

**Bureau of Consumer Credit Regulations**.....1-800-624-8527 or 1-207-624-8527  
35 State House Station, Augusta, Maine 04333-0035

Web site: www.state.me.us/pfr/ccp/ccp\_index.html..... Fax: 1-207-582-7699

**Securities (State of Maine)**

Department of Professional & Financial Regulation.....1-207-624-8551  
Office of Securities, 121 State House Station, Augusta, Maine 04333

**National Association of Securities Dealers (N.A.S.D.)**.....1-617-261-0800

**Securities And Exchange Commission (U.S.)**.....1-617-424-5900

**Federal Reserve Bank Of Boston**.....1-617-973-3000

Web site: www.bos.frb.org/

**National Credit Union Administration**.....1-703-518-6300

To report fraud: call the NCUA Fraud Hotline.....1-800-827-9650 or 1-703-518-6550

Web site: http://ncua.gov/

**BANKRUPTCY**

**Maine U. S. Bankruptcy Courts**

U. S. Bankruptcy Court, Clerk’s Office.....1-800-650-7253 or 1-207-780-3482  
537 Congress Street, Portland, Maine 04101

U. S. Bankruptcy Court, Clerk’s Office.....1-800-650-7253 or 1-207-945-0348  
202 Harlow Street, Bangor, Maine 04402-1109

Businesses located in Augusta and to the north will file for bankruptcy in the Bangor court.

Web site: http://meb.uscourts.gov

**BARBERS**

**Department Of Professional & Financial Regulation**.....1-207-624-8500  
**Barbers and Cosmetologists, Board of**..... or 1-207-624-8603

35 State House Station, Gardiner Annex-Northern Avenue  
Augusta, Maine 04333-0035

This Department regulates Maine’s various licensed professions. Consumers should make their complaint to Board of Barbers & Cosmetology (*see* § 31.3 in this Chapter).

**BEANO /GAMES OF CHANCE**

**Maine State Police** (*see also* Games of Chance and Lottery).....1-207-624-8775

The Maine State Police will answer all your questions concerning illegal lotteries, or other games of chance.

**BLUE CROSS /BLUE SHIELD** (*see also* INSURANCE)

**The Anthem Blue Cross And Blue Shield Offices** ..... 1-317-488-6000  
 Operations Center..... 1-800-482-0966 or 1-207-822-9292  
 Web site [www.anthem.com](http://www.anthem.com).....or 1-207-822-7000

**BROKER (MORTGAGE )**

**Office Of Consumer Credit Regulation** ..... 1-800-624-8527  
 35 State House Station, Augusta, Maine 04333-0035 or 1-207-624-8527  
 Web site: [www.state.me.us/pfr/ccp/ccp\\_index.htm](http://www.state.me.us/pfr/ccp/ccp_index.htm)

**Real Estate Commission**.....1-207-624-8551  
 Maine Real Estate Commission, #35 State House Station, Augusta, Maine 04333-0035  
 Web site: [www.state.me.us/pfr/olr/categories/cat38.htm](http://www.state.me.us/pfr/olr/categories/cat38.htm)

**BUSINESS COMPLAINTS**

**Kennebec Valley Chamber Of Commerce** ..... 1-207-623-4559  
**Maine Chamber & Business Alliance**..... 1-207-623-4568  
**Maine Better Business Bureau**..... 1-207-878-2715  
**Maine Department Of Professional & Financial Regulation**..... 1-207-624-8500  
**National Council Of Better Business Bureau** ..... 1-703-276-0100  
**NORTHEAST COMBAT, Inc. (Maine Center For The Public Interest)** ..... 1-207-947-3506

**BUSINESS LICENSING**

**Department Of Professional & Financial Regulation**..... 1-207-624-8500  
 35 State House Station, Gardiner Annex-Northern Avenue or 1-207-624-8603  
 Augusta, Maine 04333-0035 Web site: [www.maineprofessionalreg.org](http://www.maineprofessionalreg.org)  
 This Department regulates Maine's various licensed professions. Consumers should make their complaints to the different regulatory Boards. *See* § 31.3 in this Chapter.

**BUSINESS QUESTIONS**

**Better Business Bureau Of Maine** ..... 1-207-878-2715  
 812 Stevens Avenue, Portland, Maine 04103 -2648 Fax: 1-207-797-5818  
 Email: [info@bosbbb.org](mailto:info@bosbbb.org) Web site: [www.bosbbb.org](http://www.bosbbb.org)

**The Council Of Better Business Bureaus**..... 1-703-276-0100  
 Web site: [www.bbb.org/about/aboutCouncil.asp](http://www.bbb.org/about/aboutCouncil.asp) Fax: 1-703-525-8277  
**Charitable Inquires:** [www.give.org/](http://www.give.org/)

**The Canadian Council Of Better Business Bureaus** ..... 1-613-789-5151  
 Email: [ccbbs@canadiancouncilbbb.ca](mailto:ccbbs@canadiancouncilbbb.ca) Fax: 1-613-789-7044  
 Web site: [www.canadiancouncilbbb.ca/cancouncil.html](http://www.canadiancouncilbbb.ca/cancouncil.html)

**The Department Of Economic & Community Development** ..... 1-800-872-3838  
 This State agency can answer business questions about State regulations. or 1-207-624-9818  
 They offer: **A Guide to Doing Business in Maine.**  
 Non-resident telephone number is 1-800-541-5872 Web site: [www.econdevmaine.com/](http://www.econdevmaine.com/)



**CAMPING**

**Maine Campground Owners Association** ..... 1-207-782-5874  
 MECOA, 655 Main Street, Lewiston, Maine 04240 Fax: 1-207-782-4497  
 E-mail: [info@campmaine.com](mailto:info@campmaine.com) Web site: [www.campmaine.com](http://www.campmaine.com)

**CHAMBERS OF COMMERCE**

**Maine Chambers Of Commerce and Business Alliance** ..... 1-207-623-4568  
 Web site: [www.mainechamber.org](http://www.mainechamber.org) Fax: 1-207-622-7723

**National Chamber Online**  
 Web site: [www.2chambers.com/](http://www.2chambers.com/)

**CHARITABLE SOLICITATIONS**

**Maine Department Of Professional & Financial Regulations**..... 1-207-624-8624  
**Charitable Solicitations** (see Chapter 25 in this Guide)  
 35 State House Station, Augusta, ME 0433  
 Web site: [www.state.me.us/pfr/olr/categories](http://www.state.me.us/pfr/olr/categories)

**Philanthropic Advisory Service, Council Of Better Business Bureaus, Inc.**.... 1-703-276-0100  
 E-mail: [info@bosbbb.org](mailto:info@bosbbb.org) Web site: [www.give.org/](http://www.give.org/)

**American Institute Of Philanthropy** ..... 1-773-529-2300  
 E-mail: [aip@charitywatch.org](mailto:aip@charitywatch.org) Fax: 1-773-529-0024

**CIVIL RIGHTS VIOLATIONS**

**Maine Attorney General's Civil Rights Division** ..... 1-207-626-8844  
 6 State House Station, Augusta, Maine 04333-0006 TTY: 1-207-626-8865  
 Web site: [www.maine.gov/ag/civilrights.html](http://www.maine.gov/ag/civilrights.html)

**Maine Human Rights Commission**..... 1-207-624-6050  
 TTY: 1-207-624-6064

**U.S. Department Of Justice Civil Rights Division** ..... 1-202-514-2151  
 Web site: [www.usdoj.gov/crt](http://www.usdoj.gov/crt) Fax: 1-202-514-0293

**Americans With Disabilities Act (ADA) Information Line** ..... 1-800-514-0301  
 Civil Rights Department of Justice TTY: 1-800-514-0383  
 Web site: [www.usdoj.gov/crt/ada/ada-hom1.htm](http://www.usdoj.gov/crt/ada/ada-hom1.htm)

**COMMUNICATIONS**

**Federal Communications Commission (FCC)** ..... 1-888-225-5322  
 445 12th Street, SW, Washington, DC 20554 or 1-888-835-5322  
 E-mail: [fccinfo@fcc.gov](mailto:fccinfo@fcc.gov) Web site: [www.fcc.gov](http://www.fcc.gov)  
 Public inquiries, informal complaints, cable, radio, satellite, telephone, television and wireless

**Maine Public Utilities Commission (PUC)** (Consumer Assistance) 1-800-452-4699  
 242 State Street, 18 State House Station, Augusta, Maine 04333-0018 Fax: 1-207-287-1039  
 TTY Relay: 1-800-437-1220  
 Telephone service complaints 1-207-287-3831

**COMMUNITY ACTION PROGRAM AGENCIES**

Community Action Programs offer such services as Fuel Assistance, Emergency Help, Advocacy, Children Services, Employment Training, Adult Education, Maine Job Start, Elderly Services, Health Services, Housing and Shelter Assistance, Winterization, Section 8 Rentals, Lead Paint Inspection, Legal Services, Substance Abuse, Head Start, Mental Health Services, Outreach Referrals, Public Assistance

**Aroostook Community Action Programs**..... 1-207-764-3721  
P O Box 116, Presque Isle, Maine 04769-1116.....or 1-800-432-7881

**Androscoggin & Oxford Counties Community Concepts, Inc.** ..... 1-207-743-7716  
Market Square, P O Box 278, Bath, Maine 04281

**Coastal Economic Development Corporation**..... 1-800-221-2221  
34 Wing Farm Parkway, Bath, Maine 04530 or 1-207-442-7963

**Community Concepts, Inc.**..... 1-207-795-4065  
79 Maine Street, Auburn, Maine 04210

**Coastal Community Action Program** ..... 1-207-596-0361  
4 Union Street, PO Box 808, Rockland, Maine 04841

**Community Concepts, Inc.** ..... 1-207-364-3721  
28 Congress Street, Rumford, Maine 04276

**Kennebec Valley Community Action Program** ..... 1-800-542-8227  
97 Water Street, Waterville, Maine 04901

**Penquis Community Action Program** ..... 1-207-973-3500  
262 Harlow Street, Bangor, Maine 04402-1162

**Peoples Regional Opportunity Program** ..... 1-207-874-1140  
510 Cumberland Ave., Portland, Maine 04101

**Waldo County Committee For Social Action**..... 1-207-338-6809  
9 Field Street, Suite 205, PO Box 130, Belfast, Maine 04915-0130

**Washington-Hancock Community Agency** ..... Fuel Assistance 1-800-828-7544  
2 Maple Street, Milbridge, Maine 04658 or 1-207-546-7544  
Telephone for Machias: 1-207-255-8654

**Western Maine Community Action Inc.** ..... 1-207-645-3764  
2A Church Street, PO Box 200, East Wilton, Maine 04234-0200

**York County Community Action Corporation**..... 1-207-324-5762  
6 Spruce Street, PO Box 72, Sanford, Maine 04073-0072

**CONGRESS (Federal Offices)**

**Senator Olympia J. Snowe**..... 1-202-224-5344  
154 Russell Office Building, Washington D.C. 20510..... Fax:1-202-224-1946  
Local Office: 40 Western Avenue Room 408 C, Augusta, Maine 04330..... 1-207-622-8292  
Auburn..... 1-207-786-2451  
Bangor ..... 1-800-432-1599 or 1-207-945-0432  
Biddeford..... 1-207-282-4144  
Portland ..... 1-207-874-0883  
Presque Isle..... 1-207-764-5124

E-mail: [Olympia@snowe.senate.gov](mailto:Olympia@snowe.senate.gov) Web site: [www.senate.gov/~snowe](http://www.senate.gov/~snowe)

**Senator Susan Collins** ..... 1-202-224-2523  
 172 Russell Office Building, Washington DC 20510..... Fax:1-202-224-2693  
 Local Office: 168 Capitol Street, Augusta, Maine 04333..... 1-207-622-8414  
 Bangor ..... 1-207-945-0417  
 Biddeford..... 1-207-283-1101  
 Lewiston ..... 1-207-784-6969  
 Portland ..... 1-207-780-3575  
 Presque Isle..... 1-207-764-3266  
 E-mail: [senator@collins.senate.gov](mailto:senator@collins.senate.gov) Web site: [www.senate.gov/~collins](http://www.senate.gov/~collins)  
 Web site for Senate: [www.senate.gov](http://www.senate.gov)

**Representative Tom Allen (1st Congressional District)**..... 1-202-225-6116  
 1717 Longworth House Office Building, Washington, DC 20515 Fax: ...1-202-225-5590  
 Maine address: 234 Oxford Street, Portland, Maine 04104 ..... 1-207-774-5019  
 Portland Fax:1-207-871-0720  
 E-mail: [rep.tomallen@mail.house.gov](mailto:rep.tomallen@mail.house.gov) Web site: [www.house.gov/allen](http://www.house.gov/allen)

**Representative Mike H. Michaud (2nd District)**..... 1-202-225-6306  
 437 Cannon House Office Building, Washington, D.C. 20515-1902 Fax: 1-202-225-2943  
 Maine address: 202 Harlow Street, Room 235, Bangor, Maine 04401-0858 ..... 1-207-942-6935  
 Fax: 1-207-942-5907  
 E-mail: [Michaud@mail.house.gov](mailto:Michaud@mail.house.gov) Web site: [www.house.gov/michaud](http://www.house.gov/michaud)

**CONSUMER PROTECTION AGENCIES (STATE AND NATIONAL)**

*See § 31.4 in this chapter for a list of Attorney General Consumer Protection Divisions in other states*

**AARP (Maine)**..... 1-207-775-7774  
 Web site: [www.me@aarp.org](http://www.me@aarp.org)

**Attorney General’s Consumer Protection Division** ..... 1-207-626-8800  
 Web site: [www.maine.gov/consprotect.html](http://www.maine.gov/consprotect.html)

**Consumer Federation Of America** ..... 1-202-387-6121  
 Web site: [www.consumerfed.org/](http://www.consumerfed.org/)

**Consumer Product Safety Commission**..... 1-800-638-2772  
 Web site: [www.cpsc.gov/](http://www.cpsc.gov/)

**Consumers Union**  
 Consumers Union is the nonprofit publisher of Consumer Reports magazine. This site provides informative and educational materials developed by Consumers Union's advocacy offices on a variety of consumer issues. Consumer Complaints: [www.caring4u.org/Hsd/Complaints.htm](http://www.caring4u.org/Hsd/Complaints.htm)  
 Web site: [www.consumer.org/](http://www.consumer.org/)

**Federal Trade Commission (FTC)** ..... 1-877-382-4357  
 Web site: [www.ftc.gov/](http://www.ftc.gov/)

**Food & Drug Administration** ..... 1-617-279-1675  
 Web site: [www.fda.gov](http://www.fda.gov)

**Northeast Combat, Inc. Maine Center For The Public Interest**.....1-207-947-3331  
109 State Street, Bangor, Maine 04401

**Public Citizens (Ralph Nader)** Web site: [www.publiccitizen.org/](http://www.publiccitizen.org/)

**Questionable Doctors** Web site: [www.questionabledoctors.org/intro.cfm](http://www.questionabledoctors.org/intro.cfm)

## CORPORATIONS

**Secretary of State** .....1-207-624-7736  
Bureau of Corporations, Elections, and Commissions .....1-207-624-7752  
101 State House Station, Augusta, ME 04333-0101 .....Fax 1-207-287-5428  
Web site: [www.informe.org/icrs/ICRS](http://www.informe.org/icrs/ICRS)

## CREDIT

**State of Maine Professional & Financial Regulation's** .....1-800-332-8529  
**Office of Consumer Credit Regulation** ..... or 1-207-624-8527  
35 State House Station, Augusta, Maine 04333-0035

**Consumer Federation Of America** .....1-202-387-6121

**Consumer Product Safety Commission** ..... 1-800-638-2772

**Credit Counseling** .....1-800-539-2227

**Credit Card Disputes (see also Banking – Maine Bureau of Financial Institutions)**

VISA: Contact issuing bank

MASTERCARD: Contact issuing bank

DISCOVER .....1-800-549-4500

**BANKCARD HOLDERS OF AMERICA**.....1-703-481-1110  
Gives advice on how to complain.

### Credit Card Disputes

If credit card is **State of Maine Bank** issued:

**contact** the Maine Bureau of Financial Institutions .....1-207-624-8570

If credit card is **Out of State Bank** issued:

**contact** the Comptroller of the Currency .....1-800-613-6743 or 1-212-819-9860

If credit card is **Credit Card Company** issued:

**contact** the Office of Consumer Credit Regulation.....1-207-624-8527

### Credit Reporting Agencies

**Credit Data Of New England**.....1-800-442-4833

**Equifax** .....To request a report: .....1-800-685-1111  
PO Box 740241, Atlanta, Georgia 30374-0241.....To report fraud: .....1-800-525-6285  
Web site: [www.equifax.com](http://www.equifax.com)

**Experian** ..... To request a report: 1-888-397-3742  
P O Box 949, Allen, Texas 75013-0949 To report fraud: 1-888-397-3742  
Web site: [www.experian.com](http://www.experian.com)

**Trans Union** ..... To request a report: 1-800-916-8800  
 PO Box 1000, Chester, Pennsylvania 19022 To report fraud: 1-800-680-7289  
 Write to report a fraud: Fraud Victim Assistance Division,  
 PO Box 6790, Fullerton, California 92634  
 Web site: [www.tuc.com](http://www.tuc.com)

Maine consumers are entitled to a free copy of their credit reports during any 12-month period. A second copy during that 12-month period cannot cost more than \$5. See § 26.15 in this Guide for a sample letter to use when requesting a copy of your report. In Maine, the most you can be charged for a copy of your report is \$2 plus the cost of copying.

**CRIMES**

**Crimes should be reported to the local Police Department, County Sheriff or District Attorney. See § 31.6 of this Chapter.**

**Civil Rights, Maine Attorney General**.....1-207-626-8844  
**Victim Compensation, Maine Attorney General** .....1-800-903-7882  
**Violent Crime Situation, Bureau Of Alcohol, Tobacco & Firearms** .....1-800-283-4867

**CRISIS (HELP – 24 HOURS)**

**Abused Women** .....1-800-537-6066  
**Abused-Neglected Adults**  
 To make a report only to the Maine Department of Human Services .....1-800-963-9490  
 TTY: 1-800-624-8404  
**Abused-Neglected Children**  
 To make a report only to the Maine Department of Human Services .....1-800-452-1999  
 TTY: 1-800-963-9490  
**Center for Grieving Children**.....1-207-775-5216  
**Youth Alternatives Emergency Shelter**.....1-207-874-1184  
**Alcoholics’ Anonymous**.....1-800-737-6237  
**Al-Anon** .....1-800-498-1844  
**Ingraham Volunteers Crisis Intervention Hotline (24 hours)** .....1-207-774-4357  
 Voice/TTY: 1-888-568-1112  
**Maine Drug Enforcement Drug tip Hotline**.....1-800-452-6457  
**Ingraham Volunteers Mental Health Crisis Hotline (24 hours)** .....1-207-774-4357  
**Department of Behavioral and Development Services** ..... Voice / TTY: 1-888-568-1112

**DANGEROUS PRODUCTS**

**U. S. Consumer Product Safety Commission** .....1-301-504-0580  
**CPSC toll-free Hotline** .....1-800-638-2772  
 E-mail: [info@cpsc.gov](mailto:info@cpsc.gov) Web site: [www.cpsc.gov](http://www.cpsc.gov) TTY: 1-800-638-8270  
 If you've had a problem with a consumer product or you want information, or you want to report an unsafe consumer product or a product-related injury, use the above contact address & numbers.

<b>Maine Department Of Human Services (Spoiled Food in Restaurants)</b> .....	1-207-287-5671
<b>Division of Health Engineering (Eating and Lodging Program)</b> .....	1-207-287-5671
<b>Department Of Public Safety</b> .....	1-207-287-3871
42 State House Station, 36 Hospital Street	TTY: 1-207-287-4478
Augusta, Maine 04333-0042 .....	Fax: 1-207-624-7088
<b>Highway Safety, Bureau of</b> .....	1-207-624-8756
<b>Licensing Division</b> .....	1-207-624-8775
<b>Maine Drug Enforcement Agency</b> .....	1-207-822-0380
<b>Motor Vehicle Inspection</b> .....	1-207-287-1056
<b>State Fire Marshall</b> .....	1-207-287-3473
<b>State Police 24 hour coverage</b> .....	1-207-624-7000
<b>Department of the Treasury (Alcohol, Tobacco &amp; Firearms)</b> .....	1-202-927-7777
Web site: <a href="http://www.aft.treas.gov">www.aft.treas.gov</a>	Fax: 1-202-927-7862

## DAYCARE

<b>Department of Human Services (Licensing)</b> .....	1-207-287-5060
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## DEBT COLLECTIONS

<b>Office of Consumer Credit Regulation</b> .....	1-207-624-8527
35 State House Station, Augusta, Maine 04333-0035	or 1-800-332-8529

## DISABLED

<b>Alpha One V/TTY</b> .....	1-207-767-2189
<b>American Council of the Blind of Maine</b> .....	1-207-225-3221
<b>Maine Center for the Blind</b> .....	1-207-774-6273
<b>Baxter School for the Deaf</b> .....	1-207-781-3165
<b>Maine Center for the Deaf</b> .....	1-207-797-7656
<b>New England Disabilities &amp; Business Technical Assistance Center</b> .....	1-800-949-4232
<b>Talking Book, Maine State Library</b> .....	1-800-762-7106
<b>United Way</b> .....	1-207-874-1004
400 Congress Street, Portland, Maine 04101	
Web site: <a href="http://www.unitedway.org">www.unitedway.org</a>	
<b>United Way of Kennebec Valley</b>	
2 Mulliken Court, Augusta, Maine 04330 .....	1-207-874-1000

## DISCRIMINATION

<b>Attorney General's Civil Rights Unit</b> .....	1-207-626-8844
6 State House Station	
Augusta, Maine 04333-0006	

- Maine Civil Liberties Union** ..... 1-207-774-5444  
233 Oxford Street, Suite 3216, Portland, Maine 04101
- Maine Human Rights Commission**..... 1-207-624-6050  
51 State House Station, Augusta, Maine 04333 ..... TTY: 1-207-624-6064  
Web site: [www.maine.gov/mhrc](http://www.maine.gov/mhrc)
- N. A. A. C. P** ..... 1-207-776-7340

**DOOR-TO-DOOR SELLERS**

- Professional and Financial Regulation** (regulation of Transient Sellers)..... 1-207-624-8603  
*See also § 31.3.*

**ELDERLY**

*See also Community Action Programs*

- AARP Consumer Protection** (members must be 50 and older)..... 1-202-424-3410  
601 E Street, N W, Washington, D.C. 20049 or 1-800-332-8529  
Web site: [www.aarp.org](http://www.aarp.org) Fax: 1-202-434-6470
- Maine AARP** ..... 1-207-775-7774  
Web site: [www.me.aarp.org](http://www.me.aarp.org)

**Area Agencies on Aging**

The Area Agencies on Aging are the central resource for elder services in your area. They can help you either directly or by referring you to the appropriate social service agency. Call Elders 1 (1-877-353-3771) to contact the Area Agency on Aging in your area:

- Aroostook Agency on Aging**..... 1-800-439-1789  
(*Aroostook County*) ..... V/TTY: 1-207-764-3396  
33 Davis Street, PO Box 1288  
Presque Isle, Maine 04769
- Eastern Agency on Aging** ..... 1-800-432-7812  
(*Hancock, Penobscot, Piscataquis, and Washington Counties*) ..... V/TTY: 1-207-941-2865  
450 Essex Street  
Bangor, Maine 04401-3937
- Seniors Plus** ..... 1-800-427-1241 or 1-207-795-4010  
(formerly Western Area Agency on Aging) (*Androscoggin, Franklin and Oxford Counties*)  
465 Main Street, PO Box 659 TTY: 1-207-795-7232  
Lewiston, Maine 04243-0659
- Senior Spectrum** ..... 1-800-639-1553 or 1-207-622-9212  
(*Kennebec, Knox, Lincoln, Sagadahoc, Somerset and Waldo Counties*)  
One Weston Court, PO Box 2589 TTY: 1-800-464-8703 or 1-207-623-0809  
Augusta, Maine 04338-2589
- Southern Maine Agency on Aging** ..... 1-800-427-7411  
(*Cumberland and York Counties*) ..... V/TTY: 1-207-775-6503  
307 Cumberland Avenue, PO Box 10480  
Portland, Maine 04104

<b>Disability Rights Center Of Maine</b> .....	1-800-452-1948
<b>Elder &amp; Adult Services, Maine Bureau Of</b> .....	1-207-624-5335
Web site: <a href="http://www.state.me.us/ag/elderissues/adultprot.html">www.state.me.us/ag/elderissues/adultprot.html</a>	or 1-800-262-2232
	Local & Out of State - TTY: 1-207-624-5512 or 1-800-383-244
<b>Geriatric Services</b> .....	.....1-207-287-4233
<b>Legal Service For The Elderly Hotline (8AM-5PM)</b>	1-800-750-5353 or 1-207-623-1797
Statewide toll-free Hotline and language line translation services	TTY: 1-800-750-5353
Legal Services for the Elderly helps socially and economically needy Maine seniors age 60 and over in many civil (non-criminal) cases. LSE has offices in Augusta, Bangor, Lewiston, Portland, Presque Isle and Scarborough. All of LSE's services are free and confidential.	
<b>Meals On Wheels – Nutrition Program</b> .....	1-800-400-6325
<b>Mental Health &amp; Mental Retardation (Advocacy Services)</b> .....	1-207-287-4228
<b>Nursing &amp; Boarding Home Ombudsman (Hotline)</b> .....	1-800-499-0229
<b>Transportation</b> .....	1-800-244-0704

## ELECTRIC AND NATURAL GAS BILLS

<b>Public Utilities Commission (Consumer Assistance)</b> .....	1-800-437-1220 or 207-287-3831
242 State Street	Fax: 1-207-287-1039
18 State House Station	TTY Relay: 1-800-437-1220
Augusta, Maine 04333-0018	
The PUC has jurisdiction over billing disputes within Maine	
Email: <a href="mailto:maine.puc@maine.gov">maine.puc@maine.gov</a>	Web Site: <a href="http://www.state.me.us/mpuc/">www.state.me.us/mpuc/</a>
<b>Public Advocate</b> .....	.....1-207-287-2445
103 Water Street, 3rd Floor, Hallowell, Maine 04347	Fax: 1-207-287-4317
112 SHS, Augusta, Maine 04333-0112	TTY: 1-207-287-8849
E-mail: General Information: <a href="mailto:Patty.J.Moody@maine.gov">Patty.J.Moody@maine.gov</a>	
Web site: <a href="http://www.state.me.us/meopa/">www.state.me.us/meopa/</a>	

## ELECTRICIANS

<b>Electricians Examining Board</b> .....	1-207-624-8603
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## EMPLOYMENT INFORMATION

<b>Bureau of Employment Services (Department of Labor)</b> .....	1-207-624-6390
<b>Maine Centers for Women, Work &amp; Community</b> .....	1-800-442-2092
<b>A.S.P.I.R.E./Jobs</b> .....	1-207-624-8333
<b>Unemployment Call Center-Benefits Claims</b> .....	1-207-822-4128
<b>Wage/Hour Child Labor Complaints</b> .....	1-207-624-6400

## EMERGENCY HELP

*See also Community Action Programs, Fuel (Heating), Housing*

<b>Emergency Management Agency</b> .....	1-800-452-8735
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<b>Emergency Oil &amp; Hazardous Material Response</b> (open 24 hours).....	1-800-482-0777
<b>Salvation Army</b> .....	1-800-770-7336
<b>American Red Cross</b> .....	1-800-482-0743
<b>Homeless Crisis Hotline</b> .....	1-800-438-3890
<b>United Way</b> .....	1-207-874-1000
Congress Street, Portland, Maine 04101      Web site: <a href="http://www.unitedway.org/">www.unitedway.org/</a>	
<b>United Way of Kennebec Valley</b> .....	1-207-626-3400
2 Mulliken Court, Augusta, Maine 04330	

## ENERGY

<b>State Energy Office</b> .....	1-207-624-7495
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## FEDERAL BUREAU OF INVESTIGATION

<b>Federal Bureau Of Investigation</b> .....	1-202-324-3000
J. Edgar Hoover Building	
935 Pennsylvania Avenue, NW	
Washington, D.C. 20535-0001	
Web site: <a href="http://www.fbi.gov/">www.fbi.gov/</a>	

## FEDERAL TRADE COMMISSION (F.T.C.)

<b>Federal Trade Commission</b> .....	1-877-382-4357
600 Pennsylvania Avenue	
Washington, D.C. 20580	
Web site: <a href="http://www.ftc.gov">www.ftc.gov</a>	

<b>FIRE MARSHALL</b> .....	1-207-624-8964
<b>State Fire Marshall</b> .....	1-207-624-8964
Investigations	Fax: 1-207-624-8968
52 State House Station	
397 Water Street	
Augusta, Maine 04333	
E-mail : General Information: <a href="mailto:webmaster_fmo@maine.gov">webmaster_fmo@maine.gov</a>	
Web site: <a href="http://www.state.me.us/dps/fmo/">www.state.me.us/dps/fmo/</a>	

## FIREWOOD

<b>Maine Department Of Agriculture</b> .....	1-207-287-3841
The Maine Division of Weights and Measures will measure how much wood you received.	

## FOOD

<b>Maine Department Of Human Services</b> .....	1-207-287-5671
Division Of Health Engineering, Eating & Lodging Program	
Spoiled Food in Restaurants	
<b>Food &amp; Drug Administration</b> (Augusta, Maine).....	1-207-622-8268
<b>Food &amp; Drug Administration</b> .....	1-800-452-1920
1 Montvale Avenue, Stoneham, Massachusetts 02180	

**FOOD STAMPS**

**Food Stamps**..... 1-800-452-1931 or 1-207-624-8200

**FUEL (HEATING)**

*See also Community Action Programs*

**Fuel Assistance Kennebec Valley Community Action** ..... 1-207-622-4761

**Skowhegan Office** ..... 1-800-542-8227 or 1-207-474-8487

**Waterville Office**..... 1-207-859-1500

**Peoples Regional Opportunity Program**..... 1-800-698-4699 or 1-207-874-1140

**Home Energy Assistance** ..... 1-207-874-1159

**Emergency Management Agency** ..... 1-800-452-8735

**Emergency Oil & Hazardous Material Response (open 24 hours)**..... 1-800-482-0777

**Waldo County Fuel Assistance**..... 1-207-338-3025

**FUNERALS**

**Maine Board Of Funeral Services** ..... 1-207-624-8623

Department of Professional and Financial Regulation Fax: 1-207-624-8637

Office of Licensing & Registration TTY: .1-207-624-8563

35 State House Station, Augusta, Maine 04333-0035

**Funeral Consumers Alliance Of Maine** ..... 1-207-786-4323

Helps arrange low-cost funerals

**GAMES OF CHANCE**

**Maine State Police Licensing Division** (Beano, Bingo, Raffles, etc.)..... 1-207-624-8775

**Lottery** (Megabucks, raffles, etc.)..... 1-207-287-6764

**GOVERNOR**

**Governor John Baldacci**..... 1-207-287-3531

Office of the Governor TTY: .1-207-287-6548

1 State House Station, Augusta, Maine 04333-0001

Web site: [www.maine.gov/governor/baldacci/](http://www.maine.gov/governor/baldacci/)

**HEARING AID**

**Maine Board Of Hearing Aid Dealers & Fitters**..... 1-207-624-8603

**HEATING OIL**

*See Community Action Program, Home Energy Assistant Program*

**HEATING SYSTEMS**

**Maine Oil Burnermen's Licensing Board**..... 1-207-624-8603

**HEALTH ENGINEERING**

<b>Maine Department Of Human Services</b> .....	1-207-287-5697
<b>Drinking Water</b> .....	1-207-287-2070
<b>Eating Lodging</b> .....	1-207-287-5671
<b>Plumbing &amp; Waste Water</b> .....	1-207-287-2070
<b>Radon</b> .....	1-800-232-0842 or 1-27-287-5676
<b>Health &amp; Environmental Testing</b> .....	1-207-287-4311
<b>Health &amp; Engineering Test Lab (24 hours - 7 days)</b> .....	1-800-452-1999 or 1-207-624-8527

**HOME FINANCING, MAINE**

<b>Bureau Of Financial Institutions</b> .....	1-800-965-5235 or 1-207-624-8570
<b>Office Of Consumer Credit Regulation</b> .....	1-800-332-8529 or 1-207-624-8527

**HOME HEATING**

*See Community Action Agencies and Emergency Help*

**HOMELAND SECURITY**

**Web Site:** [www.state.me.us/mema/homeland/index.htm](http://www.state.me.us/mema/homeland/index.htm)

**DHS Web site Information:** Get Informed: [www.Ready.gov](http://www.Ready.gov).  
Or call 1-800-BE-READY for printed information.

**HOME REPAIRS**

**Department of Professional and Financial Regulation**.....1-207-624-8603  
Registration of door-to-door sellers of home repairs, such as driveway paving.  
*See also § 31.3.*

**HOTELS / MOTELS /INNS**

**Maine Innkeepers Association**.....1-207-773-7670  
305 Commercial Street Fax: 1-207-773-7668  
Portland, Maine 04101-4608 .....

Email: [info@maineinns.com](mailto:info@maineinns.com) Web site: [www.maineinns.com](http://www.maineinns.com)

**HOUSING**

<b>Home Builders Association Of Maine</b> .....	1-207-622-7792
Offers complaint mediation/arbitration to member contractors.	
<b>HUD Fair Housing Office</b> .....	1-617-994-8300 or 1-800-827-5005
	TTY: 1-617-565-5453
<b>Maine Human Rights Commission</b> .....	1-207-624-6050
	TTY: 1-207-624-6064
<b>Maine State Housing Authority</b> .....	1-207-626-4600 or 1-800-452-4668
	TTY: 1-800-452-4603

**U.S. Department Of Housing & Urban Development** ..... 1-800-347-3735  
Affordable Housing, Title 1 Insurance Division, Fair Housing & Equal Opportunity, Family Housing, Manufactured Housing & Construction Standards, Interstate Land Sales Registration Division.

## IDENTITY THEFT

Web Site: Identity theft: [www.usps.com/postalinspectors/id\\_intro.htm](http://www.usps.com/postalinspectors/id_intro.htm)

## INNS / HOTELS / MOTELS

**Maine Innkeepers Association**.....1-207-773-7670  
305 Commercial Street, Portland, Maine 04101-4608 Fax: 1-207-773-7668  
Email: [info@maineinns.com](mailto:info@maineinns.com) Web site: [www.maineinns.com](http://www.maineinns.com)  
*See also: Hotels/Motels/Inns*

## INSURANCE

**Maine Bureau Of Insurance** (Consumer Help Office) 1-800-300-5000 or 1-207-624-8475  
Web site: [www.state.me.us/pfr/ins/ins\\_index.htm](http://www.state.me.us/pfr/ins/ins_index.htm)

## INSULATION

**Maine Department Of Economic & Community Development** ..... 1-207-624-9800

## INTERNET

**Public Utilities Commission Consumer Division** ..... 1-800-452-4699  
They have jurisdiction over billing disputes within Maine. or 1-207-287-3831  
Web site: [www.maine.gov/mpuc](http://www.maine.gov/mpuc)

**Federal Communications Commission**..... 1-888-225-5322  
You can file a complaint. or 1-888-895-5322  
Web site: [www.fcc.gov](http://www.fcc.gov)

**Federal Trade Commission**..... 1-877-382-4357  
Fraud-related problems such as scams and advertising  
Web site: [www.ftc.gov](http://www.ftc.gov)

**National Fraud Information Center**..... 1-800-876-7060  
P O Box 65868 Fax: 1-202-835-0767  
Washington, D. C. 20035 TTD/TTY: 1-202-835-0778  
They can assist with recognizing and filing complaints about Telemarketing & Internet Fraud  
Web site: [www.fraud.org](http://www.fraud.org)

**Internet Scambusters** ..... 828-262-5885  
197 New Market Center, #115  
Boone, NC 28607  
E-mail: [comments@scambusters.org](mailto:comments@scambusters.org) Web site: [www.scambusters.org](http://www.scambusters.org)

Notice: Internet Scambusters is provided as a public service and it does not have the manpower to answer the hundreds of emails received concerning questions on individual scams, companies or chain emails. It developed resources that you can use to find the answers you're looking for. You can subscribe to Internet Scambusters to get information on the latest Internet scams.

**INVESTMENTS / SECURITIES**

**Bureau of Financial Institutions (Securities)** ..... 1-207-624-8551

**JUDGES (COMPLAINTS AGAINST)**..... 1-207-780-4364

**Judicial Discipline Committee**

PO Box 8058

Portland, ME 04104-8058

**LABOR PROBLEMS**

**Maine Bureau Of Labor** ..... 1-207-624-6400

Complaints about employers who fail to pay wages.

**LAWYERS – LEGAL ASSISTANCE**

**Maine Bar Association** ..... 1-207-622-7523

When contacting the office please leave name & telephone number. Fax: 1-207-623-0083

**Maine Board Of Overseers Of The Bar** ..... 1-207-623-1121

Complaints against lawyers. Among the services offered is the Fee Arbitration Commission, which for no fee resolves fee disputes between clients and lawyers.

**Maine Civil Liberties Union** ..... 1-207-774-5444

Email: [info@mclu.org](mailto:info@mclu.org) Web site: [www.mclu.org](http://www.mclu.org) Fax: 1-207-774-1103

The Maine Civil Liberties Union provides lawyers for people whose constitutional rights have been violated or who have been the victim of illegal discrimination. The MCLU also has a prisoner's rights project. Its cooperating attorneys do not charge their MCLU clients attorney fees. The MCLU has only one office, in Portland, but takes cases from all over the state.

**National Consumer Law Center** ..... 1-617-542-8010

The national leader in consumer law research Fax: 1-617-542-8028

Web site: [www.consumerlaw.org/](http://www.consumerlaw.org/) 1-202-986-6060

Fax: 1-202-463-9462

**Cumberland Legal Aid Clinic**..... 1-207-780-4370

246 Deering Avenue, Portland, Maine 04102

**Disability Rights Center**..... 1-800-452-1948 or 1-207-626-2774

P.O. Box 2007, Augusta, Maine 04338-2007 For clients & their families (V/TTY)

E-mail: [Advocate@drcme.org](mailto:Advocate@drcme.org) Fax: 1-207-621-1419

The Disability Rights Center helps people with problems related to a disability. The Disability Rights Center has an office in Augusta and a statewide toll free phone number (voice and TTY).

**HelpMeLaw.Org** Web site: [www.helpme.law.org](http://www.helpme.law.org)

This is Pine Tree Legal Assistance's excellent web site. Use HelpMELaw to find people who may be able to help you with a specific legal problem or information about laws that affect you. To find help on a specific legal topic, try its search tool: click on "Search". To browse its library of legal materials, click on "Legal Library".

**Immigrant Legal Advocacy Program**.....1-207-780-1593  
One India Street, Portland, Maine, 04101

E-mail: [info@ilapmaine.org](mailto:info@ilapmaine.org) Web site: [www.ilapmaine.org](http://www.ilapmaine.org)

The Immigrant Legal Advocacy Program helps low-income persons with immigration law and related issues for free or low fees. ILAP sees persons by appointment in Portland and Lewiston and also has weekly walk-in consultations in Portland. ILAP serves people statewide and can be reached by telephone through its toll-free number.

**Lawyer Referral Service And Alternative Dispute Resolution Services** .....1-800-860-1460  
Maine State Bar Association, P.O. Box 788, Augusta ME 04332-0788 or 1-207-622-1460

Lawyer Referral Service will bill the consumer a \$20 fee for putting them in touch with a lawyer who will provide a half-hour consultation.

Lawyer Referral Service **TEL-LAW** automated service .....1-207-622-1470  
Providing information to your basic legal question Fax: 1-207-623-0083  
Web site: [www.mainebar.org/lris\\_findlawyer.asp](http://www.mainebar.org/lris_findlawyer.asp)

**Legal Service For The Elderly Hotline**.....1-800-750-5353 or 1-207-623-1797  
TTY: 1-800-750-5353

Legal Services for the Elderly helps socially and economically needy Maine seniors age 60 and over in many civil (non-criminal) cases. LSE has offices in Augusta, Bangor, Lewiston, Portland, Presque Isle and Scarborough, as well as a statewide toll-free Hotline (voice, TTY and language line translation services). All of LSE's services are free and confidential.

### **Pine Tree Legal Assistance**

Provides legal services for low-income persons, including landlord-tenant assistance. Pine Tree Legal Assistance represents low-income people in many civil cases. Pine Tree has offices in Portland, Augusta, Lewiston, Bangor, Machias and Presque Isle. Pine Tree offices have TTY capability, and access to Language Line translation services.

**Pine Tree Legal (Augusta)** .....1-207- 623-7777 or 1-207-622-4731  
39 Green Street, P.O. Box 2429 Fax: .1-207-623-7774  
Augusta, Maine 04338-2429 TTY: .1-207-623-7770  
Hours: 9:00 AM to 5:00 PM, Monday-Friday (closed at noon) Call for an appointment

**Pine Tree Legal (Bangor)** .....1-207-942-8241  
61 Main Street Fax: 1-207-942-8323  
Bangor, Maine 04401 TTY: .1-207-942-1060  
Hours: 8:00 AM to 12:00 Noon; 1:00 PM to 3:00 PM, Monday – Friday  
Statewide offices:

(Native American Unit) Web site: [www.ptla.org/ptlasite/native/native.htm](http://www.ptla.org/ptlasite/native/native.htm)

(Farmworker Unit) Web site: [www.ptla.org/ptlasite/farmworker/farmworker.htm](http://www.ptla.org/ptlasite/farmworker/farmworker.htm)

(Tax payer Clinic) Web site: [www.ptla.org/ptlasite/taxpayer/taxpayer.htm](http://www.ptla.org/ptlasite/taxpayer/taxpayer.htm)

**Pine Tree Legal (Lewiston)**.....1-207-784-1558  
145 Lisbon Street, 7th floor Fax: 1-207-255-8657  
Lewiston, Maine 04240

Hours: call or visit the Lewiston office Monday, Thursday and Friday between 8:30 a.m. and

4:30 p.m.; Tuesdays, from 8:30 until noon; and Wednesdays from 8:30 until 12:30 and 3:00 until 4:30. Pine Tree’s multi-lingual voicemail system is 1-207-774-8211.

**Pine Tree Legal (Machias)**.....1-207-255-8656  
 1 School Street Fax: 1-207- 255-8657  
 Machias, Maine 04654-1417 TTY: 1-207-255-6179  
 Hours: 8:00 AM to 12:00 Noon, Monday - Friday

**Pine Tree Legal (Portland)** .....1-207-774-8211  
 88 Federal Street, P O Box 547 Fax: 1-207-828-2300  
 Portland, Maine 04112 TTY: 1-207-828-2308  
 Hours: 8:30 AM to 12:30 PM; Monday – Friday Statewide offices Web site: www.ptla.org

**Pine Tree Legal (Presque Isle)** ..... 1-207-764-4349  
 373 Main Street Fax: 1-207-764-2455  
 Presque Isle, Maine 04769 TTY: 1-207-764-2453  
 Hours: 8:30 AM to 12:30 PM; Monday – Friday

**Pine Tree Legal (Rockland)** .....1-207-594-8300  
 Limerock Street, Suite 143, FAX: (call first) 1-207-594-8300  
 Rockland Maine 04841  
 Hours: 8:30 AM to 12:00 Noon; 1:00 PM to 4:30 PM, Monday- Friday

**Maine State Law & Legislative Reference Library** .....1-207-287-1600  
 43 State House Station, Augusta, Maine 04333-0043 TTY: 1-207-287-6431  
 Reference Request: [www.state.me.us/legis/lawlib/refemail.htm](http://www.state.me.us/legis/lawlib/refemail.htm)  
 Web site: [www.state.me.us/legis/lawlib/homepage.htm](http://www.state.me.us/legis/lawlib/homepage.htm)

The Library can provide assistance with law related questions.

Hours: 8 AM - 5 PM, Monday – Friday. Closed all state and federal holidays. Irregular night and weekend hours when the House or Senate is meeting.

**The Law Directory**

Web The Law Directory - Law resources - All the information you can handle.

Web site: [www.highstreetcentral.com/law.htm](http://www.highstreetcentral.com/law.htm)

Web site: [www.alllaw.com/state\\_law\\_search/default.asp](http://www.alllaw.com/state_law_search/default.asp)

**Volunteer Lawyers Project**.....1-800-442-4293 or 1-207-774-4348  
 The Volunteer Lawyers Project can refer low-income people to private attorneys in many civil cases, particularly those that are not handled by other legal service providers. VLP attempts to provide low-income consumers a free attorney. The VLP has a toll free number to see if you are eligible and whether they can help with your problem.

**LEAD POISONING**

**EPA – Drinking Water** .....1-800-426-4791

**Maine Childhood Lead Poisoning Prevention Program**

**Maine Department of Human Services Health Engineering**

Telephone for Augusta: .....1-207-287-4311

Bangor: .....1-207-941-0258

Lewiston: .....1-207-784-2926

Portland:.....1-207-874-8913

**Maine Lead Licensing & Enforcement** ..... 1-207-287-2657

## LEGISLATURE, MAINE

**Clerk Of The House** ..... 1-207-287-1400

**Speaker Of The House** ..... 1-207-287-1300

**Law Library** ..... 1-207-287-1600

**Reviser Of The Statutes** ..... 1-207-287-1650

**Legislation Information** ..... 1-207-287-1692

**President Of The Senate** ..... 1-207-287-1500

**State Representatives** ..... 1-800-423-2900

**State Senators** ..... 1-800-423-6900

Web site: <http://janus.state.me.us/legis/>

## LEMON LAW

**Maine Lemon Law Arbitration** ..... 1-207-626-8848

6 State House Station, Augusta, Maine 04333-0006 ..... Fax: 1-207-624-8812

To apply for Lemon Law Arbitration, *see* Chapter 7 in this Guide

E-mail: [Lemon.Law@maine.gov](mailto:Lemon.Law@maine.gov) Web site: [www.maine.gov/ag/index.php?r=clg&s=chap7](http://www.maine.gov/ag/index.php?r=clg&s=chap7)

## LOTTERY / GAMES OF CHANCE

**Department Of Public Safety** ..... 1-207-624-7210

**Maine State Police Licensing**

Answers questions about Beano, bingo, raffles, etc.

## LOTTERY (MEGABUCKS)

**Claims Division** ..... 1-207-287-6764

**Licensing Division** ..... 1-207-287-6758

## MAIL ORDER

**Direct Marketing Association's Action Line** ..... 1-212-768-7277

*See* § 31.5 of this Guide for U.S. Postal Inspectors Regional Addresses.

## MAINE MERCHANTS ASSOCIATION

**Maine Merchants Association** ..... 1-207-623-1149

Provides assistance to small businesses.

## MEDICAL

**Maine Medical Association** ..... 1-800-772-0815

Queries about medical records, physicians, etc.

**Consumer Coalition For Quality Health Care** ..... 1-202-789-3606

Web site: [www.consumers.org/](http://www.consumers.org/)

Fax: 1-202-898-2389



**MEDICARE/MEDICAID**

**Medicaid** ..... 1-207-822-2000  
**Medicare** ..... 1-207-822-2071

**MOBILE HOMES**

**Manufactured Housing Board** ..... 1-207-624-8603  
**Maine State Housing Authority** ..... 1-800-452-4668  
 If renting a mobile home  
**U S Department Of Housing & Urban Development** ..... 1-800-347-3735  
 Manufactured Housing & Construction Standards

**MORTGAGE / BROKER**

**Office Of Consumer Credit Regulation** ..... 1-800-624-8527  
 Web site: [www.state.me.us/pfr/ccp/ccp\\_index.htm](http://www.state.me.us/pfr/ccp/ccp_index.htm) or 1-207-624-8527  
**Real Estate Commission** ..... 1-207-624-8551  
 Web site: [www.state.me.us/pfr/olr/categories/cat38.htm](http://www.state.me.us/pfr/olr/categories/cat38.htm)

**MOTELS / HOTELS / INN**

Maine Innkeepers Association ..... 1-207-773-7670  
 305 Commercial Street, Portland, Maine 04101-4608 Fax: 1-207-773-7668  
 Email: [info@maineinns.com](mailto:info@maineinns.com) Web site: [www.maineinns.com](http://www.maineinns.com)

**MOTOR VEHICLE INSPECTION**

**Motor Vehicle Inspection** ..... 1-207-624-8934  
 State Police Headquarters or  
 36 Hospital Street, Augusta, Maine 04330 ..... 1-207-624-8935  
 Web site: [www.state.me.us/dps/msp/home.htm](http://www.state.me.us/dps/msp/home.htm) Fax: 1-207-624-7088  
 Traffic Division Telephone: ..... 1-207-624-8939  
 Traffic Division E-mail: [webmaster\\_traffic@maine.gov](mailto:webmaster_traffic@maine.gov)

The Motor Vehicle Inspection Unit is responsible for the licensing of inspection stations and inspection mechanics, the sale of inspection stickers, the semi-annual inspection of the school bus fleets of the state of Maine, enforcement of the inspections laws and regulations, and the investigation of crimes and complaints dealing with motor vehicle inspections. The unit consists of one sergeant and 10 inspectors located throughout the state, and two clerks located in Gardiner.

**MOTOR VEHICLES, TITLES**

**Maine Bureau Of Motor Vehicles** ..... 1-207-624-9000  
 Title and Anti-theft Section Ext. # 52138  
 Web site: [www.state.me.us/sos/bmv/](http://www.state.me.us/sos/bmv/)

**MOVERS (FURNITURE)**

**Federal Motor Carrier Safety Administration (FMCSA)** ..... 1-888-368-7238  
 Web site: [www.fmcsa.dot.gov/factsfigs/moving.htm](http://www.fmcsa.dot.gov/factsfigs/moving.htm)

**NATIONAL CONSUMER ORGANIZATIONS**

Most of these organizations distribute consumer information. Some are engaged in advocacy before government, the courts, and the news media. Where information or educational materials are offered, there might be a charge. Contact the organization to find out what the charge is.

**American Association of Retired Persons (AARP)** ..... 1-202-434-6063  
 Consumer Affairs Section, 601 E. Street N.W., Washington, DC 20049 Fax: 1-202-434-6466

**AARP (Maine)**..... 1-207-775-7774  
 Web site: [www.me@aarp.org](http://www.me@aarp.org)

**American Council on Science and Health (ACSH)** ..... 1-212-362-7044  
 1995 Broadway, 2nd Floor, New York, New York 10023-5860 Fax: 1-212-362-4919

**Bankcard Holders of America (BHA)** ..... 1-703-481-1110  
 Suite 120, 560 Herndon Parkway, Herndon, Virginia 22070 Fax: 1-703-451-8037

**Center For Auto Safety (CAS)** ..... 1-202-328-7700  
 2001 S. Street, N.W., Suite 410, Washington, DC 20009

**Center for Science in the Public Interest (CSPI)** ..... 1-202-332-9110  
 1875 Connecticut Avenue, N.W. Suite 300 15th Street Washington, DC 20009 Fax: 1-202-265-4954

**Congress Watch**..... 1-202-546-4998  
 215 Pennsylvania Avenue S.E. Washington, DC 20003 Fax: 1-202-547-7392

**NURSING HOME PROBLEMS**

**Nursing & Boarding Home Ombudsman** ..... 1-800-499-0229  
**Legal Service For The Elderly Hotline** ..... 1-800-750-5353 or 1-207-623-1797  
 TTY: 1-800-750-5353

**ODOMETERS**

**Maine Bureau Of Motor Vehicles** ..... 1-207-624-9000  
 Web site: [www.state.me.us/sos/bmv/](http://www.state.me.us/sos/bmv/) Ext. # 52144

**PAWN SHOPS**

**Consumer Credit Regulation**..... 1-207-624-8527 or 1-800-332-8529

**POSTAL INSPECTOR**

See § 31.5 of this Guide for U.S. Postal Inspectors Regional Addresses

**PUBLIC UTILITIES COMMISSION**

**PUC Consumer Assistance Division** ..... 1-207-287-3831  
 242 State Street, 18 State House Station, Augusta, Maine 04333-0018 TTY:1-800-437-1220  
 Email: [maine.puc@maine.gov](mailto:maine.puc@maine.gov) Fax: 1-207-287-1039  
 They have jurisdiction over billing disputes within Maine.

**Maine Public Advocate** ..... 1-800-287-2445  
 An independent agency representing the public interest in telephone and electricity issues.

**REAL ESTATE**

**Maine Real Estate Commission** ..... 1-207-624-8603  
 Office of Licensing & Regulations  
 35 State House Station, Augusta, Maine 04333-0035

**SAFETY**

**Consumer Product Safety Commission (CPSC)** ..... 1-800-638-2772  
 (CPSC) Eastern Regional Center Office, New York ..... 1-212-466-1610

**SECURITIES**

**Maine Office of Securities** ..... 1-207-624-8551  
 (Part of the Department of Professional and Financial Regulations)

**SMALL CLAIMS COURTS BY COUNTY**

**Small Claims Court** is part of the Maine District Court system.  
 See §31.7 of this Guide for the addresses of each District Court.

**SOCIAL SECURITY**

**Social Security Administration** ..... 1-800-772-1213 or 207-622-1451

**TELEMARKETING FRAUDS**

*See also Door-to-Door Sales*

**National Fraud Information Center** ..... 1-800-876-7060  
 P O Box 65868 Fax: 1-202-835-0767  
 Washington, D.C. 20035 TTD/TTY: .1-202-835-0778

They can assist with recognizing and filing complaints about telemarketing & Internet Fraud  
 Web site: [www.fraud.org](http://www.fraud.org)

**Federal Trade Commission** ..... 1-877-382-4357  
**National Fraud Information Center** ..... 1-800-876-7060

**TRANSPORTATION**

Maine Department of Transportation ..... 1-207-624-3000

**VOCATIONAL SCHOOLS**

**Department of Education**.....1-207-287-5854

**WATER TESTING**

**Maine Department Of Human Services  
Health Engineering Testing Lab**.....1-207-287-2727 or 1-800-452-1999

**WELL DRILLING**

**Well Drilling Commission**.....1-207-287-5699

**WOOD COMPLAINTS**

**Department Of Agriculture, Weights & Measures**.....1-207-287-3841  
Complaints relating to cordwood, inaccurate measuring devices, (e.g., gas pumps, oil truck meters).

Web site: [www.state.me.us/agriculture/index.html](http://www.state.me.us/agriculture/index.html)

## § 31. 3. State Regulatory and Licensing Boards

The Department of Professional and Financial Regulation, Division of Licensing and Enforcement is responsible for licensing various occupations and professions. Any questions about complaint filing procedures or a particular board’s operations should be addressed to the following address or you may call 1-207-624-8603:

Department of Professional & Financial Regulations  
Division of Licensing & Enforcement  
Gardiner Annex-Northern Avenue  
35 State House Station  
Augusta, ME 04333-0035  
Web site: [www.maineprofessionalreg.org](http://www.maineprofessionalreg.org)

Maine has numerous boards regulating professions and occupations. Following is a listing of health board contacts and a listing of professional and occupational licensing boards.

<b>AFFILIATED BOARDS</b>	<b>TELEPHONE</b>
Dentist .....	1-207-287-3333
Doctor.....	1-207-287-3601
Nursing .....	1-207-624-5275
Optometry.....	1-207-287-2535
Osteopathic Examination & Registration.....	1-207-287-2480
Professional Engineers .....	1-207-287-3236

**LICENSING AND REGISTRATION BOARDS**

Accountancy .....	1-207-624-8603
Acupuncture Licensing Board .....	1-207-624-8603
Alcohol & Drug Counselors .....	1-207-624-8603
Arborists Examining Board.....	1-207-624-8603
Architects & Interior Designers.....	1-207-624-8603
Architects, Landscape (Maine State Board For Licensure Of) .....	1-207-624-8603
Athletic Commission (Maine) .....	1-207-624-8603
Athletic Trainers (Registration Only).....	1-207-624-8603
Auctioneers (Licensure Of) .....	1-207-624-8603
Banks (Bureau Of Financial Institutions).....	1-207-624-8570
Barbering & Cosmetology.....	1-207-624-8603
Charitable Solicitations (Registration Only).....	1-207-624-8603
Chiropractic Licensure .....	1-207-624-8603
Consumer Credit Regulation (Office Of) .....	1-207-624-8527
Counseling Professionals Licensure .....	1-207-624-8603
Door To Door Home Repair Sellers (Registration Only) .....	1-207-624-8603
Driver Education, Commercial.....	1-207-624-8603
Electricians Examining Board .....	1-207-624-8603
Funeral Services.....	1-207-624-8603
Geologists & Soil Scientists (Certification For) .....	1-207-624-8603
Hearing Aid Dealers & Fitters.....	1-207-624-8603
Insurance (Bureau Of) .....	1-800-300-5000 or 1-207-624-8475
Itinerant Vendors (Registration Only).....	1-207-624-8603
Land Surveyors (Licensure For Professional).....	1-207-624-8603
Mobile Homes (Manufactured Housing Board).....	1-207-624-8603
Massage Therapists (Registration/Certification Only).....	1-207-624-8603
Nursing Home Administrators (Licensing Board).....	1-207-624-8603
Occupational Therapy Practice.....	1-207-624-8603
Oil & Solid Fuel Board .....	1-207-624-8603
Pilotage Commission (Maine State) .....	1-207-624-8603
Plumbers Examining Board.....	1-207-624-8603
Propane & Natural Gas Licensing Board.....	1-207-624-8603
Pharmacy (Commissioner Of The Profession Of) .....	1-207-624-8603
Podiatric Medicine (Licensure Of).....	1-207-624-8603
Psychologist (Examiners Of) .....	1-207-624-8603

Radiology Technology Board Of Examiners.....	1-207-624-8603
Real Estate Appraisers.....	1-207-624-8603
Real Estate Commission.....	1-207-624-8603
Respiratory Care Practitioners.....	1-207-624-8603
Securities Division (Bureau Of Financial Institutions).....	1-207-624-8551
Social Worker Licensure.....	1-207-624-8603
Speech Pathology & Audiologist (Examiners Of).....	1-207-624-8603
Veterinary Medicine.....	1-207-624-8603

#### REGISTRATION OF TRANSIENT SELLERS & CHARITABLE SOLICITATION SOLICITORS

The Division of Licensing and Enforcement also regulates Transient Sellers (no permanent place of business in Maine) and Charitable Solicitors. If you have any complaints about Transient Sellers (e.g., door-to-door driveway pavers, tree trimmers, chimney repairers, etc.), it may be appropriate to call 207-624-8603 to determine if the salesman or his company has complied with the requirements of the Maine Consumer Solicitations Sales Act and the Transient Sellers Act (*see* Chapter 13 in this Guide). The Division is also responsible for the registration requirements under the Charitable Solicitations Act, 9 M.R.S.A. § 5001, *et seq.* *See* Chapter 25 in this Guide. Registration information is also on the agency's web site at: [www.state.me.us/pfr](http://www.state.me.us/pfr).

## 31. 4. National Attorney's General Consumer Protection Contacts

#### ATTORNEY GENERAL OFFICES

<u>STATE</u>	<u>STATE OFFICE CONTACT &amp; ADDRESS</u>	<u>TELEPHONE</u>
ALABAMA	Jeff Long, Assistant Attorney General Office of the Attorney General 11 South Union Street Montgomery, Alabama 36130 <a href="mailto:jlong@ago.state.al.us">jlong@ago.state.al.us</a>	1-334-242-7391 FAX: 1-334-242-2433
ALASKA	Signe Anderson, Assistant Attorney General Alaska Department of Law 1031 W. 4 <sup>th</sup> Avenue, Suite 200 Anchorage, Alaska 99501 <a href="mailto:signe_andersen@law.state.ak.us">signe_andersen@law.state.ak.us</a>	1-907-269-5225 Fax: 1-907-278-4683
AMERICAN SAMOA	Cheryl Crenwelge Sione Assistant Attorney General Office of the Attorney General Post Office Box 7 Pago Pago, AS 96799 <a href="mailto:attorney@samoatelco.com">attorney@samoatelco.com</a>	011-684-633-4163 Fax: 011 684-633-1838

ARIZONA	Robert A. Zumoff, Chief Counsel Office of the Attorney General Consumer Protection and Advocacy Section 1275 West Washington Street Phoenix, AZ 85007 <a href="mailto:bob.zumoff@ag.state.az.us">bob.zumoff@ag.state.az.us</a>	1-602-542-7701 Fax: 1-602-542-4377
ARKANSAS	Teresa Brown, Deputy Attorney General Public Protection Department Consumer Protection Division Office of the Attorney General 323 Center Street, Suite 200 Little Rock, AR 72201-2601 <a href="mailto:teresab@ag.state.ar.us">teresab@ag.state.ar.us</a>	1-501-682-6150 Fax: 1-501-682-8118
CALIFORNIA	Herschel Elkins Senior Assistant Attorney General Office of the Attorney General 300 South Spring Street, Room 1702 Los Angeles, CA 90013 <a href="mailto:herschel.elkins@doj.ca.gov">herschel.elkins@doj.ca.gov</a>	1-213-897-2630 Fax: 1-213-897-4951
CALIFORNIA	Esther Jackson, DAG Office of the Attorney General P.O. Box 944255 Sacramento, CA 94244-2550 <a href="mailto:esther.jackson@doj.ca.gov">esther.jackson@doj.ca.gov</a>	1-916-324-7875 Fax: 1-916-327-2319
CALIFORNIA	Ronald Reiter, Supervising DAG Office of the Attorney General 455 Golden Gate Avenue, Suite 11000 San Francisco CA 94102 <a href="mailto:ronald.reiter@doj.ca.gov">ronald.reiter@doj.ca.gov</a>	1-415-703-5511 Fax: 1-415-703-5480
COLORADO	Jan Michael Zavislan Deputy Attorney General Business Regulation Unit Office of the Attorney General 1525 Sherman Street, 5th Floor Denver, CO 80203 <a href="mailto:jan.zavislan@state.co.us">jan.zavislan@state.co.us</a>	1-303-866-5079 Fax: 1-303-866-4745
CONNECTICUT	Phillip Rosario Assistant Attorney General Department Head Consumer Protection Department Office of the Attorney General 110 Sherman Street Hartford, CT 06105 <a href="mailto:phillip.rosario@po.state.ct.us">phillip.rosario@po.state.ct.us</a>	1-860-808-5400 Fax: 1860-808-5593

DELAWARE	Olha Ryabkoff Director, Consumer Protection Department of Justice 820 N. French St., 5th Floor Wilmington, DE 19801 <a href="mailto:orybakoff@state.de.us">orybakoff@state.de.us</a>	1-302-577-8513 Fax: 1-302-577-3090
DISTRICT OF COLUMBIA	Bennett Rushkoff Senior Counsel Office of the Corporation Counsel 441 4th Street, NW, Suite 450-N Washington, DC 20001 <a href="mailto:bennett.rushkoff@dc.gov">bennett.rushkoff@dc.gov</a>	1-202-727-5173 Fax: 1-202-727-5173
FLORIDA	Lori S. Rowe Director, Multi-State Issues Litigation and Governmental Affairs Office of the Attorney General PL-01 The Capitol Tallahassee, FL 32399 <a href="mailto:lori_rowe@oag.state.fl.us">lori_rowe@oag.state.fl.us</a>	1-850-414-8685 Fax: 1-850-410-2672
GEORGIA	Sid Barrett, Senior Assistant Attorney General Office of the Attorney General 40 Capital Square, SW Atlanta, Georgia 30334 <a href="mailto:sid.barrett@law.state.ga.us">sid.barrett@law.state.ga.us</a>	1-404-656-5337 Fax: 1-404-656-0677
GUAM	Fred S. Nishihira, Assistant Attorney General Office of the Attorney General Prosecution Division Consumer Protection Unit Suite 2-200E, Judicial Center Building 120 West O'Brien Drive Hagåtña, GUAM 96910 <a href="mailto:shigeru_jr@yahoo.com">shigeru_jr@yahoo.com</a>	1-671-475-3406 Hotline: 1-671-475-3409 Fax: 1-671-477-3390
HAWAII	Stephen H. Levins Acting Executive Director Office of Consumer Protection 235 South Beretania Street, Suite 801 Honolulu, HI 96813 <a href="mailto:slevins@dcca.state.hi.us">slevins@dcca.state.hi.us</a>	1-808-586-2636 Fax: 1-808-586-2640
IDAHO	Brett De Lange, Deputy Attorney General Consumer Protection Unit Office of the Attorney General 650 West State Street, Lower Level PO Box 83720 Boise, ID 83720-0010 <a href="mailto:bdelange@ag.state.id.us">bdelange@ag.state.id.us</a>	1-208-334-4114 Fax: 1-208-334-2830



ILLINOIS	Patricia Kelly, Division Chief Consumer Protection Division Office of the Attorney General 100 West Randolph Street, 12 <sup>th</sup> Floor Chicago, IL 60601 <a href="mailto:pkelly@atg.state.il.us">pkelly@atg.state.il.us</a>	1-312-814-3749 Fax: 1-312-814-2593
INDIANA	Brent Embrey Chief, Consumer Protection Office of the Attorney General 402 West Washington Street, 5 <sup>th</sup> Floor Indianapolis, IN 46204 <a href="mailto:bembrey@atg.state.in.us">bembrey@atg.state.in.us</a>	1-317-234-2219 Fax: 1-317-232-7979
IOWA	William L. Brauch, Director Special Assistant Attorney General Office of the Attorney General Hoover State Office Building Des Moines, IA 50319 <a href="mailto:bbrauch@ag.state.ia.us">bbrauch@ag.state.ia.us</a>	1-515-281-8772 Fax: 1-515-281-6771
KANSAS	Brian J. Brown Chief, Consumer Protection Office of the Attorney General 120 South West 10 <sup>th</sup> Street, 2 <sup>nd</sup> Floor Topeka, KS 66612-1597 <a href="mailto:brownb@ksag.org">brownb@ksag.org</a>	1-785-296-3751 Fax; 1-785-291-3699
KENTUCKY	Todd Leatherman, Division Director Office of the Attorney General 1024 Capital Center Drive, Suite 200 Frankfort, KY 40601-8204 <a href="mailto:todd.leatherman@law.state.ky.us">todd.leatherman@law.state.ky.us</a>	1-502-696-5389 Fax: 1-502-573-8389
LOUISIANA	Isabel Wingerter, AAG Chief, Consumer Protection Office of the Attorney General 301 Main Street, Suite 1250 Baton Rouge, LA 70804-4095 <a href="mailto:wingerteri@ag.state.la.us">wingerteri@ag.state.la.us</a>	1-225-342-9639 Fax: 1-225-342-9637
MAINE	Linda Conti, Chief Assistant Attorney General Consumer Protection Division Office of the Attorney General 6 State House Station Augusta, ME 04333-0006 <a href="mailto:linda.conti@maine.gov">linda.conti@maine.gov</a>	1-207-626-8591 Fax: 1-207-624-7730

MARIANA ISLANDS	David Lochabay, Consumer Counsel Office of the Attorney General Caller Box 10007 CHRB Saipa, MP 96950	1-670-664-2341
MARYLAND	William Leibovivi, Assistant Attorney General Chief, Consumer Protection Division Office of the Attorney General 200 St Paul Place, 16 <sup>th</sup> Floor Baltimore, MD 21202 <a href="mailto:ovici@oag.state.md.us">ovici@oag.state.md.us</a>	1-410-576-6557 Fax: 1-410-576-6566
MASSACHUSETTS	Judy Zeprun Kalman, Senior Counsel Office of the Attorney General One Ashburton Place, 20 <sup>th</sup> Floor Boston, MA 02108 <a href="mailto:judy.zeprun@ago.state.ma.us">judy.zeprun@ago.state.ma.us</a>	1-617-727-2200 ext. 2018 Fax: 1-617-727-5778
MICHIGAN	Stewart H. Freeman Acting Assistant Attorney General In-Charge Consumer Protection Division Office of the Attorney General P O Box 30213 Lansing, MI 48909 <a href="mailto:freemansh@michigan.gov">freemansh@michigan.gov</a>	1-517-335-0855 Fax: 1-517-335-1935
MINNESOTA	Prentiss Cox, Assistant Attorney General Division Manager Office of the Attorney General 1400 NCL Tower 445 Minnesota Street St. Paul, MN 55101 <a href="mailto:prentiss.cox@state.mn.us">prentiss.cox@state.mn.us</a>	1-651-297-4606 Fax: 1-651-296-9663
MISSISSIPPI	Deanne Mosley Special Assistant Attorney General Office of the Attorney General Department of Justice PO Box 22947 Jackson, MS 39225 <a href="mailto:dmosl@ago.state.ms.us">dmosl@ago.state.ms.us</a>	1-601-359-4230 Fax: 1-601-359-4231
MISSOURI	Mike Bradley, Acting Director Consumer Protection Division Office of the Attorney General P O Box 899 Jefferson City, MO 65102 <a href="mailto:mike.bradley@mail.ago.state.mo.us">mike.bradley@mail.ago.state.mo.us</a>	1-573-751-8355 Fax: 1-573-751-7948

MONTANA	Cort Jensen, Legal Counsel Department of Administration 1219 8 <sup>th</sup> Avenue P O Box 200501 Helena, MT 59620-0501 <a href="mailto:cojensen@state.mt.us">cojensen@state.mt.us</a>	1-406-444-5439 Fax: 1-406-444-9680
NEBRASKA	Rebecca L. Maahs Co- Director, Consumer Protection Office of the Attorney General 2115 State Capital Lincoln, NE 68509-8920 <a href="mailto:rmaahs@notes.state.ne.us">rmaahs@notes.state.ne.us</a>	1-402-471-3839 Fax: 1-402-471-0006
NEVADA	Jo Ann Gibbs Senior Deputy Attorney General Bureau of Consumer Protection Office of the Attorney General 555 E Washington Avenue, Suite 3900 Las Vegas, NV 89101 <a href="mailto:jxgibbs@ag.state.nv.us">jxgibbs@ag.state.nv.us</a>	1-702-486-3789 Fax: 1-702-486-3283
NEW HAMPSHIRE	M. Kristin Spath Chief, Consumer Protection Consumer Protection & Antitrust Bureau Office of the Attorney General 33 Capital Street Concord, NH 03301-6397 <a href="mailto:kspath@doj.state.nh.us">kspath@doj.state.nh.us</a>	1-603-271-3643 Fax: 1-603-271-2110
NEW JERSEY	Peter Wint, Assistant Attorney General Office of the Attorney General 25 Market Street, P O Box 080 Trenton, NJ 08625-0080 <a href="mailto:peter.wint@lps.state.nj.us">peter.wint@lps.state.nj.us</a>	1-609-292-9064 Fax: 1-609-292-3508
NEW MEXICO	Donald C. Trigg Director, Special Consumer Projects Office of the Attorney General P O Drawer 1508 Santa Fe, NM 87504 <a href="mailto:dtrigg@ago.state.nm.us">dtrigg@ago.state.nm.us</a>	1-505-827-6425 Fax: 1-505-827-6985
NEW YORK	Thomas Conway, Bureau Chief Consumer Frauds and Protection Bureau Office of the Attorney General The Capitol Albany, NY 12224 <a href="mailto:thomas.conway@oag.state.ny.us">thomas.conway@oag.state.ny.us</a>	1-518-474-2374 Fax: 1-518-474-3618

NORTH CAROLINA	Joshua Stein, Senior Deputy Attorney General NC Department of Justice PO Box 629 Raleigh, NC 27602 <a href="mailto:jstein@ncdoj.com">jstein@ncdoj.com</a>	1-919-716-6000 Fax: 1-919-716-6050
NORTH DAKOTA	Parrell D. Grossman, Director Consumer Protection/Antitrust Division Office of the Attorney General State Capital Building 600 East Boulevard Avenue, Dept. 125 Bismarck, ND 58505-0040 <a href="mailto:pgrossma@state.nd.us">pgrossma@state.nd.us</a>	1-701-328-2811 Fax: 1-701-328-3535
OHIO	Lisa Iannotta Chief Deputy Attorney General Office of the Attorney General 30 East Broad Street, 25 <sup>th</sup> Floor Columbus, OH 43215	1-614-466-9511 Fax: 1-614-466-5087
OKLAHOMA	Jane F. Wheeler, Assistant Attorney General Director, Consumer Protection Unit Office of the Attorney General 4545 N Lincoln Blvd., Suite #260 Oklahoma City, OK 73105 <a href="mailto:jane_wheeler@oag.state.ok.us">jane_wheeler@oag.state.ok.us</a>	1-405-522-1015 Fax: 1-405-522-0085
OREGON	Cheryl Pellegrini, Attorney In Charge Assistant Attorney General Financial Fraud/Consumer Protection Section Office of the Attorney General 1162 Court Street, NE Salem, OR 97310 <a href="mailto:cheryl.pellegrini@doj.state.or.us">cheryl.pellegrini@doj.state.or.us</a>	1-503-378-4732 Fax: 1-503-378-5017
PENNSYLVANIA	Bureau of Consumer Protection Office of Attorney General 21 South 12th Street, Second Floor Philadelphia, PA 19107	1-215-560-2414 Fax: 1-215-560-2494
PUERTO RICO	Jose' Diaz – Tejera Consumer Chief Office of Monopolistic Affairs Puerto Rico Department of Justice PO Box 902192 San Juan, PR 00902-0192	1-787-723-7555 Fax: 1-787-725-2475

RHODE ISLAND	John Palangio Director, Consumer Protection Unit Office of the Attorney General 150 South Main Street Providence, RI 02903 <a href="mailto:jpalangio@riag.state.ri.us">jpalangio@riag.state.ri.us</a>	1-401-274-4400 ext. 2357 Fax: 1-401-222-5110
SOUTH CAROLINA	C. Havird Jones Jr. Senior Assistant Attorney General Office of the Attorney General PO Box 11549 Columbia, SC 29211 <a href="mailto:agsjones@ag.state.sc.us">agsjones@ag.state.sc.us</a>	1-803-734-3680 Fax: 1-803-734-3677
SOUTH DAKOTA	Paul Cremer, Director, Consumer Protection Division Assistant Attorney General Office of the Attorney General 500 East Capital Pierre, SD 57501-5070	1-605-773-3215 1-605-773-4400 Fax: 605-773-7163
TENNESSEE	Tennessee Department of Commerce and Insurance Division of Consumer Affairs Davy Crockett Tower, 5 <sup>th</sup> Floor 500 James Robertson Parkway Nashville, TN 37243-0600	1-615-741-4737 Fax: 1-615-532-4994
TEXAS	Paul D. Carmona, Chief, Consumer Protection Consumer Protection Division Office of the Attorney General 300 West 15th Street, 9 <sup>th</sup> Floor Austin, TX 78701 <a href="mailto:paul.carmona@oag.state.tx.us">paul.carmona@oag.state.tx.us</a>	1-512-463-2185 Fax: 1-512-473-8301
UTAH	Jeff Buckner, Assistant Attorney General Office of the Attorney General 160 East 300 South Heber M. Wells Building, 5 <sup>th</sup> Floor Box 140872 Salt Lake City, UT 84114-0872 <a href="mailto:jbuckner@utah.gov">jbuckner@utah.gov</a>	1-801-366-0310 Fax: 1-801-366-0315
VERMONT	Julie Brill, Assistant Attorney General Office of the Attorney General 109 State Street Montpelier, VT 05609-1001 <a href="mailto:jbrill@atg.state.vt.us">jbrill@atg.state.vt.us</a>	1-802-828-3658 alt #: 1-802-828-5479 Fax: 1-802-828-2154 alt.Fax: 1-802-808-5341

VIRGIN ISLANDS	Department of Licensing & Consumer Affairs Building 1, Room 205, Subbase St. Thomas, VI 00802	1-340-774-3130 Fax: 1-340-776-8303
VIRGINIA	Office of Consumer Affairs Department of Agriculture & Consumer Affairs Counseling, Intake and Referral 1100 Bank Street, Suite 100 Richmond, VA 23219	1-804-786-2042 Fax: 1-804-371-7479
WASHINGTON	Sharon Nelson, Senior Assistant Attorney General Division Chief, Consumer Protection Division Office of the Attorney General 900 4 <sup>th</sup> Avenue, Suite 2000 Seattle, WA 98164 <a href="mailto:sharonn1@atg.wa.gov">sharonn1@atg.wa.gov</a>	1-206-587-5636 Fax: 1-206-587-5636
WISCONSIN	Cynthia R. Hirsch, Assistant Attorney General Office of the Attorney General PO Box 7857 Madison, WI 53707 <a href="mailto:hirschcr@doj.state.wi.us">hirschcr@doj.state.wi.us</a>	1-608-267-2070 Fax: 1-608-267-2778
WYOMING	Arlene Delaney, Director Office of the Attorney General Consumer Protection Unit 123 Capital Building Cheyenne, WY 82002 <a href="mailto:adelan@state.wy.us">adelan@state.wy.us</a>	1-307-777-5838 Fax: 1-307-777-7956

## § 31. 5. United States Postal Inspectors, By Region

### POSTAL INSPECTOR ADDRESSES

**U.S. Postal Inspector**

**Fraud Complaints ISOSG**

**222 S. Riverside Plaza, Suite 1250**

**Chicago, IL 60606-6100**

Includes these states:

Illinois

Indiana

Iowa

Kansas

Kentucky

Michigan

Minnesota

Missouri

Nebraska

North Dakota

Ohio

South Dakota

**1-313-699-5663**

Wisconsin

**U.S. Postal Inspector  
Fraud Complaints ISOSG  
Gateway 2 Center, 9<sup>th</sup> Floor So.  
Newark, NJ 07175-003**

**Postal Inspection Service  
495 Summer Street Ste 600  
Boston, MA 02210-2114**

617-556-4400

Includes these states:

Canal Zone	Massachusetts	New York	Vermont
Connecticut	New Hampshire	Puerto Rico	Virgin Islands
Maine	New Jersey	Rhode Island	

**U.S. Postal Inspector  
Fraud Complaints ISOSG  
225 N. Humphreys Blvd., 4<sup>th</sup> Floor  
Memphis, TN 38161-0006**

**1-800-372-8347**

Includes these states:

Alabama	Georgia	North Carolina	Tennessee
Arkansas	Louisiana	Oklahoma	Texas
Florida	Mississippi	South Carolina	

**U.S. Postal Inspector  
1 Bala Plaza, Suite E-300  
Bala Cynwyd, PA 19004**

**1-610-668-4500**

Includes these states:

Delaware	Maryland	Virginia
District of Columbia	Pennsylvania	West Virginia

**U.S. Postal Inspector  
850 Cheery Avenue, 5<sup>th</sup> Floor  
San Bruno, CA 94098**

**1-313-699-5663**

Includes these states:

Alaska	Guam	Nevada	Washington
Arizona	Hawaii	New Mexico	Wyoming
California	Idaho	Oregon	
Colorado	Montana	Utah	

**FOREIGN MAIL COMPLAINTS**

**Foreign Fraud Desk  
Memphis ISOSG  
U.S. Postal Inspection Service  
225 N. Humphreys Blvd.  
Memphis, TN 38161-0001**

You can contact the U.S. Postal Inspection Service by Mailing correspondence to:

**INSPECTION SERVICE SUPPORT GROUP  
ATTN: FRAUD SECTION  
STE 1250  
222 S RIVERSIDE PLAZA  
CHICAGO IL 60606-6100**

Or call your local Postal Inspector's office.

## § 31. 6. Maine District Attorneys

### DISTRICT ATTORNEYS

If you believe you have been the victim of criminal consumer fraud, contact the local police or the District Attorney where the crime occurred.

#### **DISTRICT I – York County**

##### **Mark W. Lawrence, D.A.**

York County Courthouse  
45 Kennebunk Rd., P O Box 399  
Alfred, Maine 04002

1-207-324-8001

Springvale District Court  
Butler Street, PO Box 706  
Springvale, Maine 04082

1-207-324-8214

Biddeford District Court  
11 Adams Street, Suite 4  
Biddeford, Maine 04005

1-207-282-0466

District Attorney's Office  
York District Court  
Chase's Pond Road, P O Box 770  
York, Maine 03909

1-207-363-7434

#### **DISTRICT II – Cumberland County**

##### **Stephanie Anderson, D.A.**

Cumberland County Courthouse  
142 Federal Street  
Portland, Maine 04101

1-207-871-8384

Court House  
147 New Meadows Road  
West Bath, Maine 04530

1-207-443-5104

#### **DISTRICT III – Androscoggin, Franklin, Oxford Counties**

##### **Norman A. Croteau, D.A.**

Androscoggin County Courthouse  
Two Turner Street  
Auburn, Maine 04210

1-207-784-1397

140 Main Street  
Farmington, Maine 04938

1-207-778-5890

71 Lisbon Street  
Lewiston, Maine 04240

1-207-783-7311



27 Western Avenue, P O Box 179  
South Paris, Maine 04281 1-207-743-8282

**DISTRICT IV – Kennebec, Somerset Counties**

**Evert N. Fowle, D.A.** 1-207-623-1156  
Kennebec County Superior Courthouse  
95 State Street  
Augusta, Maine 04330

Kennebec District Court 1-207-623-1635  
145 State Street  
Augusta, Maine 04330

Somerset County Courthouse 1-207-474-2423  
41 Court Street  
Skowhegan, Maine 04976

Waterville District Court 1-207-873-7317  
18 Colby Street  
Waterville, Maine 04901

**DISTRICT V – Penobscot, Piscataquis Counties**

**R. Christopher Almy, D.A.** 1-800-696-5404  
Penobscot County Courthouse  
97 Hammond Street  
Bangor, Maine 04401 or  
1-207-942-8552

Piscataquis County Courthouse 1-207-564-2181  
159 East Main Street  
Dover-Foxcroft, Maine 04426

**DISTRICT VI – Knox, Sagadahoc, Lincoln, Waldo Counties**

**Geoffrey A. Rushlau, D.A.** 1-207-594-0424  
Knox County Courthouse  
62 Union Street  
Rockland, Maine 04841

Lincoln County Courthouse 1-207-882-7312  
High Street, PO Box 249  
Wiscasset, Maine 04578

District Attorney's Office 1-207-338-2512  
 137 Church Street  
 Belfast, Maine 04915

Sagadahoc County Courthouse 1-207-443-8204  
 752 High Street, P O Box 246 or  
 Bath, Maine 04530 1-207-443-8205

### **DISTRICT VII – Hancock, Washington Counties**

**Michael E. Povich, D.A.** 1-207-667-4621  
 Hancock County Courthouse  
 70 State Street, P O Box 722  
 Ellsworth, Maine 04605

Washington County Courthouse  
 12 Cooper Street, P O Box 297 1-207-255-4425  
 Machias, Maine 04654

City Building  
 382 South Street, PO Box 333 1-207-454-3159  
 Calais, Maine 04619

### **DISTRICT VIII – Aroostook County**

**Neale T. Adams, D.A.** 1-207-498-2557  
 Aroostook County Courthouse  
 144 Sweden Street  
 Caribou, Maine 04736

Houlton District Court 1-207-532-4294  
 PO Box 787  
 Houlton, Maine 04730

## **§ 31. 7. Maine District Courts**

### **MAINE DISTRICT COURTS**

**Augusta-District VII (S. Kennebec)** 1-207-287-8075  
 145 State Street TTY: 1-207-287-4024  
 Augusta, Maine 04330-7495

**Bangor-District III (S. Penobscot)** 1-207-941-3040  
 73 Hammond Street TTY: 1-207-941-3058  
 Bangor, Maine 04401

**Bar Harbor-District V (S. Hancock)** 1-207-288-3082  
 93 Cottage Street TTY: 1-207-288-9730  
 Bar Harbor, Maine 04609

<b>Bath/Brunswick District VI (Sagadahoc)</b> 147 New Meadow Road, RR 1 Box 310 West Bath, Maine 04530	1-207-422-0200 TTY: 1-207-442-0219
<b>Belfast-District V (Waldo)</b> 103 Church Street, P O Box 382 Belfast, Maine 04915-0382	1-207-338-3107 TTY: 1-207-338-0893
<b>Biddeford-District X (E. York)</b> 25 Adams Street Biddeford, Maine 04005	1-207-283-1147 TTY: 1-207-284-2977
<b>Bridgton-District IX (N. Cumberland)</b> Two Chase Common Bridgton, Maine 04009	1-207-647-3535 TTY: 1-207-647-3557
<b>Calais-District IV (N. Washington)</b> 382 South Street, PO box 929 Calais, Maine 04619	1-207-454-2055 TTY: 1-207-454-0085
<b>Caribou-District I (E. Aroostook)</b> 144 Sweden Street Caribou, Maine 04736	1-207-493-3144 TTY: 1-207-498-2127
<b>Dover-Foxcroft -District XIII (Piscataquis)</b> 163 East Main Street Dover-Foxcroft, Maine 04426	1-207-564-2240 TTY: 1-207-564-0767
<b>Ellsworth-District V (C. Hancock)</b> 50 State Street Ellsworth, Maine 04605	1-207-667-7141 TTY: 1-207-664-7507
<b>Farmington-District XII (Franklin)</b> 129 Main Street Farmington, Maine 04938	1-207-778-8200 TTY: 1-207-778-8273
<b>Fort Kent-District I (W. Aroostook)</b> 139 Market Street, P O Box 473 Fort Kent, Maine 04743-0473	1-207-834-5003 TTY: 1-207-834-5850
<b>Houlton-District II (S. Aroostook)</b> 25 School Street, P O Box 457 Houlton, Maine 04730-0457	1-207-532-2147 TTY: 1-207-532-7218

<b>Lewiston-District VIII (S. Androscoggin)</b> 71 Lisbon Rd, P O Box 1345 Lewiston, Maine 04243-1345	1-207-783-5403 TTY: 1-207-783-5457
<b>Livermore Falls-District XI (N. Androscoggin)</b> 2 Main Street Livermore Falls, Maine 04254-1219	1-207-897-3800 TTY: 1-207-897-3651
<b>Machias-District IX (S. Washington)</b> 47 Court Street, P O Box 297 Machias, Maine 04654	1-207-255-3044 TTY: 1-207-255-0501
<b>Madawaska-District I (W. Aroostook)</b> 123 Main Street, PO Box 127 Madawaska, Maine 04756-0127	1-207-728-4700 TTY: 1-207-728-7142
<b>Millinocket-District XIII (N. Penobscot)</b> 207 Penobscot Avenue Millinocket, Maine 04462-1430	1-207-723-4786 TTY: 1-207-723-4933
<b>Newport-District III (W. Penobscot)</b> 12 Water Street Newport, Maine 04953	1-207-368-5778 TTY: 1-207-368-4881
<b>Portland-District IX (S. Cumberland)</b> 205 Newbury Street, PO Box 412 Portland, Maine 04112-0412	1-207-822-4198 TTY: 1-207-822-4262
Civil Information	1-207-822-4200 or 1-207-822-4201
Family Case Information	1-207-822-4224
PA/PH Information	1-207-822-4229
Criminal Case Information	1-207-822-4204
Fines and Bail Information	1-207-822-4245
<b>Presque Isle-District II (C. Aroostook)</b> 27 Riverside Drive, P O Box 794 Presque Isle, Maine 04769-0794	1-207-764-2055 TTY: 1-207-764-2059
<b>Rockland-District VI (Knox)</b> 62 Union Street Rockland, Maine 04841-0544	1-207-596-2240 TTY: 1-207-596-2244
	1-207-364-7171 TTY: 1-207-364-3312

**Rumford-District XI (N. Oxford)**

Municipal Building, 145 Congress Street  
Rumford, Maine 04276

**Skowhegan-District XII (Somerset)**

47 Court Street, P O Box 525  
Skowhegan, Maine 04976-0525

TTY: 1-207-474-9518  
1-207-858-0622

**South Paris-District XI (S. Oxford)**

26 Western Avenue  
South Paris, Maine 04281

1-207-743-8942  
TTY: 1-207-743-9624

**Springvale-District X (W. York)**

447 Main Street  
Springvale, Maine 04083-0095

1-207-324-6737  
TTY: 1-207-324-9596

**Waterville-District VII (N. Kennebec)**

18 Colby Street, P O Box 397  
Waterville, Maine 04903-0397

1-207-873-2103  
TTY: 1-207-873-3207

**Wiscasset-District VI (Lincoln)**

32 High Street, P O Box 249  
Wiscasset, Maine 04578-0249

1-207-882-6363  
TTY: 1-207-882-1260

**York-District X (S. York)**

11 Chase's Pond Road, P O Box 770  
York, Maine 03909-0770

1-207-363-1230  
TTY: 1-207-363-8740

**Administrative Office of the Courts**

1-207-822-0792  
TTY: 1-207-822-0701

## § 31. 8. Maine Law Libraries

### LAW LIBRARIES

These Law libraries are professionally staffed and will help you answer your legal questions.

**Law and Legislative Reference Library**

Lynne E Randall, State Law Librarian  
43 State House Station  
Augusta, Maine 04333-0043

1-207-287-1600  
Fax: 1-207-287-6467

**Donald L. Garbrecht Law Library**

William W. Wells, Law Librarian  
University of Maine School of Law  
246 Deering Avenue  
Portland, Maine 04102

1-207-780-4829  
Fax: 1-207-780-4913

**Library of Congress**

The Library of Congress  
101 Independence Ave, SE  
Washington, DC 20540

1-202-707-5000  
For General  
Information

**Web site:** [www.loc.gov/](http://www.loc.gov/)