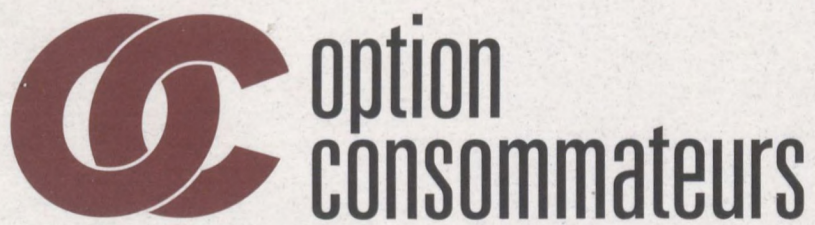


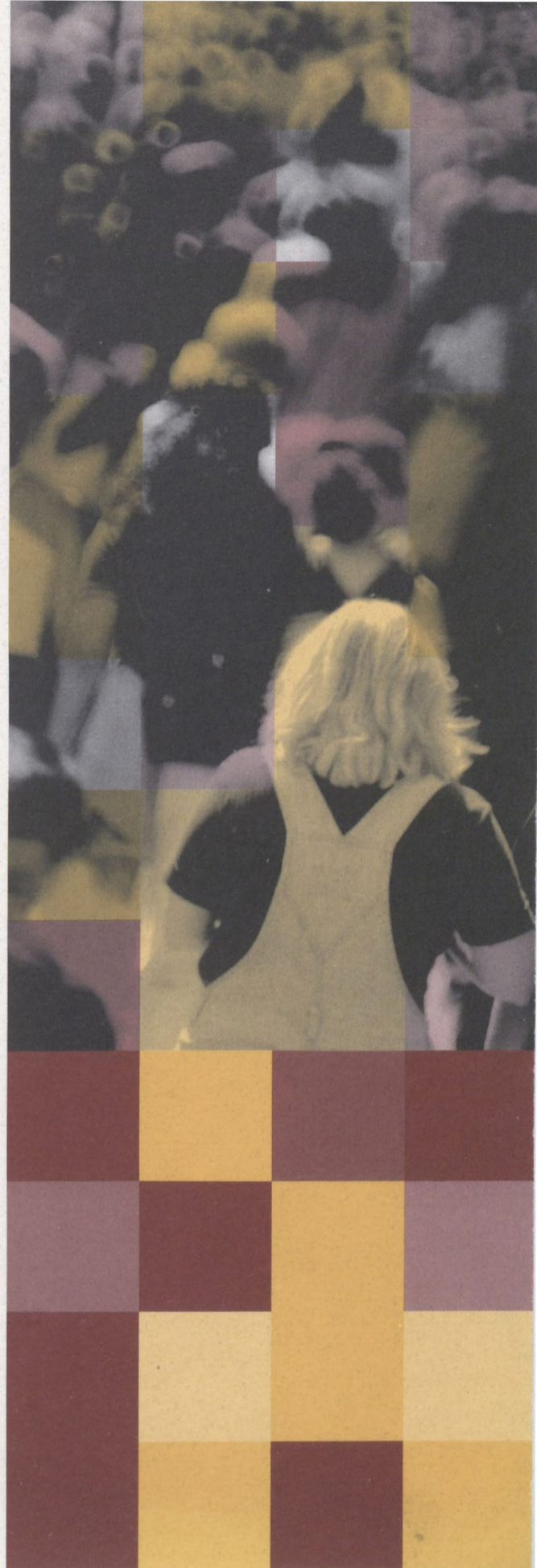
Findings following  
complaints regarding  
price increases  
during the ice storm



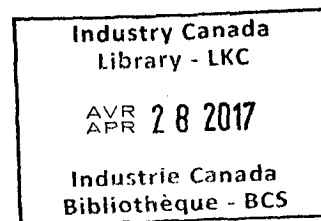
Une association qui vous aide,  
vous informe et défend vos intérêts

LKC  
HF  
5415.33  
.C2  
O6  
1998

IC



**Findings following  
complaints regarding  
price increases  
during the ice storm**



**Report to  
Industry Canada  
presented by**

**Option consommateurs  
in cooperation with  
Association des consommateurs du Québec**

**March 17 1998**

## **Summary of Complaints of Excessive Price Increases for Goods and Services During the Ice Storm**

In January, Option consommateurs took on the responsibility of verifying the facts surrounding each of the complaints referred to it by the Bureau of Consumer Affairs concerning excessive price increases for goods and services during the ice storm. In order to fulfill its mandate, Option consommateurs worked in conjunction with the Association des consommateurs du Québec (ACQ).

It was our responsibility to obtain additional information from the complainants and verify this information with the business and other sources. Subsequently, we were to inform the consumer of the investigation results, produce a factual report for each complaint and prepare a final report. It should be emphasized that the businesses contacted within the scope of this process answered our questions on a voluntary basis (see Annex I for the investigation procedure and a copy of the questionnaire used for collecting information from consumers).

We received a total of seventy-eight (78) complaints from the Bureau of Consumer Affairs. Thus far, we have completed seventy-three (73) investigations (see Annex II for the findings of each of the complaints investigated). Nineteen percent (19%) of the complaints came from Québec and the rest from Ontario. In all, the complaints were directed at thirty-one (31) businesses.

A number of the complaints (26%) proved to be unfounded, either because the price paid by the consumer was close to the market price, or because the business was able to justify its price given the special conditions encountered acquiring supplies during the storm. These businesses furnished documentation to support their claims.

Sixty percent (60%) of the complaints investigated could not be validated, mainly because the six (6) businesses in question refused to cooperate with the investigation. The vast majority of these complaints concerned generator purchases, for which consumers paid between \$170 and \$1365 more than the manufacturer's suggested retail price. The businesses in question attributed their high prices to the special conditions that prevailed during the storm, but did not submit proof of their claims. It should be emphasized that out of thirty-one (31) businesses, only six (6) refused to cooperate with our investigation.

Only one business admitted to an error in judgment in raising the prices of its generators during the storm. It agreed to give the consumer an \$800 dollar refund as a settlement. The business, Sodifer Inc., also publicly requested its customers to contact it for refunds.

Finally, four consumers are currently negotiating refunds with businesses, and four others decided to withdraw their complaints.

The following three tables present a breakdown of the complaints referred to us by the Bureau of Consumer Affairs:

**Table I**  
**Analysis of Complaints**

Total complaints received		79 (100%)
Complaints investigated		73 (92%)
Generators	56 (77%)	
Gasoline	3 (4%)	
Fondue fuel	3 (4%)	
Lamp oil	2 (3%)	
Batteries	2 (3%)	
Kerosene	2 (3%)	
Carpet cleaning	2 (3%)	
Other	3 (4%)	
Total		73 (92%)

**Table II**  
**Summary of Generator-Related Complaints**  
**During the Ice Storm**

Total		56 (100%)
Non-verifiable complaints:		37 (66%)
High price and business would not cooperate	34	
Unknown retail price	1	
Used model	1	
Unable to reach consumer	1	
Unfounded complaints		10 (18%)
Complaints withdrawn		4 (7%)
Complaints under negotiation		4 (7%)
Complaints settled		1 (2%)

**Table III**  
**Summary of Other Complaints**  
**(gas, lamp oil, fondue fuel, batteries, bags of salt, generator plug,**  
**carpet cleaning, satellite antenna and kerosene)**

Total		17 (100%)
Unfounded complaints		9 (53%)
Non-verifiable complaints (insufficient information, unable to contact consumer)		6 (35%)

Complaints under negotiation	1 (6%)
Complaints under police investigation (OPP)	1 (6%)

It seems evident that price increases occurred in some sectors during the ice storm in Québec and Ontario. In some cases, the businesses were able to justify the increases given the unique supply-related problems that prevailed during the storm. In other cases, however, businesses refused to provide documentation to justify their prices.

Furthermore, this report would be remiss if it failed to make note of the great generosity shown by many businesses during the ice storm. A number of businesses donated high-demand items such as firewood and candles, while others extended their business hours to accommodate their customers.

### **Summary of Québec Activity**

In the preceding pages, we summarized the complaints investigated as part of an agreement between Option consommateurs and the Bureau of Consumer Affairs. Other organizations in Québec also received and investigated complaints concerning excessive overpricing during the storm.

On March 3, the Office de la protection du consommateur, the ACQ and Option consommateurs held a press conference to give a report on ice-storm related complaints and the ensuing investigations (see Annex III for a copy of the press kit contents).

In all, the three groups received four hundred seventy-seven (477) complaints of objectionable practices regarding various products and types of businesses (hardware, generators, gasoline, firewood, lodging, restaurants and home maintenance services). The investigations undertaken by the three groups primarily focused on complaints related to generator purchases. They showed that price increases did in fact occur, but that in most cases the businesses were able to justify the increase.

The three groups also remarked on a corrective phenomenon that arose early in the crisis, after many denunciations of the questionable practices of some businesses. They noted the remarkable degree of media attention paid to these accusations, and the role this played in lowering prices.

The press conference, too, was well covered by the media (see Annex IV for a copy of the articles published in the various media).

## **Recommendations**

It goes without saying that the January ice storm that left Québec and part of Ontario in the dark for days, was of a severity not previously experienced. At its worst, about 1.5 million Hydro-Québec customers were without power.

During this crisis, several organizations received and investigated complaints from consumers unhappy with the practices of some businesses. Early on, the ACQ issued a press release and quickly received over two hundred complaints. Option consommateurs then joined the ACQ in publicly criticizing businesses that exploited the situation for profit and urging people to file complaints. Meanwhile, the Office de la protection du consommateur issued a press release urging consumers to be on their guard, and asking businesses to be conciliatory. Industry Canada's Competition Bureau also received complaints.

In our minds, this experience highlights the importance of developing an emergency plan to assist consumer protection groups in coordinating their efforts in the event of a crisis. For example, the plan could involve a meeting, within 48 hours of the onset of a crisis, where the groups would decide on a common message to be issued to consumers and a single telephone number to call to register complaints, if need be. Legislative measures might also be considered.

We recommend that a thorough study be made of similar experiences in other countries, upon which to base the formulation of an emergency plan.

## **Appendix I**

**Procedure applied to investigations and copy of questionnaire  
used to collect information from consumers**



## **Hausse des prix durant la crise du verglas**

### **Procédure en vue de vérifier les faits rapportés par les plaignants provenant du Bureau de la consommation**

#### **1ère étape**

Contactez le consommateur, se présenter, indiquer le contexte de l'appel et recueillir le maximum d'information entourant sa plainte. Utiliser le questionnaire préparé à cet effet. Demandé au plaignant de nous faire parvenir par télécopieur de préférence (ou par la poste si cela n'est pas possible) une copie de tous les documents pertinents se rapportant à sa plainte: facture, description du bien, mode d'emploi du fabricant, etc.

Lors de la cueillette d'information auprès du consommateur, il faudra lui préciser que nous allons le contacter à nouveau pour lui faire part des résultats de nos démarches. Nous devons également lui indiquer que nous allons lui demander de une autorisation pour rendre publiques les données de la plainte (noter que les informations personnelles du consommateur resteront confidentielles).

#### **2ième étape**

Vérification des faits en consultant diverses sources d'information pertinentes: contacter les fabricants pour obtenir le prix de détail suggéré et demander un texte le précisant, contacter le commerce en se faisant passer pour un consommateur afin de vérifier les prix actuels du bien si possible, visiter sur place le commerce si nécessaire, contacter la Régie de l'énergie pour le prix de l'essence, etc. Il sera nécessaire de noter chacune des démarches effectuées et les résultats obtenus. Il faudra notamment indiquer le nom des personnes contactées, leurs coordonnées et la date de l'appel.

#### **3ième étape**

Réaliser une entrevue officielle avec le commerçant. Demander à parler à la personne responsable (président-e, directeur-trice, ...). Lors de cette entrevue, il faudra faire part de la nature de la plainte formulée par le consommateur, des résultats de nos démarches et obtenir les commentaires et explications du commerçant. Il faudra également demander au commerçant de fournir tous les éléments de preuve qui permettent d'appuyer ses dires. Nous allons enregistrer cette entrevue.

#### **4ième étape**

Nous allons contacter à nouveau le consommateur pour lui faire part des résultats de notre recherche et obtenir une autorisation de sa part pour rendre publics les faits se rapportant à sa plainte.

Dans les cas où un recours individuel serait pertinent et que le consommateur est intéressé, lui indiquer que nous allons lui faire parvenir une lettre et un dépliant d'information sur la Cour des petites créances.

#### **5ième étape**

Rédiger un résumé sous forme télégraphique des faits de la plainte, un résumé des résultats de la recherche et un résumé des commentaires du commerçant.



## Questionnaire

Nom du consommateur: \_\_\_\_\_

No. de tél.: \_\_\_\_\_

Adresse: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Nom du commerçant: \_\_\_\_\_

No de tél. \_\_\_\_\_

Adresse: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Nature de la plainte (connaissance des prix avant et pendant la crise qui démontre une hausse des prix, exigence d'un prix supérieur au prix affiché dans le commerce, exigence d'un prix de beaucoup supérieur au prix du marché, etc.) :

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Description du bien ou des biens faisant l'objet de la plainte (type de bien, modèle, nom du fabricant, etc.) :

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Date d'achat:** \_\_\_\_\_

\_\_\_\_\_

**Prix payé:** \_\_\_\_\_

**Prix de détail suggéré par le fabricant,  
si connu:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Facture disponible:** Oui \_\_\_\_ Non \_\_\_\_

**Les explications du commerçant, dans le cas où le consommateur les a  
demandées:**

\_\_\_\_\_

\_\_\_\_\_

### **À demander au plaignant**

**Demander au consommateur de nous faire parvenir par télécopieur de  
préférence ou sinon par la poste, une copie de tous les documents en sa  
possession : facture, description du bien, mode d'emploi du fabricant, etc.**

**Lui indiquer que nous allons faire des vérifications et le recontacter pour lui  
donner les résultats de nos démarches. Indiquer également que nous allons  
lui demander une autorisation pour rendre public les faits se rapportant à sa  
plainte.**

**Références utiles :**

**Corporation des Maîtres Électriciens du Québec: (514) 738-2184 et 1 800  
361-9061**

**Corporation des Maîtres Mécaniciens en Tuyauterie du Québec (plombiers):  
(514) 382-1668 et 1 888 729-3289**

**Hydro INFO-PANNE 1 800 790-2424**

**Régie du bâtiment**

**Monterégie: (514) 928-7603**

**Montréal: (514) 873-6600**

**Laval : (514) 978-0508**

**Société d'habitation du Québec 1 800 463-4315**

**Bureau d'assurance du Canada: (514) 288-6015 et 1 800 361-5131**

**Commission des normes du travail: (514) 288-7061 et 1 800 265-1414**

**Ministère de la Famille et de l'Enfance : (514) 864-3030 et 1 800 267-3923**

**Régie de l'énergie: 1 888 873-2452**

## **Appendix II**

**Factual report regarding  
each complaint which has been considered**

**Complaints handled regarding  
gas, lamp oil, fondue fuel, batteries, bags of salt,  
generator plugs, carpet cleaning, satellite antenna  
and kerosene**

## **Complaint GOUGE032.POP**

### **Consumer**

Judy Pope  
6050, Bienville  
Brossard (Québec)  
J4Z 1W7  
Phone: (514) 445-3903

### **Business**

Canadian Tire  
4909, boul. Taschereau  
Greenfield Park (Québec)  
Phone: (514) 676-1818

### **Summary of Complaint**

On January 13, 1998, the consumer bought a 500 ml bottle of fondue oil (methanol) for \$1.99. The same day, she bought 4 litres of fondue oil for \$4.82 at Quincaillerie Notre-Dame in Montreal (see copies of invoices annexed). She feels she paid too much for the 500 ml bottle of lamp oil [Translator's note: possible error].

### **Result of Investigation**

We checked the price of a 500 ml bottle of fondue oil with three (3) hardware stores. The prices varied between \$1.90 and \$2.30.

We checked with the business in question. It sells the 500 ml container of fondue oil for \$1.99 and the 4 litre container for \$5.29.

In light of our findings, the consumer's complaint is not justified.

QUINCAILLERIE NOTRE-DAME  
2371, Notre-Dame ouest  
Montreal, Quebec  
514-932-5616, fax: 514-932-0862

COMPTANT

COMPT

2000205	1 X	5.39	FO
KEROSENE RONA	4L		
0263257	2 X	4.82	FO
HYDRATE METHYLE	4L	13-394	\$\$
2001001	2 X	2.99	FO
CYLINDRE PROP.	1407 RONA	RO-14P	=\$
2774004	1 X	19.95	FO
TRANCHE A GLACE ECONO	4X7X1/8		
DI	14 X	0.690	FO
CHANDELLE D URGENCE			

S-Total 50.62  
TPS 3.55  
TVQ ( 54.17 ) 4.06  
Total 58.23

MODE DE PAIEMENT

Master 58.23

1126807 12:11 13/01/98  
tty003 # TPS : R104370861  
caisse02 # TVQ : 1000781629TQ0001JE

Merci et Bonne Journee !!  
MAGNAN - 2461 Augustin Cantin  
Rona Lamarre - 3721 Notre-Dame  
Rona Plaza - 6219 boul. Monk

CANADIAN TIRE #190  
LEO VALLIERES INC.  
4909 BOUL. TASCHEREAU  
G.F.P. P.Q. 676-1818  
TVQ# 1015-457-941-TQ-0001-JE  
TFS# R135070852

13/1/98

TRANSACTION DE VENTE

VESTE PVC VERT TGR	9.99TD
7827670	
SALOPETTES PVC TGRN	9.99TD
7827620	
CORRECTION	
SALOPETTES PVC TGRN	-9.99TD
7827620	
SPORT	8.99TD
7827620	

ANNULATION

VESTE PVC VERT TGR	-9.99TD
7827670	
SPORT	8.99TD
7827670	
DEPT # 6	3.96TC
7499996 48.99	
HYDRTE METHYL500ML	1.99TD
4971266	
HYDRTE METHYL500ML	1.99TD
4971266	

SousTotal	25.92
TFS	1.81
TVP FREQ.	2.08
TOTAL	29.81
PAIEMENT DIRECT	29.81
MONNAIE	.00

ARGENT CT DE BASE	.75
TOTAL ARGNT CT REMIS	.75

190 19710 90 25 10:28AM

MERCI  
REVEZ-NOUS VOIR  
AUCUN REMBOURSEMENT  
SANS CE RECU



## **Complaint GOUGE080.SEI**

### **Consumer**

Alain Louis-Seize  
73, avenue des Boscets  
Aylmer QC  
Phone: (819) 682-6790

### **Business**

Home Hardware  
203, Chemin d'Aylmer  
Aylmer (Québec)  
Phone: (819) 684-2090

### **Summary of the Complaint**

The consumer bought 500 ml of fondue fuel at Home Hardware on January 10, 1998. The price paid was \$3.99. A short time later that day, he bought the same product for \$1.49 at the IGA located in the same shopping centre as Home Hardware. He went back to see the manager of the first business for a refund. At that time, the manager admitted having bought cases of fondue fuel from IGA for resale at \$3.99. When the news reached the IGA in question, the management stopped all sales of this product by the employees of Home Hardware. The consumer is complaining of the practices of this business.

### **Result of Investigation**

Posing as a consumer, we contacted the business and asked the price of a 500 ml container of fondue fuel. We were told that the price is \$3.99.

We held an official interview with the manager of Home Hardware, Mr. Serge Bourque, on February 16, 1998. He explained to us that the selling price is the price indicated on the racks and that he cannot sell it for less. If he were to sell this product at \$1.49, he would be selling it below cost. He feels that his profit margin is reasonable.

Since the business is currently selling the fondue fuel for the same price as during the ice storm, we cannot conclude that it raised its prices during the storm.

**Complaint GOUGE031.POP****Consumer**

Judy Pope  
6050, Bienville  
Brossard (Québec)  
J4Z 1W7  
Tel.: (514) 445-3903

**Business**

Jean Coutu  
5625 Grande-Allée  
Brossard (Québec)  
Tel.: (514) 676-7000

**Summary of the Complaint**

On January 7, 1998, the consumer purchased a 4-litre container of fondue fuel for \$11.99 (see copy of invoice annexed). She does not remember the brand name. She believes she overpaid for this product.

**Result of Investigation**

We contacted Mr. Yvan Desnoyers, the manager of the Pharmacie Jean Coutu in question. He indicated that his store only sells the Personnelle brand of fondue fuel and that the four (4) litre format is no longer available. When it was, however, it sold at \$8.99, not \$11.99. He believes that a tag or scanner error occurred, and is willing to issue a refund to the consumer.

We contacted eight (8) Jean Coutu stores in the Montreal region, none of which currently sell the four-litre container of fondue fuel. Mr. André Denis, manager of the Décarie Jean Coutu, explained to us that Personnelle (Le Groupe Jean Coutu) no longer manufactures fondue fuel in the four-litre size. Throughout the month of January, some of the stores may still have had some of the four-litre containers left in stock. These units may have been selling at \$11.99, though, once again according to Mr. Denis, some stores may have been selling them at \$8.99 to clear out the stock in question.

Given the retailer's version and the fact that we received only one complaint about the company, it is impossible to conclude that an excessive price increase occurred.

JEAN COUTU # 143  
GRANDE ALLEE  
676-7000

13:34 7/01/98  
00-0143 002 JEAN-LOU  
#B2686 MARDAT

Extra Divers: 2811.99

38

2/1.09

Spec. Conf. 1281.64

MOSE 113.63

TPS 7% 40.95

( 41.09

\*TOTAL 315.67

CARTE DEBIT 315.67

REMARKS 40.00

THANK YOU  
YOUR FRIENDLY SALES

## **Complaint GOUGE005.SEL**

### **Consumer**

Jack Selzer  
1945, Guertin Street  
St-Laurent (Québec)  
H4L 4E1  
(514) 334-9867

### **Business**

Canadian Tire - store No 235  
Galleries St-Laurent  
Ville St-Laurent, Québec  
Phone: (514) 337-4862

### **Summary of the Complaint**

The consumer bought a 10 kilo bag of Sifto brand salt for \$9.99 in mid-January 1998. He believes he paid much too high a price for it. He mentions having seen the same bag of salt at another store for \$2.99. He filed a complaint with the business on or about January 16, 1998. It was explained to him that the bag of salt that he bought was concentrated and for that reason cost much more than the bags of coarse salt which sell for between \$2 and \$3 on the market. The business agreed to refund the consumer's money.

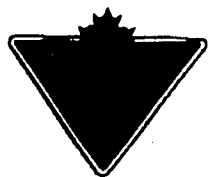
### **Result of Investigation**

We checked the price of 10 kilo bags of salt with seven (7) hardware stores. The prices indeed varied between \$1.75 and \$2.99.

We contacted Mr. Pouliot, the manager of the business in question. He indeed told us that the salt (no. 59-6978) bought by the consumer was a special kind of salt, treated so as not to damage concrete. The salt in question is in granular form. He explained to us that the bags of salt selling on the market for between \$2 and \$3 are not of the same quality as the bag of salt bought by the consumer. The better-quality bags of salt are currently on sale at Canadian Tire, reduced to \$6.99 for a 10 kilo bag from \$9.99. In addition, Mr. Pouliot confirmed that the consumer's money was refunded (see copy of business' note and proof of refund annexed).

We contacted the manufacturer, Sifco Canada, to corroborate the statement that it manufactures salt of different qualities. Ms. Guylaine Chenier, Sales Manager at Sifco Canada, confirmed that there are a range of salt qualities. For example, a bag of Gardien Ice-Master Plus salt may cost about \$10. This type of salt is more effective and does not react chemically with concrete (see copy of Sifco Canada advertisement annexed).

The consumer's complaint is therefore not justified.

**CANADIAN TIRE**

Att. Veronique Poirier

598-8511

RE: JACK SELZER  
achat sac sel

- Comme discuté voici le résumé de la plainte de Mr Selzer
- Acheté un sac sel No 59-6978, sel concentré 10KG
- 16/01/98 revient et se plaint d'avoir trop payé pour son sac de sel. Mais le remboursons et lui explique qu'on que son achat est du sel concentré à \$9.99 et que ce n'est pas comparable au gros sel à \$2.29
- 19/01/98, Mr Selzer communique avec notre dept. de relation client et fait la même plainte. On lui réexplique que les 2 produits ne sont pas similaires
- 3/02/98 option consommateur nous contacte pour explications. réexpliquons les mêmes que remises au client.

(\* Copie du remboursement  
attaché)

MAGASIN ASSOCIÉ CANADIAN TIRE

MAG. MICHEL PLANTE INC.

2215 BOUL MARCEL LAURIN VII.E ST. LAURENT, QUE. H4R 1K4

Michel Plante  
Propriétaire

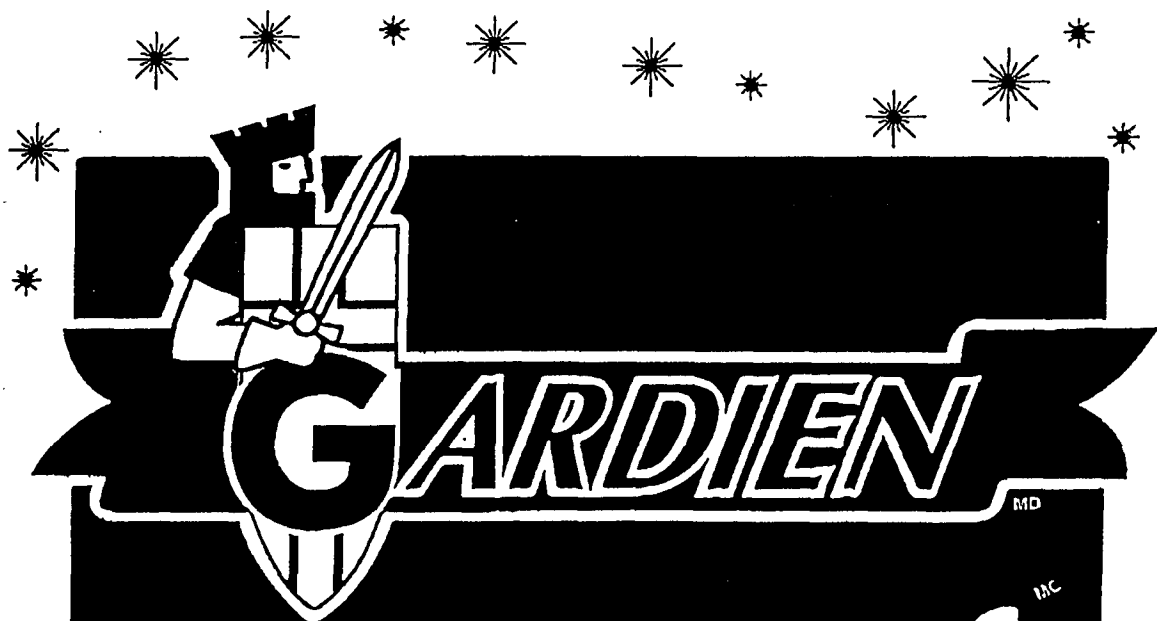
UCHER  
REMBOURSEMENT

CANADIAN ASSOCIATE STORE		TIRE MAGASIN ASSOCIÉ		1405926	
VSL		235		DATE 16-1-1998	
ORIGINAL INVOICE NO. NO DE FACTURE D'ORIGINE 15272 / 64		CHARGE TO - A DÉBITER A SPORT		SALESMAN - COMMISS VENDEUR J. Ucher	
CITY - OTÉ	PRODUCT NO PRODUIT	DESCRIPTION	UNIT PRICE PRIX UNITAIRE	EXTENSION	
1x	59-6978-0			9.99	
DISPOSAL OF RETURNED MERCHANDISE		TOTAL OF GOODS RETURNED			
MARCHANDISE RETOURNÉE A		MONTANT TOTAL DE LA MARCHANDISE RETOURNÉE			
A RETURNED TO STOCK STOCK		ADD GOODS & SERVICES TAX CALCULATED ON AJOUTER TAXE SUR LES PRODUITS ET SERVICES		G.S.T. AMOUNT T.P.S. MONTANT	
B RETURNED FOR ADJUSTMENT				SUB TOTAL	
ADJUSTMENT		ADD PROVINCIAL SALES TAX CALCULATED ON AJOUTER TAXE C MONT PROVINCIALE		P.S.T. AMOUNT T.V.P. MONTANT	
ADJUSTA - CARD NO.				TOTAL	
		SUBTRACT BONUS COUPONS NOT RETURNED RAJUSTAVER LE MONTANT DES BILLETS BONUS NON-RETOURNÉS			
		TOTAL REFUND \$			
PAY CASH A PAYER AU CLIENT		EPD		/ 100	
REASON FOR REFUND - RAISON DU REMBOURSEMENT				PAYMENT APPROVED BY PAIEMENT APPROUVÉ PAR	
PAYMENT RECEIVED BY - PAIEMENT REÇU PAR					
NAME MR JACK SEUTLER					
STREET ADDRESS NO ET RUE					
CITY & PROVINCE VILLE ET PROVINCE				TELEPHONE 334-9067	

FORM 98-2324

SPEED-PLY CD-MORE CLEAR PRINT - CANADA 2000 PATENTED 1992 1066 1075





*Votre protection  
contre les dangers  
de l'hiver.*

**ICE-MASTER PLUS**  
**DÉGLAÇAGE HAUTE PUISSANCE**

EFFICACE  
JUSQU'À  
**-23°C**

Pour un déglçage plus rapide avec  
dégradation réduite du béton et du métal.

**sifto**<sup>TM</sup>

Contient chlorure de magnésium  
et un inhibiteur  
de rouille

# **ICE•MASTER PLUS**

## **DÉGLAÇAGE HAUTE PUISSANCE**

- **EFFICACE JUSQU'À -23°C**
- **POUR UN DÉGLAÇAGE PLUS RAPIDE AVEC DÉGRADATION RÉDUITE DU BÉTON ET DU MÉTAL.**
- **CONTIENT DU CHLORURE DE MAGNÉSIUM ET UN INHIBITEUR DE ROUILLE.**
- **N'ATTAQUE PAS CHIMIQUEMENT LE BÉTON.**

**Complaint GOUGE061.PHI****Consumer**

Mervyn Philip  
196, rue Gardenias  
Châteauguay QC  
Tel.: (514) 699-9492

**Business**

Canadian Tire  
1000, boul. Curé-Labelle  
Laval QC  
Tel.: (514) 681-2503

**Summary of the Complaint**

On January 11, the consumer bought two 10-litre containers of kerosene for \$15.99 each. The consumer feels that he should have paid around \$10.50. He did not keep his receipt.

**Result of Investigation**

We contacted the business and found that the selling price for a 10-litre container of kerosene is \$15.99 (made in Canada for Canadian Tire, kerosene 1-k 10 liter, #76-2141-2). Between January 25 and February 2, the product was on sale for \$10.80. Consequently, the consumer did not pay too high a price for his kerosene.

**Complaint GOUGE013.FOR****Consumer**

Robert Forrester  
103 Renfrew Avenue  
Ottawa ON  
K1S 1Z6  
Tel.: (613) 787-3252

**Business**

Lanark Leeds Dist. Ltd.  
Box 321  
Smith Falls ON  
K7A 4T2  
Tel.: (613) 283-3438

**Summary of the Complaint**

The person bringing the complaint had a five gallon container filled with kerosene at Lanark Leeds for \$38.50 (see copy of invoice annexed), whereas according to the consumer, the regular price is \$26. Therefore, he feels that he paid too much.

**Result of Investigation**

Posing as a consumer, we contacted the business to inquire about the price for filling a five gallon container with kerosene. We were told it was \$27.70. We then contacted the business to obtain an explanation on behalf of the consumer, and spoke with the owner, Mr. Schokking. He explained to us that the price of kerosene was higher during the ice storm because he had to acquire his own supply in Trenton under difficult conditions. He added that he would send us proof of the price paid and the costs incurred. To date, we have not received any proof from the business.

During the ice storm then, the consumer paid 40% more than normal to fill a container with kerosene. Given that the business has not provided any proof, we are unable to conclude whether or not its explanation is valid.

TO MAXIM BOUFFARD 514-376-1029

FROM R FORSTER

RE ICE STORM BILL

1 PAGE

BOX 321

TELEPHONE

K7A 4T2

283-3438

283-3439

Lanark Leeds Distributors Ltd.

Feed • Seed • Cement

Strath Falls, Ont.

19

M.

S. Karasoon 2860

GST REG. R102057585

GST

2.69

PST

12

197 19

MITCHELL OFFICE SUPPLIES LTD. - BRACKVILLE, ONT. TEL. (416) 342-1121

**Complaint GOUGE043.BIS****Consumer**

Joanne Bisson  
72, Chemin rang 6  
Gatineau QC  
J8P 6H8  
Tel.: (819) 995-0657

**Business**

Plomberie Cléroux  
921, St-Joseph  
Hull QC  
Tel.: (819) 776-3153

**Summary of the Complaint**

During the ice storm, the consumer bought a special adapter for hooking up a 15 amp generator to a 220 volt line, paying \$40. The consumer did not keep the invoice and does not remember the name of the manufacturer, which is not indicated on the adapter. A friend of hers who is an electrician pointed out to her that this type of adapter usually sells for no more than \$10. Consequently, she believes she paid much too high a price for the adapter.

**Result of Investigation**

Posing as a consumer, we contacted the business in question to check on the price of 15 amp generator adapters, which we were told currently sell for \$6.99.

We then spoke with the manager of Plomberie Cléroux, Mr. Roger Chénier. He admitted having sold Ms. Bisson a 15 amp adapter for \$40. He also stated that the claim that this type of adapter sells for around \$10 is false. He did not wish to cooperate further.

Someone visited the business to purchase the product in question and was told by a clerk that a four-pronged 15 amp adapter does not exist, and that otherwise, prices for these products vary between \$20 and \$40.

Based on these facts, we are unable to justify the complaint.

**Complaint GOUGE024/016.COL****Consumer**

Mike Coleman  
3960 Stone Point Drive  
R.R. # 12  
Inverary ON  
K0H 1X0  
Tel.: (613) 387-3964 or (613) 549-4000

**Business**

The Bell Mobility Centre  
Bell Mobility  
Kingston Shopping Centre  
Kingston ON  
Tel.: (613) 530-7777

**Summary of the Complaint**

Mr. Coleman finds it unfair that Bell Mobility is charging him \$600 to replace a satellite antenna since he already paid \$500 to purchase the product.

**Result of Investigation**

At the consumer's request, we did not undertake an in-depth investigation. He wishes to suspend his complaint, and is presently negotiating with Bell Mobility. He states that he will call us back at some point.



## **Complaint GOUGE060.LEP**

### **Consumer**

Barbara Lepage  
R.R. #1, Conc. 7, 1751  
St-Bernadin (Ontario)  
Phone: (613) 678-2008

### **Business**

Jean Coutu  
Casselman (Ontario)  
Phone: (613) 764-5455

### **Summary of Complaint**

In mid-January, the consumer paid \$6.89 (tax included) for 500 ml of lamp oil at Jean Coutu. She stated that she had seen the same product for \$3.59 per litre in another store. She kept neither the bottle nor her invoice and does not remember the exact brand of the product.

### **Result of Investigation**

We contacted the business. The clerk mentioned that the only 500 ml bottle of lamp oil available in the store contains paraffin and currently sells for \$5.98 plus tax. It is possible to buy a litre of lamp oil that does not contain paraffin for \$6.39.

Since the consumer did not retain her invoice, she no longer remembers the brand she purchased and in light of the business' version, it is impossible for us to validate this complaint.

**Complaint GOUGE066.CAR****Consumer**

François Carrière  
106 Ste-Marguerite  
St-Henri (Québec)  
Tel.: (514) 937-0201

**Business**

Quincaillerie Notre-Dame  
rue Notre-Dame Ouest [Translator's note: manque numéro civique]  
Montréal (Québec)  
Tel.: (514) 932-5616

**Summary of the Complaint**

On January 13, 1998, the consumer purchased a gallon of Champlain brand lamp oil for \$39.95 plus taxes (see copy of invoice annexed). He thinks that the product usually sells for around \$3.60, and consequently feels that he paid much too high a price for his lamp oil.

**Results of Investigation**

Posing as a consumer, we contacted the business to check the price of a gallon of Champlain lamp oil and were told it normally sells for \$39.95. However, since the business did not have any of the one-gallon size Champlain lamp oil left in stock, it offered to sell us a gallon of another brand of lamp oil for \$29.95.

We spoke with Mr. Michel Beausoleil about the consumer's complaint. He explained to us that Champlain lamp oil is more expensive because it is made from liquid paraffin. We contacted Quincaillerie Bélanger on Masson, which also told us that a gallon of Champlain lamp oil sells for around \$40.

Therefore, the consumer did not pay too high a price for his gallon of lamp oil.

RTM NOTRE-DAME  
Notre-Dame ouest  
Montreal, Quebec  
514-932-5616, fax: 514-932-0000

26500 1 X 39.95  
HUI CHAMPLAIN 4L

S-total  
TPS  
IVQ ( 42.75)  
Total 45.00

MODE DE PAIEMENT  
Argent 45.00  
Remise 0.00

1127237 14-15 13/01/98  
city002 # TPS : R104370861  
caisse03 # TND : 1000/81629T00001JE

Merci et Bonne Journee !!  
MAGNAN - 2451 Augustin Cantin  
Rene Lamarre - 3751 Notre-Dame  
Rena Plaza - 6215 Blvd. Monk

## **Complaint GOUGE046.LIS**

### **Consumer**

Éric Lister  
6504 Marina Drive  
Manotick ON  
K4M 1B3  
Phone: (613) 692-2155 or (613) 692-2945

### **Business**

Sewermatic Environmental Services Inc.  
4140 Belgreen Drive  
Gloucester ON  
K1G 3N2  
Phone: (613) 739-1449

### **Summary of the Complaint**

The complainant hired an environmental contractor to pump the water that was accumulating in his basement. The Sewermatic company proposed various hourly rates (these rates were proposed at different times by different people). The company also told the complainant that it would demand payment for a minimum of three hours and that removal fees of \$70 would apply. The complainant finally paid \$379.85 for the services rendered (or probably \$100/hr plus the removal fee). The complainant claims that another company would have asked only \$130 for the same services, but could only come ten hours later. He also stated that one of his friends had obtained the same services for \$147.

### **Result of Investigation**

The complainant thanked us for having looked into the complaint, but states that it is not necessary to do an investigation since the complaint is now in the hands of the Ontario Provincial Police.

## **Complaint GOUGE003.REN**

### **Consumer**

David Rennie  
3337 County Road 26  
R.R.# 1  
Brockville ON  
K6V 5T1  
Phone: (613) 348-3039

### **Business**

Carpet Care  
P.O. Box 1382, Coons Road  
Brockville ON  
K6V 5Y6

### **Summary of the Complaint**

In early January 1998, the consumer's 1000-square-foot basement was flooded. On January 10, 1998, he asked Carpet Care to remove the water from his basement. Two men performed the work. They spent one half-hour to clean up the premises. Mr. Rennie paid \$101.65 tax included (see copy of invoice annexed). He feels that the business charged too high a price for the services rendered.

### **Result of Investigation**

We contacted nine (9) businesses doing this type of work in order to ascertain the fees charged for removing water from a 1000-square-foot basement. Prices ranged from \$150 to \$400 plus tax.

We contacted the business in question and talked to the manager of the carpet cleaning department, Ms. Jone. According to her, Mr. Rennie paid a very good price for the services rendered, since normally, the price is \$75 per hour for each worker. Furthermore, the company did not charge for using a more powerful truck to do the work. This truck is designed to do this type of work more rapidly. In addition, outside normal business hours, employees are paid time-and-a-half. Ms. Jone refused to send us supporting documents because there is too much competition in her industry and this information is confidential.

Given the information obtained from Carpet Care's competitors and the business' version, the consumer paid a price less than the market price for the services rendered.

An Associated Carpet Care Company  
 P.O. Box 1382, Coons Road  
 BROCKVILLE, ONTARIO K6V 5Y6  
 I. (613) 498-2689 Fax (613) 498-4791  
 GST #R100824168

Signature above authorizes the above repair work to be done along with the necessary materials or according to the estimate.

Signature above constitutes acceptance of above work as being satisfactory - and that equipment has been left in good condition.

# INVOICE

## **Complaint GOUGE030.POP**

### **Consumer**

Judy Pope  
6050, Bienville  
Brossard (Québec)  
J4Z 1W7  
Phone: (514) 445-3903

### **Business**

Bonisoir  
5625, Grande Allée  
Brossard (Québec)  
Phone: (514) 676-2585

### **Summary of Complaint**

On January 7, 1998, the consumer bought two (2) Duracell D batteries for \$5.98. She feels she should have paid \$3.98 for these batteries. The consumer also mentioned that she bought a package of 4 D batteries for \$7.98 at Réno-Dépôt.

### **Result of Investigation**

We contacted eight (8) different businesses to ascertain the price of Duracell D batteries. The prices vary between \$4.38 and \$5.99 for two (2) D batteries.

We also contacted the business in question. The clerk told us that they no longer stock Duracell batteries. Instead, they have Eveready D batteries at \$3.98 for two (2). It should be noted that Duracell batteries are generally more expensive than Eveready batteries.

In light of these findings, we believe the consumer paid a reasonable price for her batteries.



Complaint GOUGE027.CHA

**Consumer**

Claire Charbonneau

1067 Meadowlane

Cumberland ON

Phone: (613) 833-0925 or (613) 525-4440

**Business**

Radio Shack

Alexandria ON

Phone: (613) 525-3852

**Summary of the Complaint**

The consumer asserts that Radio Shack sold 20 type D batteries for \$80. She further asserted that the army gave batteries to people who needed them and that the business in question took advantage of the situation by reselling them.

**Result of Investigation**

We left two (2) messages with the consumer and she did not call us back. Therefore it was impossible for us to follow up on this complaint.

## **Complaint GOUGE006.STE**

### **Consumer**

Tony Sterbenk  
7, Fairfield Crescent  
Montreal West (Québec)  
H4X 1R5  
Phone: (514) 694-0981

### **Business**

Petro-Canada  
Corner Lachine and St-Jacques  
Montreal West

### **Summary of Complaint**

The consumer noticed that during the ice storm, the Petro-Canada gas station in question had raised its price 3 cents per litre from 58.4 to 61.4 cents per litre. Because of this increase, the consumer did not buy gasoline. However, he was very angry at this situation and sent a letter to the Minister of Energy and the Vice President of Petro-Canada.

### **Result of the Investigation**

We contacted Mr. Viau, a supervisor in the Public Relations Department at Petro-Canada. He explained that the Petro-Canada gas stations are free to set their own prices. He noted that the price of gasoline may vary between 57 and 63 cents per litre from one week to another due to competition, among other factors.

We contacted Mr. Philippe Michaud, bookkeeper at the Petro-Canada Station in question. He explained that the price of gasoline had risen on the Tuesday before the storm. He also stated that it is the Petro-Canada head office, not the gas stations, which set the price of gasoline, which contradicts the comments of Mr. Viau.

We also contacted Mr. René Blouin, president and CEO of the Association des distributeurs indépendants de Produits pétroliers. He told us that during the ice storm, the normal price of gasoline was as high as 61 or even 63 cents per litre.

In light of these findings, we cannot conclude that the gas station in question had raised its prices to an excessive degree.

## **Complaint GOUGE004.SEV**

### **Consumer**

Ben Sevac  
Montreal (Québec)  
Phone: (514) 648-7471

### **Business**

Petro-Canada  
Esso  
Ultramar  
Shell

### **Summary of Complaint**

The consumer observed an increase in the price of gasoline during the ice storm. According to him, this increase was higher in Montreal than in Toronto. The consumer sent us a copy of four (4) receipts from two (2) Esso stations where the price of regular gasoline had varied from 56.9 ¢ to 61.4 ¢ per litre. He noted a significant price increase on the Island of Montreal, from 56.9 to 66.9 ¢ per litre, at Petro-Canada, Ultramar and Shell in particular. He was unable to indicate the exact gas stations where the increase was observed.

### **Result of Investigation**

We contacted six (6) different Ultramar, Shell, Petro-Canada and Esso gas stations at random. All asserted that at no time during the storm had they charged 66.9 ¢ per litre of regular gasoline. The price of regular gasoline at the six stations contacted was around 60 ¢ per litre.

Since the consumer has no invoice showing the 66.9 ¢ gasoline price, he could not state the exact locations of the stations charging this price and none of the stations contacted admitted that it had increased the price of its regular gasoline to this extent, it is impossible to validate this complaint.

TO/À: OPTION CONSOMMATEUR

ATTN: VERONIQUE POIKIER

NO PGS: 1

FROM/DE: BEN SEVACK

V/REF  
YR/REF

DATE: 4/2/98

9750 Boul. Maurice Duplessis  
Montréal, Québec  
H1C 1G1

Tel.: 514-648-7471  
Fax: 514-643-4308



**Tripair Inc**

Fax memo from/de

Subject/Sujet

*Gas prices Dec 28/97 - Jan 9/98  
as requested*

Fax no./N° Fax

N° 08812

**ESSO EXPRESS PAY**

ESSO ROCKLAND  
2495 ROCKLAND UMR  
P.O. H3P 2Z3

09/01/1998 17:18  
VISA 4588 613 902 191

NO AUT 003376-F  
NO FAC HIF41138  
CREDIT  
NO PMP01 ORDIN  
LITRES 20.303  
CARBU @ \$0.614/L \$12.47

TL/SANS TA \$12.47  
TOTAL \$12.47  
TPS CARBUR. \$0.76  
TVP INCL. @ 7.00

TU00 101506284  
NDM: R121461107  
MERC1(614)739-8092

#4  
Jan 9  
61.4

**ESSO EXPRESS PAY**

ESSO R.D.P.  
9688 M. DUPLESSIS  
MONTREAL, QUEBEC

08/01/1998 13:28  
VISA

NO AUT 001423-F  
NO FAC HJ61278  
CREDIT  
NO PMP03 ORDIN  
LITRES 41.843  
CARBU @ \$0.614/LTR \$25.69

TL/SANS TA \$25.69  
TOTAL \$25.69  
TPS CARBUR. \$1.56  
TVP INCL. @ 7.50  
TU00 101506284  
MERC1 BEAUCOUP!  
BONNE ROUTE !

#3  
Jan 8  
61.4

**ESSO EXPRESS PAY**

ESSO ROCKLAND  
2495 ROCKLAND UMR  
P.O. H3P 2Z3

05/01/1998 09:48  
VISA 4588 613 902 191

NO AUT 002179-F  
NO FAC HIF40073  
CREDIT  
NO PMP07 ORDIN  
LITRES 55.003  
CARBU @ \$0.669/L \$31.94

TL/SANS TA \$31.94  
TOTAL \$31.94  
TPS CARBUR. \$1.91  
TVP INCL. @ 7.50  
TU00 101506284  
NDM: R121461107  
MERC1(614)739-8092

#2  
Jan 5  
56.9

**ESSO EXPRESS PAY**

ESSO ROCKLAND  
2495 ROCKLAND UMR  
P.O. H3P 2Z3

28/12/1997 09:41  
VISA 4588 613 902 191

NO AUT 002017-F  
NO FAC HIF60723  
CREDIT  
NO PMP03 ORDIN  
LITRES 50.431  
CARBU @ \$0.669/L \$28.78

LE RAPIDE \$5.29D  
RABAI \$-1.50D  
TL/SANS TA \$32.49  
TOTAL \$30.27  
TPS CARBUR. \$1.76  
TVP INCL. @ 6.50  
\*\*\*\*\*  
CODE LIVAGE 09167  
EXPIRE 27/01/1998  
\*\*\*\*\*  
TU00 101506284  
NDM: R121461107  
MERC1(614)739-8092

#1  
Dec 28  
56.9

## **Complaint GOUGE0001.COH**

### **Consumer**

Eli Cohen  
203, rue Harland  
Montreal (Québec)  
H3X 3G1  
Phone: (514) 344-8888, extension 226

### **Business**

Petro-Canada  
Ultramar

### **Summary of Complaint**

The consumer observed a 5 ¢ price increase per litre of gasoline on the Island of Montreal during the ice storm but could not identify precisely which gas stations had raised their prices. The consumer did not buy gasoline.

### **Result of Investigation**

In light of the results of Mr. Sevak's complaint (GOUGE004.SEV) and since the consumer was unable to provide us with the exact location of the stations that had allegedly raised their gasoline prices, it is impossible to validate this complaint.

## **Complaints related to purchase of generators**

Montreal, February 4, 1998

**Service contract with the Bureau of Consumer Affairs (UI800-7-0114)**

**Investigation of the facts further to complaints about excessive price increases for goods  
and services during the ice storm**

**Report # 1**

**Complaint GOUGE009.B0I**

**Consumer**

Maurice Boisselle  
59, chemin Lasalle  
Lachine (Québec)  
H8S 2X3  
Phone: (514) 367-3232

**Business**

Equipement Moore Ltd (Location Dickie Moore)  
4955, chemin St-François  
St-Laurent, Québec  
H4S 1P3  
Phone: (514) 333-1212  
Phone: 1 800 363-4958

**Summary of the Complaint**

The consumer bought a Robins RG 3500 watt generator for the sum of \$2690.00 plus tax on January 11, 1998 (see copy of invoice annexed). He believes the amount paid was much higher than the market price.

**Result of Investigation**

The manufacturer's suggested retail price for this generator model is \$2761.00 (see fax copy from Marindustriel). Thus, the consumer's complaint is not justified.

**Succursale: Rive-Sud**  
1668, Blvd. Taschereau  
Ville Lemoyne, Qc. J4P 3M9  
Téléphone: (514) 923-2212  
Télécopieur: (514) 923-4514

27 1938 05:14PM P1

PHONE NO. : 637 1917

FORM : AIM LOGE 1660 LACHINE

[illegible]

L'ÉQUIPEMENT VENDU C-HAUT DEMEURE LA PROPRIÉTÉ D'ÉQUIPEMENT MOORE LTÉE  
AUSSI LONGTEMPS QU'IL N'EST PAS ENTièrement PAYÉ.

L'EQUIPEMENT DOIT ETRE RETOURNÉ PROPRE OU DES FRAIS ADDITIONELS SERONT APPLIQUÉS

T.P.S. #: R103758389

T.V.O. #: 1000

## CONTRAT DE LOCATION

J'AI LU ET J'ACCEPTE TOUS LES TERMES ET CONDITIONS DÉCRITS AU VERSO DE CE CONTRAT DE LOCATION. JE RECONNAIS AVOIR REÇU L'ÉQUIPEMENT EN BON ÉTAT ET LA COPIE DU PRÉSENT CONTRAT. SI AUTRE QUE LE LOCATAIRE, LE SIGNATAIRE EST UN AGENT AUTORISÉ À SIGNER POUR LE LOCATAIRE.

**SIGNATURE**



*Fac-similé / Facsimile***MARINDUSTRIEL**8550 DELMEADE  
MONTRÉAL  
QUÉBEC, H4T 1L7Tel: 514-342-2748  
800-363-2259  
Fax: 514-342-6151A / TO: *Association des consommateurs* DATE: *30-JANVIER-98*ATTN: *Maxime Bouffard* DE / FROM: *Richard Bazinet*

VOTRE / YOUR REF.: \_\_\_\_\_ NOTRE / OUR REF.: \_\_\_\_\_

FAX NO.: *376-1029* PAGE 1 de / of *2*

*Bonjour!*

*Tel que requis voici*

*les prix de liste des génératrices*

*Robin RGX 3500      Prix \$ 2761.<sup>00</sup>*

*RGX 5000      Prix \$ 3129.<sup>00</sup>*

*Bien à vous**Richard Bazinet***COTTA****FAWIS-CON  
TOTAL POWER****IVECO aifo**

**Complaint GOUGE021.PIO****Consumer**

Marie Diotto [Note du traducteur: extension du fichier et nom de famille ne concordent pas. Veuillez vérifier]  
Brockville ON  
Tel.: (613) 926-0264

**Business**

Knapp's Yamaha  
R.R. # 2  
Prescott ON  
K0E 1T0  
Tel.: (613) 925-5149

**Summary of the Complaint**

The consumer bought a generator to run her water pump. Knapp's Yamaha sold her a Yamaha EF1000 generator, explaining that it would be powerful enough for the job. This proved to be untrue. The consumer returned to the business and explained the situation to a salesperson. The salesperson offered to take back the generator and sell her a more powerful one, for which, however, there was a waiting list. Unable to wait, the consumer left with the same generator in the hope of acquiring a more powerful one from another store. She used her first generator for three days, and when she tried to return it to Knapp's Yamaha, the business refused her a refund. The consumer complains that she was sold a generator that did not meet her needs.

**Result of Investigation**

The manufacturer's suggested list price is \$1049. The consumer paid \$1150 including taxes (see copy of invoice annexed). The business told us that it accepted merchandise returns within a short time period, and that the consumers were made aware of this. Mr. Ron Knapp, the owner, told us that the consumer did not return her generator within this time period (see copy of business' letter).

We contacted the consumer once more to inform her of the business' comments. She now feels that having had the use of the generator for three days helped her reduce the damage to her house. She no longer plans to ask for a refund.

06567

## KNAPP'S YAMAHA LTD.

R.R.#2, Prescott, Ontario K0E 1T0

TEL. (613) 925-5149

"AWARD WINNING SERVICE"

NOMA

## WARRANTY

CLAIM NO.

PURCHASE FROM

PURCHASE DATE

CUST. ACCT NO.

CUST. ORDER NO.

DATE PROMISED

HOME PHONE

BUS. PHONE

FAILURE DATE

CODE/SERIAL NO.

Dino Pistto

STREET

PROV.

POSTAL  
CODEDATE *hn 9 '98*HOURS OF  
OPERATIONMAKE  
*Yamaha*MODEL/TYPE  
*EF1000*

CHASSIS SERIAL NO.

ENGINE

ENGINE MODEL

TYPE/SPEC.

JOB INDEX

☒

DESCRIPTION OF LABOUR

AMOUNT

Est. &amp; Call

Repair As Needed

(Sharpen)

RPM

Overhaul Engine

Turns Up

Bolt

Screw

Change Oil

Lube

Clean

Compression

Carburetion

Ignition

Air Cleaner

Charging Circuit

Safety Interlock

## OTHER MATERIALS

GALS. FUEL

QUART OIL

LBS. GREASE

OTHER  
MATERIALS

TOTAL

TOTAL SERVICE  
CHECK BACK OF  
HARD COPY

TOTAL PARTS

TOTAL OUTSIDE  
WORKTOTAL OTHER  
MATERIALS

PICKUP &amp; DEL.

SUBTOTAL

TAX

AMOUNT

1150 00

I FULLY UNDERSTAND THE PURPOSES OF THE SAFETY DEVICES ON THIS EQUIPMENT AND REQUEST THAT THEY NOT BE REPAIRED OR REPLACED AND I WILL ASSUME RESPONSIBILITY FOR AND HOLD YOU HARMLESS FROM ANY INJURY THAT MAY RESULT THEREFROM.

I hereby authorize the repair work to be done as described above on the machine(s) named herein. All repair parts are to be fitted at your regular prices. I agree to pay cash for each repair part and labour on delivery of machine(s) or on terms satisfactory to you and until paid in full any unpaid balance shall constitute a lien on this machinery. I further agree that you will not be held responsible for loss or damage to said machinery from fire or theft or other causes beyond your control.

CUSTOMER

DATE



## KNAPP'S YAMAHA LTD.

RR2  
PRESCOTT, ONT. K0E 1T0

Telephone [613] 925-5149  
Fax [613] 925-5809

Feb 16/98.

TO WHOM IT MAY CONCERN:

POLICY FOR GENERATORS:

CUSTOMER BUYING A GENERATOR, IF TOO SMALL  
MAY RETURN WITHIN 24 HRS FOR A FULL  
REFUND.

UPGRADES ALLOWED ON GENERATORS AFTER  
CUSTOMER OR DEALER RESOLD SMALLER UNIT.

ALL CUSTOMERS WERE TOLD WATTAGE & AMPS  
OFF ALL UNITS SOLD.

Ron Knapp -

## **Complaint GOUGE017.LEI**

### **Consumer**

Fritz Leicht  
R.R. # 2  
Green Valley ON  
K0C 1L0  
Phone: (613) 525-2909

### **Business**

Alexandria Mini-Storage  
113 Main Street North  
Alexandria ON  
Phone: (613) 525-4910

### **Summary of the Complaint**

The consumer bought a Generac 5500 W generator. The model number is 09778-4 and the serial number is 4363913. He paid \$2895 plus tax (see copy of invoice annexed). Mr. Leicht feels that he paid too much for his generator. He needed a generator to operate the refrigerators at his business, "Fritz Fine Foods and Delicatessen."

### **Result of Investigation**

We were unable to obtain the manufacturer's suggested retail price.

However, our research did enable us to determine that the manager of Alexandria Mini-Storage, Mr. Giroux, and the manager of Clermont Rosa Concrete Foundations Ltd., did business with each other. Mr. Giroux told us that he did not know the price of the generators, and was thus unable to judge whether the prices were high or not. He wanted to help people during the ice storm. Mr. Rosa, he asserts, gave him a list of generators with corresponding prices. Mr. Giroux acted as an intermediary between the consumers and Clermont Rosa. The consumers paid Mr. Giroux for the generators, who then sent the amounts collected to Mr. Rosa.

One week later, the buyers realized that the price paid was too high. Mr. Rosa's source of supply was apparently Home Depot in Detroit.

Mr. Giroux was to have sent us proof of his assertions but he has not yet done so.

Note that the consumer's invoice comes from Clermont Rosa Concrete Foundations Ltd. and does not constitute an official invoice. We already handled a complaint concerning Clermont Rosa Concrete Foundations Ltd. and concluded that it was impossible for us to justify it (see complaint of Mr. McMath, GOUGE023.MCM).

# CLERMONT/ROSA



CONCRETE FOUNDATIONS LTD.

SPECIALIST IN  
FOUNDATIONS - RETAINING WALLS  
FOOTINGS

RESIDENTIAL - COMMERCIAL  
RR 1 CORNWALL



931-2962

John H. / 98

1- 5500 W. Penetator

1

2395.00

71555

302.65

# 3097.65

Paul Cash

## **Complaint GOUGE070.SNI**

### **Consumer**

Heather Snipper  
Gentlelady Farmer  
228 Lowe Road  
Ashton ON  
Phone: (613) 236-8878

### **Business**

Honda Canada

### **Summary of the Complaint**

Ms. Snipper feels that the Honda company took advantage of the ice storm to raise its prices to retailers. She bought a Honda 3500 SX generator for \$2600. She is not complaining about the business, but rather, of the practices of the Honda company.

### **Result of Investigation**

The manufacturer's suggested retail price for this generator is \$2429. The consumer therefore paid \$171 more than the suggested retail price.

We tried to ascertain the version of Honda management. We reached Mr. Conrad Briand, Vice-President of Inolec Inc., a Honda dealer. He is also one of the business' two owners. According to him, Honda Canada never raised its generator prices during the ice storm. He stated that the company went looking for them all over Canada in its main warehouses. It did not pass any additional costs on to the retailers. Businesses that sell generators at the manufacturer's suggested price realize a 23% profit. He also mentioned that they were unable to meet the demand in Montreal since they focused sales of their merchandise in the so-called "dark triangle" (the area hardest hit by the power outage, marked out by St-Hyacinthe, St-Jean-sur-Richelieu and Granby). During the ice storm, Honda sold approximately 6000 generators in Québec and Ontario.

We also contacted Ms. Linda Delaney in the Customer Service Department of Honda Canada in Scarborough, Ontario. Ms. Delaney told us that Honda Canada never raised its generator prices during the ice storm. The manufacturer suggests retail prices to the retailers, but they are free to sell a product at a price above or below the suggested price. The businesses are independent of Honda Canada.

Finally, we contacted Mr. Daniel Chicoine, manager of the Sales Department at the Boucherville office of Honda Canada. Mr. Chicoine told us that Honda Canada set its prices once a year and that in no way did it change its price structure for its network of dealerships during the ice storm. In fact, the company even absorbed the additional shipping costs.

Given these comments, we cannot justify the complaint.



**Complaint    GOUGE074.NEW**

**Consumer**

M. Ronald Newsome  
8962 Pana Road  
Edwards ON  
Phone: (613) 821-1663

**Business**

Kolmans Wheelsport  
1696 Montreal Road  
Ottawa ON  
K1J 6N5  
Phone: (613) 749-2020

**Summary of the Complaint**

On January 16, 1998, the consumer bought a Honda EM-5000X generator for \$2575 plus tax (see copy of invoice annexed). The serial number is EA72109389. The model number is EM5000XK1C. As with the complaint of Ms. Snipper (GOUGE070.SNI), Mr. Newsome is not complaining of the practices of the business, but the trade practices of Honda itself.

**Result of Investigation**

The manufacturer's suggested retail price for a Honda EM 5000 X generator is \$2559. Therefore, the consumer paid only \$16 more than the retail price.

See the results of the complaint of Ms. Heather Snipper (GOUGE070.SNI).

The complaint cannot be justified.

Annex 1

KOLMAN'S WHEELSPORT  
1696 MONTREAL RD.  
OTTAWA, ON.  
K1J 6N5

GST REGISTRATION NO.

DATE

19 97

NAME

RON NEW SOME.

ADDRESS

8962 PANA RD.

821-1663

Edwards

POSTAL CODE

K0A 1V0

QUANTITY

DESCRIPTION

PRICE

AMOUNT

One Honda grey.

model EM 5000 XH

Ser # 2109389

Rep.

2500.-

75.-

correspond  
A quidi?Paid by Visa  
JH

SUB TOTAL

2575.-

GST

180.25

SUB TOTAL

PS1

206.-

TOTAL

2961.25

CLERK

CASH

C.O.D.

CHARGE

ON ACCT.

MOSE. RET.

PAID OUT

I HAVE RECEIVED THE AMOUNT OF CASH FROM

X

MOORE BUSINESS FORMS &amp; SYSTEMS

REDIFORM 58086E

6384

K. DANIELS FEB 6 1998

## **Complaint GOUGE067.GRA**

### **Consumer**

Robert J. Gray C.D.  
5857 Carman Road  
Iroquois ON  
KOE 1K0

### **Business**

A1 Rent-A-Tool  
278 Bridgeland Avenue  
Toronto ON  
M6A 1Z4

### **Summary of the Complaint**

On January 10, 1998, the consumer bought a Honda 2500 watt generator. The model number is EZ2500C and the serial number is 1018208. Mr. Gray paid \$1499 plus tax (the consumer will send us a copy of his invoice by mail). When he contacted the business by phone, he was told that the price of the generator in question was \$1099. At the store, the amount charged was \$1499, or \$400 more than the price quoted on the phone.

### **Result of Investigation**

The manufacturer's suggested retail price for a Honda 2500 W generator is \$1099. The consumer therefore paid \$400 more than the suggested retail price.

Posing as a consumer, we contacted the business to ascertain the selling price of the generator in question. A salesperson told us that the price is \$1099. We also phoned the Montreal outlet and a clerk quoted us the same price.

We contacted the business and talked with the manager, Ms. Julia. She believes that the consumer did not mention the price discrepancy at the time of purchase. They gave a lot of information by phone, perhaps a salesperson charged the consumer the wrong price. Since the consumer did not mention the discrepancy at the time of purchase, it would be too late for him to demand a refund.

The consumer paid \$400 more for his generator without any valid justification on the business' part.

## **Complaint GOUGE012.THO**

### **Consumer**

Jim Thomas  
754 Notre-Dame  
Embrun ON  
Phone: (613) 443-2176

### **Business**

Loiselle Sport Inc.  
877, rue Notre-Dame  
Embrun ON  
KOA 1W0  
Phone: (613) 443-3260

### **Summary of the Complaint**

On January 13, 1998, the consumer bought a GEM PRO 5000 generator with a Honda 9 HP engine, model AV, 5500 watt, serial number GPR50H/UF4-218 (see copy of invoice annexed). The price paid was \$3600 plus tax. The consumer feels he was the victim of price gouging.

### **Result of Investigation**

We contacted the business and talked to the manager, Mr. Étienne Blanchard. He told us that the business had paid US \$1695, or Cdn \$2373 for the consumer's generator (see copy of business' invoice annexed). The gross profit margin would then be \$678 ( $\$3600 - \$2373 = \$678$ ), or 52%. Shipping charges (the generators were purchased in the United States) and customs fees and taxes must be deducted from this gross markup.

We also contacted Mr. Jean-Pierre Daze, a Revenue Canada officer, to ascertain the procedure used at customs. Mr. Daze told us that a Canadian business which purchases products manufactured in the United States pays only the 7% GST. However, where these goods are manufactured in other countries (for example, Honda engines manufactured in Japan), the business must pay a 6% customs fee plus 7% GST. Therefore, in the case at hand, the business had to pay the 6% customs fee and the 7% GST.

In Québec, the courts have found a net profit margin of 50% to be reasonable in some cases. In the case under consideration, the net profit margin is less than 50%.

[illegible]

U.S.I. - I.P.S.  
R 114880646



**LOISELLE SPORT INC.**

877 rue Notre-Dame  
EMBRUN, ONTARIO K0A 1W0  
TEL.: 443-3260

TERMS/CONDITIONS: NET 30 DAYS. NET 30 JOURS 2% PAR MOIS.  
24% PAR ANNEE, SERA CHARGE/SUR LES COMPTES EN SOLE FRANCS.  
2% PER MONTH, 24% PER ANNUAL CHARGE/ON OVERDUE ACCOUNTS

DATE 1-15 1961

NAME Jim Thomas

7822

734 Notre-Dame

CITY Embury Ont

443-2116

JOB LOCATION  
KOA 1W

**JOB PHONE**

ORDER TAKEN BY

STARTING DATE	10/1/77
---------------	---------

### DESCRIPTION OF WORK

3600.00

252.00

288,00

440.00

TOTAL MATERIAL	100
----------------	-----

**TOTAL  
LABOUR**

TAX

**SIGNATURE**

DATE COMPLETED

## Thank You

**PAY THIS AMOUNT ➡**

PennySaver

**Sunday, February 1, 1998**

**SPS**

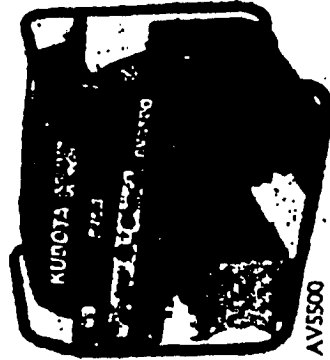
**POWER SALES  
POWER GENERATOR**

Kubota's compact and lightweight QHV generators are ideal for recreational use or household emergency power. Rugged durability and reliability readily satisfy a contractor's toughest requirements. Our features alone stand head and shoulders above the rest. Add our one year limited warranty and your Kubota dealer's professional support and service, it's easy to see that these generator sets provide complete satisfaction for most any job.



AV6500

**\$3175.00.**



AV5500

**\$2950.00**

**THEY WORK IN ANY WEATHER**

**TRY..YOU'LL SEE**

**692-3354**

*L. Frank*

SALES  
SERVICE  
RENTALS

# JCSmith, Inc.

WOMEN OWNED BUSINESS

SALES  
SERVICE  
RENTALS

345 PEAT STREET  
SYRACUSE, NY 13210  
(315) 428-8900  
FAX (315) 428-8841

1-800-272-3535  
FED. I.D. #18-1085375

327 ELMIRA RD.  
ITHACA, NY 14850  
(607) 277-7200  
FAX (607) 277-7677

SHIP TO: LOISELLE SPORTS INC.  
877 NOTRE DAME  
EMBRUN, ONTARIO K0A 1W0  
SYRACUSE NY 13210

SOLD TO: LOISELLE SPORTS INC.  
877 NOTRE DAME  
CANADA, SYRACUSE  
SYRACUSE NY 13208

Y  
Cust. No. 19571

Invoice No. : 330563  
Date : 01-11-1998  
Terms : NET 30 DAYS  
P.O. No. : 10  
Pick Up/Del : CPU  
Job Number :  
Ship Via : CPU  
Reference Invoice :  
Entered By : MG  
Store : SYRACUSE  
Salesman : 01

CASH B.O.F. \*\*\*

Item No.	Qty	Shp	Desc	Unit	Price	Total
G10P30H	1		0 3KW GENERATOR 5.5 HONDA ENGINE		1100.00	1100.00
			GILLETTE MFG., INC. Mod# GP-30H		S/N: UL10-402 G-002	5005-011
	1		0 gillette 5500w generator		1300.00	1300.00
			GILLETTE MFG., INC. Mod# pp55E		S/N: UL23-204	
G1PP55E	1		0 gillette 5500w generator		1300.00	1300.00
			GILLETTE MFG., INC. Mod# pp55E		S/N: UL4-240	
G1PP55E	1		0 gillette 5500w generator		1300.00	1300.00
			GILLETTE MFG., INC. Mod# pp55E		S/N: UL23-211	
G16PR50H	1		0 5KW GENERATOR 9HP HONDA W/IDLE		1695.00	1695.00
			GILLETTE MFG., INC. Mod# GPR50H		S/N: UL11-412 GCR#	1295404

13295.00

930.65

0.00

0.00

14225.65

0.00

I, the undersigned renter, specifically acknowledge that I have received and understand the instructions regarding the use and operation of the rented equipment. Renter further acknowledges that he has read and fully understands the within equipment rental contract and agrees to be bound by all of the terms, conditions and provisions hereof. Renter acknowledges that he has received a true and correct copy of this agreement at the time of execution hereof.

The SERVICE CHARGE entered on the billing date is computed by a periodic rate of 1 1/2% (or a minimum charge of 50 cents on balances of less than \$1) per month which is an ANNUAL PERCENTAGE RATE OF 18% applied to the previous balance before deducting credits, payments or adding purchases appearing on this statement. To avoid additional SERVICE CHARGE pay the "New Balance" before the billing date next month.

IT IS UNDERSTOOD AND AGREED THAT MERCHANDISE ON THIS ORDER IS THE PROPERTY OF J.C. SMITH, INC. UNTIL FULLY PAID. IN CASE OF DEFAULT, I/WE WILL PAY BESIDES THE PRINCIPAL ATTORNEY'S FEE EQUAL TO 25 1/8% THEREOF, PLUS DISBURSEMENTS AND COURT COST IF THIS ACCOUNT IS PLACED FOR COLLECTION OR SUIT WITH A COLLECTION AGENCY OR AN ATTORNEY.

X

SIGNATURE

THIS IS YOUR CONTRACT, READ BOTH SIDES BEFORE SIGNING

OFFICE COPY

## **Complaint GOUGE072.THI**

### **Consumer**

Hélène Thibault  
14 Castlebeau, B.P. 768  
Embrun ON  
Phone: (613) 944-9099

### **Business**

Loiselle Sport  
877, rue Notre-Dame  
Embrun ON  
K0A 1W0  
Phone: (613) 743-3260

### **Summary of the Complaint**

On January 10, 1998, the consumer bought a used Honda EX 1000 generator, serial # EA419992. The model number is unknown. The price paid is \$1430 plus tax (see copy of invoice annexed). The Loiselle Sport customer feels that the business took advantage of the situation by selling the generator for too high a price. She also stated that she feels that the generator was used since it was not packaged and she received no warranty form with it. In addition, she asserts that one of the employees told her that the generator in question had already been in the store before the storm; therefore the business did not incur shipping charges for this generator. Note: subsequently this employee denied having given this information to Ms. Thibault.

### **Result of Investigation**

The manufacturer's suggested retail price for a new Honda EX 1000 generator is \$1069. The consumer therefore paid \$361 more than the suggested retail price. We were unable to determine the selling price of a used generator of this type.

We have previously contacted the business in question concerning the complaint of Mr. Thomas (GOUGE012.THO). We tried to contact it again to obtain explanations concerning Ms. Thibault's complaint. We left a message with Mr. Blanchard, manager of Loiselle Sport, who has not called us back yet. In the case of Mr. Thomas, Mr. Blanchard had sent us his invoice for the purchase of the generators in the United States (see copy of this invoice annexed). Ms. Thibault's generator model does not appear on this invoice.

Ms. Thibault is of the opinion that she bought a used generator at the price of a new one and wants to take the business to small claims court. For our part, it is impossible to verify whether the generator was indeed used or not.

ITH AT LAMT:01 PG, 21 B33

QTY.	MATERIAL	PRICE	AMOUNT
	VISIT		
	4501-111700	756	
	Eg 9.98		
SIGNATURE		DATE COMPLETED	



G.S.T. - T.P.S.

R 114860648



**LOISELLE SPORT INC.**

877 rue Notre-Dame  
EMBRUN, ONTARIO K0A 1W0

**TEL.: 443-3260**

TERMS/CONDITIONS: NET 30 DAYS. NET 30 JOURS 2% PAR MOIS.  
24% PAR ANNÉE, SERA CHARGÉ SUR LES COMPTES EN SOUFFRANCE.  
2% PER MONTH, 24% PER ANNUM CHARGED ON OVERDUE ACCOUNTS

DATE 1-10 19 98

NAME <i>Red. Plumbing</i>	7793
ADDRESS <i>14 Castleman</i>	
CITY <i>EMERY</i>	PHONE <i>560-2566</i>
JOB LOCATION	

JOB PHONE	ORDER TAKEN BY	STARTING DATE
-----------	----------------	---------------

DESCRIPTION OF WORK
---------------------

Feb 10 10 10

1430.00

100.10

11441

1644.51

TOTAL MATERIAL	
TOTAL LABOUR	

TAX

**Thank You** : PAY THIS AMOUNT ➡



## **Complaint GOUGE047.DAR**

### **Consumer**

Angie Darling

R.R.# 1

Athens ON

K03 1E0

Phone: (613) 924-2092

### **Business**

John O'Brian

J & K Small Engines Sales and Services

R.R. # 1

Omeme ON

### **Summary of the Complaint**

In early January 1998, and further to an advertisement in the local newspaper, the complainant bought a used Coleman 5000 W generator for \$1100. The owner of the business told her that the generator was 2 years old. Upon returning home, she was told by a friend that her generator was in fact 4 years old. In addition, the generator worked for only three hours before malfunctioning. The complainant contacted the business again to tell them that the generator no longer worked. The business refused to repair it.

### **Result of Investigation**

The consumer told us that she was withdrawing her complaint since the insurance company had agreed to reimburse the cost of the generator.

## **Complaint GOUGE059.MCN**

### **Consumer**

Harold McNeely  
7093 Boundary Road  
Russell ON  
Phone: (613) 445-3779

### **Business**

Dickie Moore Equipment Limited  
1547 Triole Street  
Ottawa ON  
Phone: (613) 744-1212

### **Summary of the Complaint**

On January 10, 1998, the consumer bought a Winco 3000 W generator (model #15378D97). This generator contains a Briggs and Stratton 5 HP motor. He paid \$1523.75 tax included for his generator. He then noticed that a 10 HP generator was selling at Home Depot for less than \$1000. In addition, he complains of the waiting period at the store and the excessive delivery delay.

### **Result of Investigation**

We tried to reach the consumer nine (9) times without success. He does not have an answering machine, so we were unable to leave him a message.

Furthermore, in Quebec, this business has been investigated by the Office de la protection du consommateur and was able to justify the price increases for its generators during the ice storm. An Office representative told us that the agency was satisfied with the evidence provided by the business and deemed that there had been no unfair business practices.

## **Complaint GOUGE079.COO**

### **Consumer**

Fraser Cooper  
Box 111  
Vernon ON  
Phone: (613) 821-2826

### **Business**

Tom's Air Cooled Engine  
Vernon ON  
Phone: (613) 821-1060

### **Summary of the Complaint**

On January 8, 1998, the consumer bought a Kawasaki 2.9 kW generator for \$2587. He feels he paid too much for his generator.

### **Result of Investigation**

The manufacturer's suggested retail price for a Kawasaki generator is \$2200. Kawasaki customer service stated that since the retailer is not an authorized Kawasaki distributor, the consumer probably paid the suggested retail price. The complainant is satisfied with the explanations and decided to withdraw his complaint.

**Complaint GOUGE048.VAL****Consumer**

Christine Valliers  
R.R. # 1  
Glen Robertson (Ontario)  
K0B 1H0  
Tel.: (613) 874-2355

**Business**

Entrepôt Safe and Sound Storage  
Alain Giroux  
113 Main Street  
Alexandria (Ontario)  
Tel.: (613) 525-4910

**Summary of the Complaint**

On January 13, 1998, the consumer purchased a Generac 5500 generator for \$2895 plus taxes (see copy of invoice annexed) for which she needed to borrow \$3300 at 30% from Beneficial Finance. Furthermore, when the generator was delivered to her, one of the boxes carried a sticker with the price US \$895.50 marked on it.

**Results of Investigation**

We contacted Mr. Alain Giroux of Entrepôt Safe and Sound who claims that he was only acting as an intermediary between consumers and Mr. Clermont Rosa of Cornwall. He added that he was not paid any commission on the sales he made. He also stated that Mr. Rosa contacted him to find out if people in his area were in need of generators. Apparently, when Mr. Giroux indicated that this was in fact the case, Mr. Rosa suggested that Mr. Giroux serve as a go-between. Mr. Giroux only agreed to this as a public service.

We asked Ms. Monique Rosa of Clermont Rosa Concrete Foundations if she knew Mr. Alain Giroux. She explained to us that they had done business with Mr. Giroux during the ice storm; Mr. Giroux sold generators for Clermont Rosa.

As in the case of Mr. McMath (GOUGE023.MCM), we were unable to determine if the price the consumer paid can be justified, since representatives of Clermont Rosa Concrete Foundations would not provide us with proof of the costs they incurred to acquire the generators.

GLBNROBERTSON, ONT  
KOB 1H0  
1-613-874-2355

Jan 13/98

1- 5500 Amp Generator

28.95 <sup>00</sup>

GST

20265

\$3097.65

ENTRE POT SAFE AND SOUND STORAGE

ALAN GIBOX

525-4910

1/3

113 MAIN ST

ALEXANDRIA, ONT

KOC 1A0

**Complaint****Consumer**

Roch Lalande  
665 Concession Street  
Plantagenet (Ontario)  
K0B 1L0  
Tel.: (613) 673-4853

**Business**

Trudel Home Hardware  
100 Besserer  
Ottawa (Ontario)  
K1N 6A6  
Tel.: (613) 233-5601

**Summary of the Complaint**

On January 10, 1998, the consumer purchased a Mitsubishi GMA-1800 generator for \$1350 plus taxes (see copy of invoice annexed). He thinks this model usually sells for around \$600, and consequently feels that he overpaid for his generator.

**Results of Investigation**

We were unable to learn the manufacturer's suggested list price. No one seems to know that Mitsubishi makes generators for home use.

We contacted the business and spoke with Mr. Rob. Initially, he stated that his company does not sell Mitsubishi generators. However, upon checking with the clerk who sold the consumer the generator in question, he realized that he had indeed sold a Mitsubishi generator. He told us that he did not know the generator's list price and that he would follow up on our inquiry.

Therefore, we were unable to determine if the consumer paid too high a price for his generator. We suggested that he contact Mr. Rob, who is currently looking into his complaint, so that they might come to an agreement.

ATT: MAXIME BOUFFARD  
ASS. des consommateurs du Québec

RE: Génératrice  
Roch Lalande  
Plantagenet, ON  
613-673-4853

Voici la copie du reçu pour  
la génératrice achetée durant  
la panne d'électricité causée  
par le verglas.

Merci pour votre aide!

Roch Lalande

# TRUDEL HOME HARDWARE

100 BESSERER STREET  
OTTAWA, ONTARIO K1N6A6  
GST REG#: 105409460 PH: 2335601

TO	4 GENERATOR	
	1. EA @ 1,350.00	1,350.00
	SubTotal	1,350.00
	G.S.T.	94.50
	P.S.T.	108.00
	Total	1,552.50
	VISA	1,552.50

HOME Reg# 01 Emp# BR Tran# 89206  
01/10/98 5:15 pm Sale  
\*\*\*\*\*  
Print Receipt As Proof Of Purchase \*

**Complaint GOUGE076.HAR****Consumer**

Carl Harrison  
R.R. # 5 Pittston Road  
Spencerville (Ontario)  
Tel.: (613) 658-2556

**Business**

Home Hardware  
Spencerville (Ontario)  
Tel.: (613) 658-2004

**Summary of the Complaint**

On January 10, 1998, the consumer purchased a Makita G-5500R generator from Home Hardware for \$2469 plus taxes. The generator was defective, and despite the 30-day warranty, the business told him to get it repaired in Ottawa. The business finally sent an employee, who repaired the defective plug. The consumer also feels that he paid too high a price for his generator.

**Results of Investigation**

We checked with Makita and found the suggested list price for the generator purchased by the consumer to be \$2901. The generator in question is equipped with a Wisconsin-Robin motor. The consumer paid \$432 less than the list price.

Consequently, the consumer did not pay too high a price for his generator. Furthermore, according to the manufacturer, it is equipped with an excellent motor.



**Complaint GOUGE075.ONE****Consumer**

Eugene O'Connell  
563 Highway 34 South  
Alexandria (Ontario)  
Tel.: (613) 525-1866

**Business**

Home Hardware  
Alexandria (Ontario)  
Tel.: (613) 525-3151

**Summary of the Complaint**

On January 10, 1998, the consumer purchased a Honda EM-3500 generator for \$3000 plus taxes (see copy of invoice annexed). The consumer then shopped around and realized that he had paid a very high price for his generator. He could have purchased the same generator elsewhere for \$1800 to \$2300.

**Results of Investigation**

The manufacturer's suggested list price for a Honda EM3500 XK1C is \$2199 and the list price for a Honda EM3500SXKC is \$2429. We were unable to determine whether the consumer purchased the former or the latter model. Nevertheless, he paid between \$570 and \$800 more than the list price for his generator.

We contacted Home Hardware and spoke with the owner, Mr. Gilles Ménard. He said that he had sent two trucks to procure generators in Sault Ste-Marie, Sudbury and Cookstown (about 10 to 12 generators per load). He paid the manufacturer's suggested list price for most of the generators, as well as an additional \$150 for labour. He adjusted the prices of his generators to account for the additional costs incurred. Mr. Ménard sent us a copy of his invoice from Mr. Don Coffey, which shows that he indeed purchased a Honda EM3500 generator for \$2836.90 (see copy of the invoice annexed).

Given the information supplied by the business, it appears the consumer paid a high price for his generator, but one that is justified by the circumstances.

**Home**  
hardware  
building centre

JAN 10 / 98

EUGENE O'CONNELL

ALEXANDRIA, ON

1X GENERATOR EM3500

3000<sup>00</sup>

✓ AP

Tax 450

total 3450<sup>00</sup>

RECEIVED BY

17 JAN 1951

**Complaint GOUGE023.MCM****Consumer**

Blaine McMath  
R.R. # 1  
Cornwall (Ontario)  
K6H 5R5  
Tel.: (613) 931-2904

**Business**

Clermont Rosa Concrete Foundations  
Cornwall (Ontario)  
Tel.: (613) 938-0429  
Fax.: (613) 938-9812

**Summary of the Complaint**

On January 12, 1998, the consumer purchased a Generac 5500 XL generator for \$2895 plus tax (see copy of invoice annexed). It should be noted that of the two taxes, the consumer was only billed GST. The same model generator sells for \$1349 at Home Depot (see copy of excerpt from Home Depot catalogue annexed). On January 26, the consumer sought an explanation from the business at which time he spoke with Mr. Denis Rosa. He was told that last fall this model generator was selling for \$2200, and carried the same price at the beginning of the storm. But shouldn't the flood of generators onto the market at the beginning of the storm have resulted in lower prices? Sorry, too late, we already have your money; he was told. He was also told that the generators had been purchased in Detroit, Michigan. However, according to the consumer, a generator similar to his costs around CDN \$1400 in Michigan. Consequently, he believes he paid between \$1200 and \$1500 too much for his generator.

**Results of Investigation**

We were unable to determine the manufacturer's suggested list price for the generator in question. However the same generator sells for \$1349 at Home Depot. The consumer, then, paid \$1546 more than the Home Depot price.

Posing as a consumer, we contacted the business in question to check the current prices of their generators. The person with whom we spoke told us that they work in construction, and do not currently sell generators. However, during the storm, Generac 5500 XL generators were selling for \$2895. They acquired their generators in the US and had sold all the units they had.

We contacted the business in our official capacity and spoke with Ms. Monique Rosa and Mr. Denis Rosa. They explained to us that their profits from generator sales were somewhere

between 20% and 25%. The prices were high because they had to incur considerable costs (taxes, transportation and labour costs, exchange) to procure the generators in the US (Detroit, Michigan). They acquired around 100 generators in this way. Their aim was to help people during the ice storm. We asked them for details on prices paid for generators and other costs incurred. Subsequently, we received a call from Mr. Jacques Leduc, lawyer for the business who told us that his client did not have to supply the information requested.

Undoubtedly, the consumer paid a high price for his generator. However, our investigation was unable to determine whether or not it was justifiable.

GLENBLAIN FARM  
19054 PARAGON ROAD  
RR#1, CORNWALL, ONTARIO K6H 5R5  
613 931-2004  
FAX: 613 931-2004 EMAIL ACE402@GLEN-NET.CA

Cathy & Blain McMath  
GLENBLAIN FARM  
19054 Paragon Road  
RR#1, Cornwall, Ontario K6H 5R5

January 28, 1998

Veronique Grenair  
Consumers Affairs

**RE: Generator Overpricing during Ice Storm 98**

Dear Ms. Grenair:

Please find enclosed a copy of the original bill of sale for a Generac 5500XL generator which was purchased by us during the recent power outage in eastern Ontario. Also enclosed, is a copy of the Fall 1997 Home Depot catalogue which advertised the same make & model of generator for a price of \$1349.00. Assuming that this would be the normal price for this generator in Canada, we feel that we have been taken advantage of at a very vulnerable time.

We needed the generator in order to water our herd of Holstein dairy cattle during the power outage. We bought it out of desperation.

On Monday, January 26, 1998 I spoke with Dennis Rosa, a brother to Clermont Rosa the guy that sold us this machine because I felt that we had been taken advantage of. His response was: Last fall a generator like this would have cost \$2200, and would have still cost the same at the beginning of the storm, but once the storm was here all the companies flooded the market with generators, thus putting the price down. But sorry, we have your money and its too late!!!

We still feel this is not the case, this is just an excuse because on Monday January 12, 1998 I called a Home Depot in Albany New York and was quoted a price of \$994.00 American dollars plus taxes; which still would only be about \$1441 Canadian with a 45% exchange rate. The story had been that Mr. Rosa had purchased these machines in Detroit, Michigan USA, so the price in Michigan should be about the same price as in New York state. If this is correct it appears that we were overcharged by \$1200 to \$1500. This is what upsets us.

If you need any further information please do not hesitate to contact me.

Sincerely,



Cathy & Blain McMath

2 enclosures

ITEM NO.	QUANTITY	UNIT	DESCRIPTION	QST	PST	UNIT PRICE	AMOUNT
1			Generator 5500 k			2875.00	
						20.65	
						<u>3077.65</u>	
<p> <i>PAID by cheque #916</i>  <i>\$3075.00</i>  <i>Balance to be paid</i>  <i>AMT #18</i>  <i>Balance \$20.65</i>  <i>Balance Pd 20.65</i>  <i>By ch #917.</i> </p>							
COMMENTS						TOTAL $\Delta$	

# We're Your Source for Generators

**Coleman® Powermate**

THAT'S ONLY  
**\$19**  
PER MONTH

**\$598**

**GENERATOR  
BATTERY BOOSTER**

THAT'S ONLY  
**\$19**  
PER MONTH

**\$598**

**PULSE 1850  
GENERATOR**

- Lightweight, portable power
- Dependable 4 cycle Briggs & Stratton engine
- 1850 Watts surge, 1500 watts rated PCD401850 (413872)

THAT'S ONLY  
**\$19**  
PER MONTH

**\$95**

**MAXIMA 3000 WATT  
GENERATOR**

- 5.5 HP Tecumseh overhead valve engine
- Three-quart fuel tank for up to 2 hours of operation at 50% load
- Two 120 volt AC outlets with circuit breakers to protect from overload. PCD523001 (402894)

ONE YEAR  
LIMITED  
WARRANTY

THAT'S ONLY  
**\$25**  
PER MONTH

**\$896**

**5000 WATT  
POWERBASE  
GENERATOR**

- 11 HP, 4 cycle Briggs & Stratton engine, 5 gallon tank
- 6250 watts surge
- Optional electric start PCD545305 (402898)

ONE YEAR  
LIMITED  
WARRANTY

**GENERAC**

THAT'S ONLY  
**\$28**  
PER MONTH

**\$998**

**4000XL EXTENDED LIFE GENERATOR**

- 4,000 running watts / 5,000 max. watts
- Auto idle control

3871 (402247)

THAT'S ONLY  
**\$38**  
PER MONTH

**\$349**

**5500XL GENERATOR**

- 5500 watts / 6875 surge watts
- 11HP overhead valve industrial engine

9885 (423329)

THAT'S ONLY  
**\$40**  
PER MONTH

**\$597**

**6500XL EXTENDED LIFE GENERATOR**

- Overhead valve engine
- Full pressure lube with pressure off shut down
- Auto idle control

9893 (402248)



**Complaint GOUGE035/040.POU****Consumer**

Marcel Poulin  
R.R. # 2  
Brockville ON  
K2V 5T2  
Tel.: (613) 926-2036

**Business**

Honda Dealer  
Highway 2  
Brockville ON  
Tel.: (613) 342-5630

**Summary of the Complaint**

Mr. Poulin bought a generator for which he believes he paid too much. On February 9, he decided to withdraw his complaint.

**Result of Investigation**

As the consumer decided to withdraw his complaint, we did not investigate further.

**Complaint GOUGE063.CAN****Consumer**

Michel Canaff  
2280, route 201  
Ormstown QC  
Tel.: (514) 829-2561

**Business**

Pièces d'autos H.D.  
84, rue Châteauguay  
Huntingdon QC  
Tel.: (514) 264-6173

**Summary of the Complaint**

On January 9, 1998, the consumer bought a Homelite LRE 5500 watt generator for \$2300 plus taxes (see copy of invoice annexed). According to the consumer, the manufacturer's suggested retail price is \$1435. On this basis, he feels that he paid too much for his generator.

**Result of Investigation**

According to our information, the manufacturer's suggested retail price for the Homelite LRE 5500 is \$ 1545. Therefore, the consumer paid \$735 more than the suggested retail price of his generator.

We contacted the business and spoke with the owner, Mr. Harvey. He explained to us that he traveled to Toronto to get his generators, and that his profit margin was between 20 and 25%. He justified the price of his generators on the basis that he had to pay taxes, transport costs and a commission, then add a markup. He also added that the consumers were free to purchase the generators or not to, and that he had not pressured them in any way. Finally, he stated that he did not have to provide us with proof of this explanation.

The consumer has sent the business a demand letter and wishes to file a claim in small claims court if the situation is not resolved to his satisfaction. It will then be up to the judge to decide whether or not the business possesses valid justification for the price charged.




Date trans. M J	Date inscr. M J	N° réf.	Description	Montant
			CARTE : 5191 4046 0530 6267	
12/22	01/06	1	PETROLES CREVIER #3285 ORMSTOWN CAN	28.00
01/09	01/12	2	H D SUPER SPORT HUNTINGDON CAN	500.00
01/11	01/12	3	H D SUPER SPORT HUNTINGDON CAN	645.58
01/28	01/28	4	PAIEMENT RECU - MERCI	200.00CR
02/04	02/04	5	INTERET ACHATS @ 18.40000%	7.97
EN TANT QUE CLIENT PRIVILEGIE DE MASTERCARD, VOTRE LIMITE DE CREDIT A ETE AUGMENTEE. SI VOUS NE LA DESIREZ PAS, SVP APPELER AU NUMERO DE SERVICE A LA CLIENTELE OU POUR INTERURBAIN 1-800-263-2263.  L'ENIGME DES REER EST RESOLUE A B DE M. PASSEZ A L'UNE DE NOS SUCC. ET RENSEIGNEZ-VOUS SUR NOTRE PRET REER INSTANTANE AU TAUX PREFERENTIEL, SUR NOS FONDS M ET NOS CPG. VISITEZ WWW.BMO.COM/FRENCH/REER				

Solde précédent	319.34
Achats	3,173.58
Avances d'espèces	
Intérêt	7.97
Frais	
Débits de correction	
Autre	
Paiements	200.00CR
Crédits de correction	
Autre	
Nouveau solde \$	3,300.89
Montant en souffrance	0.00
Paiement minimal	200.89
Limite de crédit	3,100.00
Crédit disponible	0.00
Montant versé \$	

**Renseignements sur l'intérêt**

Les frais d'intérêt inscrits sur le relevé s'appliquent aux transactions figurant sur :

	Le relevé actuel	Le relevé du mois dernier	Des relevés précédents	Total des frais d'intérêt	Taux d'intérêt prochain relevé	Annuel %	Quotidien
Avances d'espèces	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	18.40000		0.05041
Achats et autres	0.00	7.97	0.00	7.97	18.40000		0.05041

 **Sommaire des milles.**  
**AIR MILES<sup>®</sup> MasterCard**

Milles aériens accumulés  
ajouts ou rajustements **79CR**

Veuillez adresser toute question écrite à :

MASTERCARD C.P. 6044, SUCC CENTRE-VILLE  
 MONTREAL PQ H3C3X2

Veuillez signaler toute écriture ne concordant pas avec vos dossiers dans les 30 jours qui suivent la réception du relevé. Détachez ce feuillet, joignez-le à votre paiement.

Appels sans frais  
Canada et E.-U.  
 1-800-361-3361  
 1-800-263-2263  
 Appareil téléphonique (pour malentendants) - (514) 877-699

Cartes perdues ou volées - (514) 877-861  
 Service à la clientèle - 1-800-263-226  
 Appareil téléphonique (pour malentendants) - (514) 877-699

*le nom figurant sur ce relevé est celui de mon épouse*

*M. Caron*

5191 4046 0530 6267

Do not write above this line. Ne rien écrire au-dessus de cette ligne.

VALLIERES

010998 5993289

Signature *[Signature]*

Bank of Montreal

**Complaint GOUGE077.COD****Consumer**

Gary Code  
R.R. # 2  
Brockville ON  
Tel.: (613) 926-2907

**Business**

Genrep Ltd.  
25 Capital Drive  
Nepean ON  
Tel.: (613) 225-9244

**Summary of the Complaint**

The person bringing the complaint bought a Winco 5000 W generator equipped with a Honda engine for which he paid \$2600 plus taxes (see copy of invoice annexed). He believes he was taken advantage of, since he saw a better quality Honda generator selling for \$1795.

**Result of Investigation**

We spoke with the General Manager, Mr. Mark Anderson. He explained to us that he had to spend \$2000 to purchase the generator in question, excluding transport and handling costs. He said that on receiving a written request, he would supply us with proof to this effect. As agreed, we sent him a written request (see copy of letter annexed). Mr. Anderson then sent us a Winco price list (see copy of price list annexed), stating that he had had to pay the suggested list price since he is not an authorized Winco distributor. Nevertheless, we asked him for a proof of purchase to prove his assertions. He told us that it would be forthcoming. To date, we have not received anything.

02/10/98 17:27 FAX 613 342 2500

ROCKWAY PONTIAC

001



# GENREP LTD

GENERATOR REPAIR SERVICES

SERVICE DE RÉPARATION DE GROUPE ÉLECTROGÈNE

25 Capital Dr., North, Ont. K2G 0E7

Tel: (613) 225-0244 Fax: (613) 225-4890

Distributeur

## KOHLER POWER SYSTEMS

Distributor

S  
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Harry Cooke  
Rt 2 Brockville  
146 V ST 2

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PARTS • SALES • SERVICE • RENTALS • CONSULTING • REPAIRS

PIECES • VENTES • SERVICE • LOCATION • CONSULTATION • REPARATIONS

DATE	TERMS CONDITIONS	PAY. LIC. NO. OR TAX ID NO.	ORDER NO. NO. COMMANDE	G.S.T. NO. NO. LRS	INVOICE NO. NO. FACTURE
01-11-98	VISA			R122108962	SAL

DESCRIPTION	AMOUNT MONTANT
-------------	-------------------

One Wimco 5000 WATTS Genset

2,600.00

VISA # 4551-198-948-380  
10/99

~~HALF OTO VISA~~

PAID ONLINE CF  
CREDIT CHEQUE  
A-K

ATTN: MAXIME

182.00  
208.00

PLEASE PAY THIS INVOICE.  
NO STATEMENT WILL BE ISSUED

S.V.P. PAYEZ CETTE FACTURE.  
AUCUN ÉTAT DE COMPTE SERA ENVOYÉ.

TOTAL

2,490.00



## ASSOCIATION DES CONSOMMATEURS DU QUÉBEC INC.

3120 RUE MASSON, BUREAU 101, MONTRÉAL, (Qc) H1Y 1X8  
TÉLÉPHONE: (514) 376-8517 • TÉLÉCOPIEUR: (514) 376-1029

Montréal, february 17, 1998.

M. Mark Anderson  
General Manager  
Genrep ltd  
25 Capital Drive, Ontario  
613-225-9244

Maxime Bouffard  
Québec's Consumers Association

Subject: Information request on generators prices.

M. Anderson

As we spoke earlier today, I'm sending you a request for informations. I would need you to send me a proof of the prices you paid for the 5000W Winco generators, (shipping and handling too, if it raised the prices).

I'm expecting these informations for Thursday, as you told me before.

Thank you for your cooperation.

Maxime Bouffard.

# Genrep Ltd.

## Fax

**Name :** Maxine Bouffard  
**Organization:** Association des Consommateurs Du Quebec  
**Fax:** 514-376-1029  
**Phone:** 514-376-8517  
**Subject:** Your request for Generator Price Verification.  
**Pages:** 2, including this cover sheet.

**Date:** Feb 17/98

After I got off the phone from you where I confirmed verbally that the Price we paid for the generators was above the 1400 dollars you told me you were quoted by Winco I called them right away and I am enclosing their price list for you. I believe where you are running into problems is in the fact the price list is in US dollars and you have not taken into account the exchange rate let alone the transportation.

After you review this list please give me a call to verify you are satisfied. Or if you need more information,

From the desk of...

Mark Anderson  
General Manager  
25 Capital Dr.  
Napier, Ontario K2G 0E7  
813-225-0244  
Fax: 813-225-4800



FEB-17-1998 12:06

WINCO LECENTER

15073574057 P.01/01

**DYNA<sup>by</sup> WINCO****PRICES  
EFFECTIVE 1998  
JANUARY 1,****Portable Consumer Generators**

Refer to the Accessory Availability column in the price chart to determine the accessories that are available for each model. The H and C on the end of model designation indicate: 'H' = Honda engine, 'E' = 12v Electric Start. \* Motor Starting Ability based on Code 'D' rating # CSA (Canadian Standards Association) Approval. \*\* Price includes brokerage fees to Canada. ALL PRICES ARE IN US DOLLARS

**60 CYCLE UNITS 120 or 120/240 Volts (Freight Class 70)**

Model Designation	Power Rating Max./Cont.	Output Voltage	*Motor Starting	Engine Make/Type/hp	Accessory Availability	Shipping Weight	US List Price for Canada	US List Price
# D3000	3000/2500	120	1.0 hp	B&S/Std./5	D	90 lbs.	\$620	\$691
# D3000H	3000/2300	120	.75 hp	Honda/GC160/5	D	90 lbs.	\$835	\$799
# D4500	4500/4000	120/240	1.5 hp	B&S/Std./8	A,D,E	128 lbs.	\$783	\$747
# D6000H	6000/4500	120/240	1.5 hp	Honda/OHV/9	A,D,E	148 lbs.	\$1,380	\$1,234
# DL4500	4500/4000	120/240	1.5 hp	B&S/Std./8	A,D,F	150 lbs.	\$916	\$879
# DL4500E	4500/4000	120/240	1.5 hp	B&S/Std./8	A,D,E	150 lbs.	\$1,022	\$986
# DL6000H	6000/4500	120/240	1.5 hp	Honda/OHV/9	A,D,E	150 lbs.	\$1,424	\$1,372
DL6000	6000/5500	120/240	2.0 hp	B&S/Std./11	B,C,D,E	200 lbs.	\$1,194	\$1,168
DL6000E	6000/5500	120/240	2.0 hp	B&S/Std./11	B,C,D,E	205 lbs.	\$1,308	\$1,257
DL6000H	6000/5500	120/240	2.0 hp	Honda/OHV/11	B,C,D,E	205 lbs.	\$1,636	\$1,584
DL6000IE	6000/5500	120/240	2.0 hp	Honda/OHV/11	B,C,D,E	210 lbs.	\$1,847	\$1,795
# DL9000E	9000/8000	120/240	4.0 hp	B&S Van/OHV/16	B,C,D,E	248 lbs.	\$2,292	\$2,240

**HOME POWER<sup>®</sup> by****WINCO****TRI-FUELED PORTABLE GENERATORS****60 CYCLE UNITS 120/240 Volts (Freight Class 70)**

Model Designation	Power Rating Max./Cont. (gasoline)	Output Voltage	*Motor Starting	Engine Make/Type/hp	Accessory Availability	Shipping Weight	US List Price for Canada	US List Price
HP68000E	Contact Factory For Details							
HP59000E	9000/8000	120/240	4.0 hp	B&S Van/OHV/16	B,C,D,E,F	262 lbs.	\$2,640	\$2,480

**GENERATOR ACCESSORIES**

Code	Description (Specify Model When Ordering)	US List Price
A	Two-Wheel Dolly Kit 4.5kW - 5.5 kW (34 lbs)	\$ 142
B	Two-Wheel Dolly Kit 6kW - 9.5 kW (34 lbs)	\$ 142
C	Four-Wheel Dolly Kit 6 kW - 9.5 kW (40 lbs)	\$ 183
D	Generator Cover	\$ 68
E	Emergency Transfer Service 80/80 Amp.	\$226
F	Low Pressure Fuel Gas Valve 12VDC	\$130

**DISPLAY UNITS**

Units	L x W x H	US List Price
Dyna Display Rack	22 x 38 x 81	\$193
Winco Display Rack	22 x 38 x 81	\$193

**PROMOTION ITEMS**

Description	US Net Price
Winco T-Shirts	\$5.95
Winco Caps	\$7.50
Winco Key Chains	\$1.85

All prices are F.O.B. Le Center, Minnesota, 55067. All invoices are issued in U.S. Dollars and at net prices. Payment terms are net 30 days from the date of invoice. Price in effect at time of order is for immediate shipment. All claims for damage or shortage are the responsibility of the carrier and must be filed with same. All returns must have prior approval in writing from Winco, Inc. and be returned freight prepaid. A restock charge of 16% applies to all returned merchandise.

7811-12

Post-It Fax Note	7671	Date	2-17	Page	1
To	Mark Anderson	From	Elise		
Co./Dept.	Gen-Rep Limited	Co.	Winco		
Phone #		Phone #			
Fax #	613-225-4690	Fax #	507-357-4857		

Winco, Inc. (507) 357-8821

TOTAL P.01

**Complaint GOUGE064.JOD****Consumer**

Jérôme R. Jodoin  
6543, Michelangelo Court  
North Gore (Ontario)  
K0A 2T0  
Tel.: (613) 489-2633

**Business**

Golden Dell Farms  
Harold E. Crawford & Sons  
R.R. # 3  
Richmond (Ontario)  
Tel.: (613) 838-2928

**Summary of the Complaint**

On January 10, 1998, the consumer purchased a Honda EZ 3500 generator at a cost of \$3500 plus taxes (he will be mailing us a copy of the invoice). He later learned that this type of generator normally sells for \$2100. He therefore believes that he paid too much for his generator.

**Result of Investigation**

The manufacturer's suggested list price for the Honda EZ 3500 generator is \$1579.

We contacted the business, which no longer sells generators, and spoke with Mr. Crawford's son. He said that he had not forced anyone to buy his generators at gunpoint, and that the selling price was reasonable given the circumstances and the urgency of the buyers to protect their most precious possessions. He further stated that he would not provide us with any document to justify the price charged to Mr. Jodoin for his generator. He further stated that he would only provide such proof in court, if need be. He then hung up on us.

The consumer paid \$1921 more than the manufacturer's suggested list price. Given the business's comments, the consumer will need to file a motion in small claims court to determine whether or not the business can justify this substantial price difference.

# GOLDEN DELL FARMS LTD.

Harold E. Crawford & Sons



RETAIL SALES  
AGREEMENT

Nº 001510

WE BUY, SELL AND TRADE NEW AND USED MACHINERY

R.R. 3, RICHMOND, ONTARIO K0A 2Z0

TEL: (613) 838-2928 - Fax: (613) 838-3018

Date Jan 10/98  
Bus. Tel. \_\_\_\_\_  
Res. Tel. \_\_\_\_\_

Purchaser's Business Name S.P. Services

Purchaser's Name 6543 Michael Angelo C.R.

Address \_\_\_\_\_

G.S.T. #0102134335

## DESCRIPTION OF EQUIPMENT PURCHASED

QTY.	MANUFACTURER / TYPE OF EQUIPMENT	SERIAL NUMBER	PURCHASE PRICE
1/2	1004504		3500-
1-	Honda EZ 350 generator		/
	Picked up		

OPTIONAL EQUIPMENT

TOTAL

## DESCRIPTION OF TRADE-IN

TOTAL  
PURCHASE PRICE

QTY.	DESCRIPTION	SERIAL NUMBER	TRADE-IN VALUE	TOTAL TRADE-IN
				ADJUSTMENTS (EXPLAIN)
				SUB TOTAL

OPTIONAL EQUIPMENT

G.S.T.

245.

TOTAL

I DECLARE THE ABOVE TO BE FREE

OF LIENS AND ENCUMBRANCES YES ( ) NO ( ) Signature \_\_\_\_\_

P.S.T.

280 -

All equipment sold as is, no warranty  
unless expressed in writing.

Signature \_\_\_\_\_

LESS DEPOSIT

BALANCE DUE

4025<sup>2</sup>

I hereby declare my indebtedness in the amount of \$ \_\_\_\_\_ to be  
paid by the date of \_\_\_\_\_. In the event of non-  
payment by the above date I understand that you can seize the above  
described farm implement and hold until amount is paid in full.

I hereby certify that I am engaged in the business of farming and that the  
goods shown on this invoice will be used exclusively in the conduct of that  
business.

Signature \_\_\_\_\_

Date \_\_\_\_\_

THE PURCHASER ACKNOWLEDGES THE ABOVE EXECUTED PURCHASE ORDER

**Complaint GOUGE042/008.WEI****Consumer**

Mardy Weigenberg  
170, Braeside  
Dollard-Des-Ormeaux (Québec)  
H9A 2B3  
Tel.: (514) 733-6469

**Business**

Dickie Moore  
Chemin Cote St-François  
St-Laurent (Québec)  
Tel.: (415) 333-1212

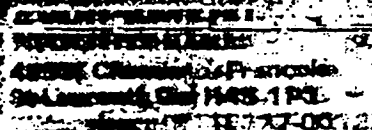
**Summary of the Complaint**

On January 9, 1998, the consumer purchased two (2) Honda EZ 5000 watt generators at a cost of \$2100 each (see copy of invoice annexed). He states that the same generator sells for \$1524 in Toronto. For this reason, he believes that he paid too high a price for his generators.

**Result of Investigation**

The manufacturer's suggested list price for the Honda EZ 5000 watt generator is \$1799. Consequently, the consumer paid about \$300 more than the list price.

We spoke with Mr. Guy Gaudreau, manager of Dickie Moore. He said that during the ice storm, the prices for his generators were 10% higher than normal since he acquired them from a dealer in Toronto and transportation costs were higher. The business provided the Consumer Protection Bureau with proof to that effect. A Bureau representative told us that the organization was satisfied with the proofs provided by the business and concluded that no price gouging had occurred.



TEL: 1-800-383-4958

**VENTES - SERVICE**

[illegible]

L'ÉQUIPEMENT VENDU COMAINT COMPARAÎTRE FAUTE DE SUFFISAMMENT RÉGULIÈREMENT  
AUSSE LONGTEMPS QU'IL N'EST PAS ENTièrement PAYE.

L'ÉQUIPEMENT DOIT ÊTRE RETOURNÉ PROPRE OU DES FRAIS ADDITIONNELS SERONT APPLIQUÉS

TPS-5 RI 37508

TVQ.

## CONTRAT DE LOCATION

J'AI LU ET J'ACCEPTE TOUTS LES TERMES ET CONDITIONS DECRITS AU VERSO DE CE CONTRAT DE LOCATION. JE RECONNAIS AVOIR RECUE EN BON ET ENT. LA COPIE DU PRESENT CONTRAT. SI AUTRE QUE LE LOCATAIRE, LE SIGNATAIRE EST UN AGENT, IL DOIT S'EN LEVER POUR...

## Complaint GOUGE062.DOW

### Consumer

M. Lynn Dowser  
Box 77  
Metcalf (Ontario)  
Tel.: (613) 821-2236

### Business

Location Dickie Moore  
Yvan Deschênes, Manager  
1547 rue Triole  
Ottawa (Ontario)  
Tel.: (613) 744-1212

### Summary of the Complaint

On January 11, 1998, the consumer purchased a Winco generator with a 3000 watt Honda motor at a cost of \$1895 plus taxes. He states that over the telephone, the business had promised him a Honda generator, whereas his invoice states "Winco generator with a Honda motor". Only later did the consumer understand the meaning of these terms when he contacted a Honda representative in Toronto. He then realized that he had not purchased a Honda generator, but a Winco generator with a Honda motor.

Furthermore, the consumer had been told that on delivery, the business would put gas and oil in the generator and would demonstrate its operation, which was not done. He inquired as to whether the generator could be returned if it was not powerful enough to meet his needs. The business stated that since the sale was final, it could not be returned. The consumer did not use the generator immediately since power to his residence was reconnected. A week later, he tried without success to use the generator to empty his basement, since it would not start. Even an army mechanic was unable to start it. At this point, the consumer contacted the business and explained that the generator did not work, and that he had learned that it was not in fact a Honda generator as promised over the phone.

### Result of Investigation

We contacted Dickie Moore and spoke with the manager, Mr. Yvan Deschênes. He states that he never promised his customers Honda generators, and that they were all pre-informed that their generators would have either Honda or Briggs and Stratton motors [Note du traducteur: voir errerur dans le français]. He states that he started all generators sold and provided information on their proper operation, which the consumer denies. He also states that the type of generator and motor were marked on the bill prior to customer payment. He proposes that the customer bring the generator back for inspection, and offers to refund the purchase if a major defect is found.

We suggested to the consumer that he return the generator to the business for inspection and attempt to reach an agreement with the business.

**Complaint GOUGE033.FIT****Consumer**

Janet Fitzpatrick  
R.R. # 2  
Merrickville (Ontario)  
K0G 1N0  
Tel.: (613) 269-4672

**Business**

Genrep Limited  
25 Capital Drive  
Nepean (Ontario)  
Tel.: (613) 225-9244

**Summary of the Complaint**

From June 17 to June 19, 1998, the consumer rented a 3500 watt generator at a cost of \$75 per day for a total of \$225 plus taxes. Her insurance company claims that the normal rate for rental of a generator is around \$40 per day, and refuses to compensate her for a higher amount. Consequently, she believes she paid too much for the generator rental.

**Result of Investigation**

On checking with a rental company, Locations d'outils Yves Thériault, we found that generator rental rates seem to vary according to the intended use of the renter. Rates vary anywhere between \$35 and \$90 per day for the same generator depending on whether it will be used for 4 hours or 24 hours per day.

We contacted the rental company in question. We were told that the intended number of hours of daily use along with the generator's condition and its point of origin were all factors that influence rental rates. In Ms. Fitzpatrick's case, the business had to incur additional costs to acquire the 3500 watt generator elsewhere.

We told Ms. Fitzpatrick that the rental price paid seemed reasonable given what she used it for. She will negotiate an agreement with her insurer.



**Complaint GOUGE015.BAU****Consumer**

Margaret Bauer  
R.R. # 3 - 8540, Franktown  
Ashton (Ontario)  
K0A 1B0  
Tel.: (613) 838-2018

**Business**

Harold Crawford, Golden Dell Farm Ltd.  
2528, Century Road  
Richmond (Ontario)  
Tel.: (613) 838-2928

**Summary of the Complaint**

On January 9, 1998, the consumer purchased a Homelite LRI 2500 watt generator from the business in question, paying \$2750 plus taxes (see copy of invoice annexed). The business asked her to pay in advance, as it claimed to be giving her a very good price. Normally, this business deals in farm machinery and does not sell generators. After purchasing her generator, she learned that it normally sells for around \$1145. Furthermore, no instruction manual was included with her generator and no one at the company would explain its operation to her. She finally obtained information from a plumber who explained that, among other things, she needed to add oil for her generator to function properly. The consumer feels that she paid a very high price for her generator, and that she did not receive any customer service. The consumer also stated that a shipment of ten (10) generators was apparently delivered to Golden Dell Farm, and that the business apparently supplied its name and telephone number to the fire station so that they could advise the public that it had become a generator supplier during the storm.

**Result of Investigation**

The manufacturer's suggested list price for a Homelite LRI 2500 watt generator is \$1145. Consequently, the consumer paid \$1605 more than the list price.

We contacted the business and spoke with one of Mr. Crawford's sons, who did not identify himself. He stated that he no longer sells generators. He further added that he hadn't sold the consumer the generator with a gun to her head, that she was over 21, and that if she didn't want to buy the generator at the selling price, she was free to shop around and buy elsewhere. He stated that his father apparently sold Ms. Bauer his own generator, that he did not wish to sell it, and that he would have gladly kept it to supply his family and neighbors with power. He added that given the circumstances in which families found themselves during the crisis, \$3000 for a generator was not an excessive amount to pay to save one's basement or animals. He stated that proof of costs incurred to justify the high price of his generators would only be provided in court.

We related the business's explanation to the consumer, who wishes to file a claim in small claims court.

# GOLDEN DELL FARMS LTD.

Harold E. Crawford & Sons



Policy # 916-3402

# RETAIL SALES AGREEMENT

№ 001507

WE BUY, SELL AND TRADE NEW AND USED MACHINERY

R.R. 3, RICHMOND, ONTARIO K0A 2Z0

**Tel.: (613) 838-2928 – Fax: (613) 838-3018**

ପ୍ରଶ୍ନ

Ques. 124

Res. Tel.

Purchaser's Business Name

Purchaser's Name

**Address**

G.S.T. #C... 134335

### DESCRIPTION OF EQUIPMENT PURCHASED

QTY.	MANUFACTURER / TYPE OF EQUIPMENT	SERIAL NUMBER	PURCHASE PRICE
1-	Home life Generator -		\$2850
	Picked up.		

### OPTIONAL EQUIPMENT

### DESCRIPTION OF TRADE-IN

QTY.	DESCRIPTION	SERIAL NUMBER	TRADE-IN VALUE	TOTAL TRADE-IN
				ADJUSTMENTS (EXPLAIN)
				SUB TOTAL

### OPTIONAL EQUIPMENT

TOTAL			
I DECLARE THE ABOVE TO BE FREE OF LIENS AND ENCUMBRANCES YES ( ) NO ( ) Signature _____		P.S.T.	220 -
All equipment sold as is, no warranty unless expressed in writing. Signature _____		LESS DEPOSIT	
		BALANCE DUE	3162.50

I hereby declare my indebtedness in the amount of \$            to be paid by the date of           . In the event of non-payment by the above date I understand that you can seize the above described farm implement and hold until amount is paid in full.

I hereby certify that I am engaged in the business of farming and that the goods shown on this invoice will be used exclusively in the conduct of that business.

**Signatur:**

Date \_\_\_\_\_

THE PURCHASER ACKNOWLEDGES THE ABOVE EXECUTED PURCHASE ORDER

**Complaint GOUGE051.PRE****Consumer**

Joan Pretty  
R.R. # 2  
Lanark (Ontario)  
Tel.: (613) 256-2587

**Business**

GPM Sales and Service  
331 White Wood Avenue  
New Liskeard (Ontario)  
P0J 1P0  
Tel.: (705) 647-7655

**Summary of the Complaint**

On January 12, 1998, the consumer purchased a Yamaha EF-2600 watt generator for \$1800 plus taxes (see copy of invoice annexed), which turned out not to be powerful enough for her needs. On January 14, the consumer approached the business in view of returning it, since she had been promised that it would be powerful enough. The seller refused to take it back, instead proposing to increase the generator's power. On January 19, she contacted the business again, and was told what she had been told on January 14, and also offered a 6000 watt generator for \$4000 more. The consumer finally returned the generator to the business, which called her back to tell her that her generator's power could be increased. She was subsequently unable to use her telephone which was out of commission. She then borrowed \$1049 from her neighbor to buy a Honda 3500 generator from another business. GMP did not refund the consumer's purchase and still has the Yamaha EF-2600 generator in its possession.

**Result of Investigation**

We contacted the business which states that it offered to take back the generator before it was used by the consumer. She apparently refused, as she was in need of it. It was not until five or six days later that Ms. Pretty called back to try to return the generator. At that time, they apparently offered to exchange her generator (which by that time they considered used) for another, more powerful used generator, paying the price difference (the more powerful, used generator was selling at the price of a new one). It also offered to pay the transportation costs to make the exchange. According to the business, the consumer thereupon accepted the agreement. On Wednesday, it went to pick up the generator at the consumer's home. Even though it had already ordered the other generator (used one week) the consumer decided not to honour the agreement, and instead asked for a refund. To resolve the problem, the business proposes selling the generator and giving her the proceeds from the sale.

Furthermore, the business states that it paid around \$1450 for the Yamaha EF-2600 generator, since supply problems during the crisis forced it to purchase it from another retailer. The manufacturer's suggested list price for this type of model is \$1529. We related the business's explanation as well as its offer of settlement to the consumer. She refused the offer, adding that she wished to have a full refund. She pointed out that she only used the generator for four (4) hours. She says that Visa (she paid for her generator on her credit card) is currently investigating, and following this investigation, she will decide whether or not to take legal action against the business.

G.P.M. SALES AND SERVICES  
331 WHITEWOOD AVE.  
C.P. 1927 NEW LISKEARD, ONT.  
POJ 1PO  
TEL : 647-7655 / FAX : 647-3756

102223

3 - Sold to

NO CLIENT - CONFIDENTIAL

**00000**

W13-830-2550

## GENERATOR

Expédié à - Shipped to

IONEL PRETTY

 $\lambda, R \neq 2$ 

L10 / CONC.7

Lanark ON

KOG, Kd'

F.V.B.

F. I. B.

POINT D'EXPORTATION/SHIPPING POINT

**IMPORTANT** ▶ Aucun retour de marchandises sans notre autorisation. 25% de frais de manutention pour marchandises retournées. Les réclamations doivent être formulées dans les 10 jours suivant la date de réception de la marchandise.

No returns accepted without our authorization. 25% handling charges on all goods returned. Claims must be made within 10 days from date of receipt of goods.

**INVOICE**

TDC/CST NO. 82770271091

INVOICE

**Complaint GOUG055.DUL****Consumer**

Gaétan Dulude  
169, rang St-André  
St-Jacques le Mineur (Québec)  
J0J 1Z0  
Tel.: (514) 656-1731

**Business**

Sodifer Inc.  
16, rang St-André  
Napierville (Québec)  
J0J 1L0  
Tel.: (514) 245-0207

**Summary of the Complaint**

On January 14, 1998, the consumer purchased a Coleman Powerhouse 5000 watt generator (tag 3331) for \$2800 plus taxes (see copy of invoice annexed). He suspects that the retailer sold between 300 and 600 of these generators, profiting substantially from each sale. He believes that he overpaid for his generator.

**Result of Investigation**

We checked the manufacturer's suggested list price for the model in question, which we found to be \$1875. Consequently, the consumer paid \$925 over the suggested list price (\$2800 - \$1875 = \$925).

We contacted Mr. Daniel Garneau, sales representative for Sodifer Inc. He explained to us that the company had mistakenly overpriced its generators. He agreed to issue a refund of \$800 to the consumer, and has made a public call for all his customers to contact him for a refund.

**SODIFER INC. FACTURE-~~INVOICE~~**

**SODIFER INC.**  
16 rang St-André, Naplerville, PQ  
(514) 245-0207

JOJ 1LO (514) 245-0207

TPS 104 919 303.

TVQ 1001542491TQ0001FM

NOTRE NUMÉRO  
OUR NUMBER

732426

DATE \_\_\_\_\_

14-01-58

COMMANDE DU CLIENT  
CUSTOMER'S ORDER

VENDU A  
SOLD TO  
ADRESSE  
ADDRESS

Miss Albert Vain

1109. St. Andrew

1169 St. Andrew  
St. James - J. M. M. O.

LIVRE A  
SOLD TO  
ADRESSE  
ADDRESS

NO. D'ENREG. VENDEUR  
TAX REG. NO.

**VENDEUR  
SALESMAN**

F.A.B.  
F.O.B.

**CONDITIONS  
TERMS**

1 y12

**PRIX  
PRICE**

**MONTANT**  
**AMOUNT**

QUANTITY  
QUANTITY

### DESCRIPTION

1.

Generasi 5000 Kw  
Tg ~~3307~~ 33

ay ~~3307~~ 3331

TPS

TVQ

2800	00
------	----

196.00

224 70

₹	3230	70
---	------	----

Page 12

Handwritten scribbles and marks on lined paper.



## **Complaint GOUGE014.MCK**

### **Consumer**

Kevin Mckay  
5, Graham Lake Rd RR#  
Mallorytown (Ontario)  
K0E 1R0  
Phone: (home): (613) 923-5965  
Phone: (work): (613) 342-1997

### **Business**

Tom Miller  
Owner, Brampton Cycle Ltd  
2565, Steels Av. E unit 23  
Brampton (Ontario)  
Phone: (905) 791-4011

### **Summary of the Complaint**

The consumer contacted the business and asked whether it had Honda generators. He was told it did. His friend went to pick up the generator at the business and returned with an n.t. Power Products generator equipped with a Honda GX 160 motor. One feature of this generator model is that it does not have a frame. The purchase price of this generator was \$1600 plus tax (see copy of consumer's invoice annexed). The consumer used the generator, but he feels he paid too high a price for his generator.

### **Result of Investigation**

We contacted the business, posing as a consumer, and asked the price of its generators. The business described two models: The Honda EM 2500 selling for \$1499 (the retail price is \$1699) and the Honda EM 3500 for \$1979 (the retail price is \$2199).

We then officially contacted the business and talked to Mr. Tom Miller. He explained to us that he had purchased the generator in question for \$1250 from n.t. Power Equipment (see copy of manufacturer's invoice annexed). Mr. Miller also specified that he could not have promised the consumer a Honda generator since he was out of stock on these models the day the consumer called.

We also contacted the manufacturer, n.t. Power Equipment, who confirmed having sold n.t. Power Products 2500 generators to the business in question for the price of \$1200. By selling this generator to the consumer for \$1600, Mr. Miller realized a profit of about 28%.

The price paid by the consumer does not therefore constitute an abusive price under the circumstances.

Attention: Max  
Consumer Relations.

BRAMPTON CYCLE LTD.  
2000 Highway 10 East, Unit 10  
Brampton, Ontario L6Y 4G1  
(905) 871-4001 Fax (905) 871-7008

Tan Miller

DATE: 1/13/25  
INVOICE NO: 10000000000000000000  
CUST NO: 10000000000000000000  
CITY: 10000000000000000000

PAID BY: CASH PAID OUT: CASH REF: CASH

QTY	DESCRIPTION	PRICE	AMOUNT
1	10000000000000000000		
2	10000000000000000000		
3	10000000000000000000		
4	10000000000000000000		
5	10000000000000000000		
6	10000000000000000000		
7	10000000000000000000		
8	10000000000000000000		
9	10000000000000000000		
10	10000000000000000000		
11	10000000000000000000		
12	10000000000000000000		
13	10000000000000000000		
SPECIAL INSTRUCTIONS:		SUBTOTAL	10000000000000000000
		GST	10000000000000000000
		GPST	10000000000000000000
		TOTAL	10000000000000000000

RECEIVED BY: [Signature]  
DATE: 1/13/25

**n.t. POWER EQUIPMENT**

750, OAKDALE RD. #32, TORONTO, ONTARIO M3N 2Z4

Telephone 416 740 3874

Fax 416 740 2878

Page 416 331 4275

13 Jan  
98.

INVOICE TO BRAMPTON CYCLE

4 Pc

SOLD TO KIM THOMPSON 4 X 5500 WT GENERATOR ✓ \$1850.00 EACH +GST

7400.00

S/N

ENG #2717279, 2758085, 2758084, 2758061.

CARAME

MODEL : HONDA NT5500

1 X 2.50 WT GENERATOR ✓

\$ 1250.00 +GST

1 Pc S/N ENG # 3906683

MODEL : HONDA NT 2500

TOTAL \$9255.5 [GST IS \$605.50]

add to stock

ATTN: MAXIME  
BOUSSARD.FROM TOM MILLER  
BRAMPTON CYCLE

T.M.

5 Pc.

1/13/98

POSTED

cheque 6909.

1 5500 + 1250 taken 13 Jan. 98.

**The following complaints were all filed against the same business:  
Carson's. Its address and phone number are only given once, at the start of the text.  
We have annexed the results of our investigation and the relevant documents.**

**Business**

Carson's  
Hwy. #7 East  
Perth ON  
P.O. Box 114  
K7H 3E3  
Phone: (613) 267-3443

**Complaint GOUGE002.VID**

**Consumer**

Jeffrey Vidal  
Perth ON  
Phone: (613) 284-0454

**Summary of Complaint**

On January 11, 1988, the consumer bought a Generac 4000W generator for \$2500 plus tax. He feels he paid too much for his generator.

**Result of Our Investigation**

According to Generac USA, the retail price for a Generac 4000 generator is US \$1309 (or about Cdn \$1800). However, it was impossible to ascertain that the model purchased was exactly the same. If so, the consumer would have paid about \$700 more than the suggested retail price. It should be noted that he did not send us a copy of his invoice.

## **Complaint GOUGE065.REI**

### **Consumer**

Robert Reid  
R.R. # 1  
Lanark ON  
K0G 1K0  
Phone: (613) 259-5712

### **Summary of Complaint**

The complainant told us that his neighbour bought a Honda 1800 W generator on or about January 4, 1998, for \$1699. His neighbour decided he needed a more powerful generator and offered to sell this one to the complainant. The latter refused, but one of his friends bought it. His neighbour then returned to Carson's four (4) days later and bought a similar generator for \$1199. The complainant affirms that the generators in question are worth \$899.

### **Results of Our Investigation**

We told the complainant that it was up to his neighbour to file a complaint and contact us since we needed to obtain more details about the generator model. We have not received a call from the neighbour in question.

## **Complaint GOUGE057.KIL**

### **Consumer**

Susan and Dan Killam

R.R.# 2

Carleton Place ON

K7C 3P2

Phone: (613) 257-5432

### **Summary of Complaint**

On January 13, 1998, the complainants bought a Generac 2400 generator for \$1900 plus tax. The next day, they realized that they had paid much too high a price and went back to the store. The latter then offered them a better quality generator, a Honda EM 2500 X (EZCN 1068615), for the same price. They accepted the offer and exchanged the generator (see copies of invoices annexed). A few days later, a neighbour told them that their Honda generator normally sells for between \$500 and \$600. They therefore feel that they paid too much for this second generator.

### **Result of Our Investigation**

The manufacturer's suggested retail price for a Honda EM 2500 X generator is \$1650. The consumer therefore paid \$250 more than the manufacturer's suggested retail price.


**ski-doo. SEA-DOO**  
WATERCRAFT

**CARSON'S**  
Serving After Sales Since 1949

 GST #R110378511  
VENDOR PERMIT # 23068422

MONTH	DAY	YEAR
01	13	98

HWY. #7 EAST, PERTH, ONTARIO • P.O. BOX 114 K7H 3E3 • 267-3443 • FAX 267-3275

PURCHASER <b>Mr. KILLAM</b>		ADDRESS <b>RR#2</b>		APT. #
CITY <b>CHARLETON</b>	PROVINCE <b>ON</b>	POSTAL CODE <b>K7H-3P2</b>	RES. PHONE <b>267-5432</b>	OCCUPATION
MAILING ADDRESS				BUS. PHONE

**OPTIONS / PRICE**

WE HEREBY OFFER TO PURCHASE FROM THE ABOVE DEALER THE FOLLOWING VEHICLE ON THE TERMS & CONDITIONS HEREIN SET FORTH, INCLUDING THE CONDITIONS ON THE BACK HEREOF.	NEW	YEAR	MAKE	COLOUR
USED			<b>CANIER AC 2400</b>	
MODEL NO.	SERIAL NO.	STOCK NO.		
	<b>4574400</b>			
If Manufacturer's Warranty applicable time is measured from		19	DISTANCE TRAVELLED	
A replacement Motor Vehicle Permit Transfer cannot be obtained without a safety standard's certificate pursuant to the Highway Traffic Act.		The Vehicle herein will be delivered with an "Anti Vehicle Permit" and the purchaser is responsible for removing the vehicle and for transferring the up to motor vehicle permit to his own code.		WARRANTY <input type="checkbox"/> YES <input type="checkbox"/> NO
		The vehicle herein will be delivered at the price herein stated with a safety standards certificate.		

**TRADE-IN DESCRIPTION & LIEN DISCLOSURE**
**TERMS OF SETTLEMENT**

<input type="checkbox"/> G.S.T. NON-REGISTRANT	<input type="checkbox"/> G.S.T. REGISTRANT	TOTAL SALE PRICE	<b>19200</b>
G.S.T. REGISTRANT NO.	G.S.T. DUE ON TRADE-IN	FREIGHT	
YEAR	MAKE	MODEL	DELIVERY
LICENSE NO. / VESSEL NO.	YR. OF ISSUE	ENGINE NO.	LETTERING
OWNERSHIP RECEIVED	YES <input type="checkbox"/> NO <input type="checkbox"/>		EXTENDED WARRANTY
CERTIFIED DISTANCE TRAVELLED	KM <input type="checkbox"/> CUSTOMER INITIAL		ADMINISTRATION FEE
SERIAL			STORAGE
NET AMOUNT OF LIEN	OWED TO		PREPARATION
LAST REGISTERED OWNER			TOTAL OPTIONS
ADDRESS	OWNER'S SIGNATURE		

**TOTAL OPTIONS**

- ☐ RETURN CUSTOMER  
☐ REFERRAL  
☐ WHOLESALE  
☐ ADVERTISING (WHICH)

**DELIVERY / INSTRUCTIONS**

<b>CUSTOMER INFORMATION</b>		
NAME OF INSURANCE COMPANY		SUB-TOTAL G.S.T. TAXABLE
POLICY NO.	EXPIRY DATE	TRADE-IN ALLOWANCE
NAME OF AGENT	TELEPHONE NUMBER	NET DIFFERENCE
DRIVER'S LICENSE NO.	EXPIRY DATE	P.S.T.
REMARKS - DATE VEHICLE DELIVERED		G.S.T.
		BALANCE DUE
		PST ON INS.
		LICENSE FEE & PLATES
		LIEN
		GASOLINE
		NON REFUNDABLE DEPOSIT
		<input type="checkbox"/> CASH <input type="checkbox"/> CHEQUE <input type="checkbox"/> CREDIT CARD
		PAYABLE ON DELIVERY
		BALANCE FINANCED SUBJECT TO APPROVAL
		LIFE INSURANCE (IF REQUESTED)
		DISABILITY INSURANCE (IF REQUESTED)
		REGISTRATION FEE (IF NECESSARY)
		NET AMOUNT TO BE FINANCED

**CONDITIONS OF SALE**

1. ODOMETER READING: The dealer does not warrant or guarantee the odometer reading of any used motor vehicle sold herein and makes only such disclosure as is required under the Motor Vehicle Dealers Act and Regulations thereunder.  
 2. ACKNOWLEDGEMENT OF CONDITIONS: The purchaser acknowledges having read the conditions printed on the reverse side hereof and (continued on back...)  
 THIS ORDER IS NOT BINDING UNLESS ACCEPTED BY AN AUTHORIZED OFFICIAL OF THE DEALER.  
 The said purchase is to be for the price as hereinafter set forth and shall include the transfer to you of my used vehicle, if any, as described above which said used vehicle I warrant to be free of all encumbrances, except as herein disclosed.  
 The undersigned purchaser warrants all information supplied herein to be true and that the pollution control equipment on the vehicle traded in is intact and operative.

PURCHASER'S SIGNATURE

COST OF BORROWING	%
TOTAL BALANCE DUE	
AMOUNT OF PAYMENTS	NO. OF PAYMENTS
PAYMENTS START ON	CREDIT APPROVAL
REGISTRATION NO.	
SALESMAN'S NAME	

I certify I am engaged in the business of farming, and that the goods shown on this invoice will be used exclusively for farming.

PURCHASER'S SIGNATURE

I hereby agree that no verbal promises or conditions have been made to me other than what is written on this contract. I also understand that balance due on delivery is payable at delivery.

PURCHASER'S SIGNATURE

VENDOR'S ACCEPTANCE




**ski-doo. SEA-DOO**  
 WATERCRAFT

**CARSON'S**  
*Specialty After Sales Since 1969*

 GST #R119378511  
 VENDOR PERMIT # 23098422

MONTH	DAY	YEAR
1	14	98

HWY. #7 EAST, PERTH, ONTARIO • P.O. BOX 114 K7H 3E3 • 267-3443 • FAX 267-3275

APT. #

PURCHASER <i>Alan Kellam</i>	ADDRESS <i>2211</i>
CUR. <i>CARLSTON</i>	RES. PHONE <i>257-5132</i>
PROV. <i>ONT</i>	OCCUPATION
POSTAL CODE <i>K7H-3P2</i>	BUS. PHONE
MAILING ADDRESS <i>PLACE</i>	

**OPTIONS / PRICE**

I HEREBY OFFER TO PURCHASE FROM THE ABOVE DEALER THE FOLLOWING VEHICLE ON THE TERMS &amp; CONDITIONS HEREIN SET FORTH, INCLUDING THE CONDITIONS ON THE BACK HEREOF

NEW <input checked="" type="checkbox"/>	YEAR	MAKE <i>HONDA</i>	MODEL <i>FM 250</i>
USED <input type="checkbox"/>	SERIAL NO.	STOCK NO.	
MODEL NO.		STOCK NO.	
If Manufacturer's Warranty applicable this is measured from		19	DISTANCE TRAVELLED
A replacement Motor Vehicle Permit Transfer cannot be obtained without a safety standard certificate pursuant to the Highway Traffic Act		The vehicle herein will be delivered with an "Unit Vehicle Permit" and the purchaser is responsible for removing the vehicle and for transferring the unit motor vehicle permit at his own cost.	
		The vehicle herein will be delivered at the price herein stated with a safety standards certificate.	
		WARRANTY <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	

**TRADE-IN DESCRIPTION & LIEN DISCLOSURE**
**TERMS OF SETTLEMENT**

<input type="checkbox"/> G.S.T. NON-REGISTRANT	<input type="checkbox"/> G.S.T. REGISTRANT	TOTAL SALE PRICE
G.S.T. REGISTRANT NO.	G.S.T. DUE ON TRADE-IN	FREIGHT
YEAR	MAKE <i>GENERAL</i>	DELIVERY
LICENSE NO. / VESSEL NO.	YR. OF ISSUE	LETTERING
ENGINE NO.		EXTENDED WARRANTY
OWNERSHIP RECEIVED YES <input type="checkbox"/> NO <input type="checkbox"/>		ADMINISTRATION FEE
CERTIFIED DISTANCE TRAVELLED	KM <input type="checkbox"/> CUSTOMER INITIAL	STORAGE
SERIAL	MIO	PREPARATION
NET AMOUNT OF LIEN	DWED TO	TOTAL OPTIONS
LAST REGISTERED OWNER		
ADDRESS	OWNER'S SIGNATURE	

**CUSTOMER INFORMATION**

NAME OF INSURANCE COMPANY	BUS. TOTAL G.S.T. TAXABLE
POLICY NO.	TRADE-IN ALLOWANCE
EXPIRY DATE	NET DIFFERENCE
NAME OF AGENT	PST
TELEPHONE NUMBER	GST
DRIVER'S LICENSE NO.	BALANCE DUE
EXPIRY DATE	PST ON INS.
REMARKS - DATE VEHICLE DELIVERED	LICENSE FEE & PLATES
	LIEN
	GASOLINE
	NON REFUNDABLE DEPOSIT
	<input type="checkbox"/> CASH <input type="checkbox"/> CHEQUE <input type="checkbox"/> CREDIT CARD
	PAYABLE ON DELIVERY
	BALANCE FINANCED SUBJECT TO APPROVAL
	LIFE INSURANCE (IF REQUESTED)
	DISABILITY INSURANCE (IF REQUESTED)
	REGISTRATION FEE (IF NECESSARY)
	NET AMOUNT TO BE FINANCED
	COST OF BORROWING
	%
	TOTAL (DAILY) DUE
	AMOUNT OF PAYMENTS IS
	NO. OF PAYMENTS
	PAYMENTS START ON
	CREDIT APPROVAL
	REGISTRATION NO.

**CONDITIONS OF SALE**

1. ODOMETER READING: The dealer does not warrant or guarantee the odometer reading of any used motor vehicle sold herein and makes only such disclosure as is required under the Motor Vehicle Dealers Act and Regulations thereunder.

2. ACKNOWLEDGEMENT OF CONDITIONS: The purchaser acknowledges having read the conditions printed on the reverse side hereof and (continued on back...)

THIS ORDER IS NOT BINDING UNLESS ACCEPTED BY AN AUTHORIZED OFFICIAL OF THE DEALER.

The said purchase to be for the price as hereinafter set forth and shall include the transfer to you of my used vehicle, if any, as described above, which said used vehicle I warrant to be free of all encumbrances, except as herein disclosed.

The undersigned purchaser warrants all information supplied herein to be true and that the pollution control equipment on the vehicle used in is intact and operative.

 PURCHASER'S SIGNATURE *Alan Kellam*  
 VENDOR'S ACCEPTANCE

**TOTAL OPTIONS**

- ☒ RETURN CUSTOMER  
☐ REFERRAL  
☐ WHOLESALE  
☐ ADVERTISING (WHICH)

**DELIVERY / INSTRUCTIONS**

I hereby agree that the goods shown on this invoice will be used exclusively for farming.

PURCHASER'S SIGNATURE

I hereby agree that no verbal promises or conditions have been made to me other than what is written on this contract. I also understand that balance due on delivery is payable at delivery.

PURCHASER'S SIGNATURE

VENDOR'S ACCEPTANCE

## **Complaint GOUGE058.FIR**

### **Consumer**

John Firth  
Box 231  
Portland ON  
K0G 1B0  
Phone: Home (613) 272-2141  
Work (613) 549-4000 ext. 2663

### **Summary of Complaint**

On January 13, 1998, the consumer bought a Honda EZ 2500 generator (serial # EZEJI024736) for \$1499 plus tax (see copy of invoice annexed). He feels he paid too much for his generator.

### **Results of Our Investigation**

The manufacturer's suggested retail price for a Honda EZ 2500 generator is \$1099. The consumer therefore paid \$400 than the manufacturer's suggested retail price.


**ski-doo. SEA-DOO**  
WATERCRAFT

**CARSON'S**  
Service After Sales Since 1947

 GST #R119378511  
VENDOR PERMIT # 23098422

HWY. #7 EAST, PERTH, ONTARIO • P.O. BOX 114 K7H 3E3 • 267-3443 • FAX 267-3275

PURCHASER <b>JOHN FIRTH</b>		ADDRESS <b>P.O. Box 221</b>		APT. #
CITY <b>PORTLAND</b>	PROV. <b>ONT</b>	POSTAL CODE <b>K0K 1V0</b>	RES. PHONE <b>613-272-2141</b>	OCCUPATION
MAILING ADDRESS			BUS. PHONE	

**OPTIONS / PRICE**

NEW	YEAR	MAKE	COLOUR
USED			
MODEL NO.	SERIAL NO.	STOCK NO.	
Is Manufacturer's Warranty applicable		DISTANCE TRAVELLED	KM. <input type="checkbox"/> MILES <input type="checkbox"/>
Time is measured from			
A replacement Motor Vehicle Permit Transfer cannot be obtained without a safety and air certificate pursuant to the Highway Traffic Act.		The vehicle herein will be delivered with an "Unit Vehicle Permit" and the purchaser is responsible for removing the vehicle and for transferring the unit motor vehicle permit at his own cost.	
		The vehicle herein will be delivered at the price herein stated with a safety standards certificate.	
		WARRANTY <input type="checkbox"/> YES <input type="checkbox"/> NO	

**TRADE-IN DESCRIPTION & LIEN DISCLOSURE**
**TERMS OF SETTLEMENT**

<input type="checkbox"/> G.S.T. NON-REGISTRANT	<input type="checkbox"/> G.S.T. REGISTRANT	TOTAL SALE PRICE
G.S.T. REGISTRANT NO.	G.S.T. DUE ON TRADE-IN	FREIGHT
YEAR	MAKE	DELIVERY
LICENSE NO. / VESSEL NO.	YR. OF ISSUE	LETTERING
ENGINE NO.		EXTENDED WARRANTY
OWNERSHIP RECEIVED YES <input type="checkbox"/> NO <input type="checkbox"/>		ADMINISTRATION FEE
CERTIFIED DISTANCE TRAVELLED	KM <input type="checkbox"/> CUSTOMER INITIAL	STORAGE
SERIAL		PREPARATION
NET AMOUNT OF LIEN	OWED TO	TOTAL OPTIONS
LAST REGISTERED OWNER		
ADDRESS	OWNER'S SIGNATURE	

**CUSTOMER INFORMATION**

NAME OF INSURANCE COMPANY	SUB-TOTAL G.S.T. TAXABLE
POLICY NO.	TRADE-IN ALLOWANCE
EXPIRY DATE	NET DIFFERENCE
NAME OF AGENT	P.S.T.
TELEPHONE NUMBER	G.S.T.
DRIVER'S LICENSE NO.	EXPIRY DATE
REMARKS - DATE VEHICLE DELIVERED	BALANCE DUE
	PST ON INS.
	LICENSE FEE & PLATES
	LIEN
	GASOLINE
	NON REFUNDABLE DEPOSIT
	<input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> CREDIT CARD
	PAYABLE ON DELIVERY
	BALANCE FINANCED SUBJECT TO APPROVAL
	LIFE INSURANCE (IF REQUESTED)
	DISABILITY INSURANCE (IF REQUESTED)
	REGISTRATION FEE (IF NECESSARY)
	NET AMOUNT TO BE FINANCED
	COST OF BORROWING %

**DELIVERY / INSTRUCTIONS**

I certify I am engaged in the business of farming, and that the goods shown on this invoice will be used exclusively for farming.

PURCHASER'S SIGNATURE

I hereby agree that no verbal promises or conditions have been made to me other than what is written on this contract. I also understand that balance due on delivery is payable at delivery.

PURCHASER'S SIGNATURE

**CONDITIONS OF SALE**

1. ODOMETER READING: The dealer does not warrant or guarantee the odometer reading of any used motor vehicle sold herein and makes only such disclosure as is required under the Motor Vehicle Dealers Act and Regulations thereunder.

2. ACKNOWLEDGEMENT OF CONDITIONS: The purchaser acknowledges having read the conditions printed on the reverse side hereof and (continued on back...)

THIS ORDER IS NOT BINDING UNLESS ACCEPTED BY AN AUTHORIZED OFFICIAL OF THE DEALER.

The said purchase to be for the price as hereinafter set forth and shall include the transfer to you of my used vehicle, if any, as described above, which said used vehicle I warrant to be free of all encumbrances, except as herein disclosed.

The undersigned purchaser warrants all information supplied herein to be true and that the pollution control equipment on the vehicle traded in is intact and operative.

PURCHASER'S SIGNATURE

TOTAL BALANCE DUE

AMOUNT OF PAYMENTS \$ NO. OF PAYMENTS

PAYMENTS START ON CREDIT APPROVAL

REGISTRATION NO.

SALESMAN'S NAME

## **Complaint GOUGE078.LON**

### **Consumer**

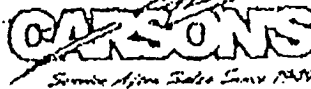
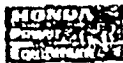
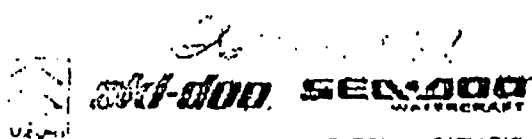
Pierre Longtin  
R.R. # 2  
Lanark ON  
Phone: Home: (613) 259-2596  
Work: (613) 283-8584

### **Summary of Complaint**

The consumer bought two generators, the first on January 9, 1998, for \$1599 plus tax, and the second on January 13, 1998, for \$1199. The two generators are of the same model, Honda EZ 1800 C (see copies of invoices and warranty certificates annexed). He checked the manufacturer's suggested retail price and found it to be \$1033.85. He feels he paid too much for his generators.

### **Results of Our Investigation**

The manufacturer's suggested retail price for a Honda EZ 1800 C generator is in fact \$899. The consumer therefore paid \$700 more than the manufacturer's suggested retail price for the first generator and \$300 more for the second.



G3T #R110370511  
VENDOR PERMIT # 23093422

HWY. #7 EAST, PERTH, ONTARIO • P.O. BOX 114 K7H 3E3 • 267-3443 • FAX 267-3275

MONTH	DAY	YEAR
01	02	92


NAME	ADDRESS	APT #
JOHN J. JONES	1234 5TH ST	
PHONE	POSTAL CODE	OCCUPATION
212-1234	10001	DRIVER

44-1040-10000

OPTIONS / PRICE		<small>See us again for other forms, such as the one which shows the following vehicles in the various circumstances in which they may be used, and the estimated tax and other charges.</small> NEW <input type="checkbox"/> LEASE <input type="checkbox"/> MAKE <u>Volvo</u> COLOR <u>Gold</u> USED <input type="checkbox"/> SERIAL NO. <u>1004065</u> STOCK NO. <u>1004065</u> MODEL NO. <u>125H</u>									
If Manufacturer's Warranty applicable Term is measured from <u>19</u> DISTANCE TRAVELED <u>100</u>		<input type="checkbox"/> New <input type="checkbox"/> Used		<input type="checkbox"/> New <input type="checkbox"/> Used		<input type="checkbox"/> New <input type="checkbox"/> Used		<input type="checkbox"/> New <input type="checkbox"/> Used		<input type="checkbox"/> New <input type="checkbox"/> Used	
A registration Motor Vehicle Permit Transfer cannot be obtained without a safety and emissions certificate pursuant to the Highway Traffic Act.		The Vehicle herein will be delivered with an "Anti Vehicle Permit" and the purchaser is responsible for returning the vehicle and for transferring the Anti Vehicle Permit to the jurisdiction of the vehicle.		The vehicle herein will be delivered with a safety and emissions certificate.		<input type="checkbox"/> YES <input type="checkbox"/> NO		<input type="checkbox"/> YES <input type="checkbox"/> NO		<input type="checkbox"/> YES <input type="checkbox"/> NO	

TRADE-IN DESCRIPTION & LIEN DISCLOSURE				TERMS OF SALE	
<input type="checkbox"/> NON-REGISTRANT		<input type="checkbox"/> GST REGISTRANT		TOTAL SALE PRICE	154900
GST REGISTRANT NO.		GST ON TRADE-IN		FREIGHT	
YEAR	MAKE	MODEL		DELIVERY	
LICENSE NO. / VESSEL NO.	YR. OF ISSUE	ENGINE NO.		LETTERING	
OWNERSHIP RECEIVED	YES <input type="checkbox"/> NO <input type="checkbox"/>			EXTENDED WARRANTY	
CERTIFIED MILEAGE TRAVELLED	KM <input type="checkbox"/> MILES <input type="checkbox"/>	CUSTOMER INITIALS		ADMINISTRATION FEE	
SERIAL				STORAGE	
NET AMOUNT OF LIEN	OWED TO			PREPARATION	
LAST REGISTERED OWNER				TOTAL OPTIONS	
ADDRESS	OWNER'S SIGNATURE				

DELIVERY / INSTRUCTIONS	CUSTOMER INFORMATION			
	NAME OF INSURANCE COMPANY		SUB-TOTAL OF SALE	
	POLICY NO.	EXPIRY DATE	TRADE IN ALLOWANCE	
	NAME OF AGENT		NET DIFFERENCE	
	DRIVER'S LICENSE NO.	EXPIRY DATE	PST	12792
			PST	11193

	REMARKS - DATE VEHICLE DELIVERED	BALANCE DUE
	PAID 1-8-66-1693-5053	PST ON FILE
	08/1993	1898-83
		LICENSE FEE & PLATES
		LIEN
		GASOLINE
	NON-REFUNDABLE DEPOSIT	
		<input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> CREDIT CARD

I, the undersigned, hereby certify that the foregoing is a true and correct copy of the original as the same appears on the original and has been so certified.	<b>CONDITIONS OF SALE</b>		PAYABLE ON DELIVERY BALANCE FINANCED SUBJECT TO APPROVAL
	1. <b>ODMETER READING:</b> The dealer does not warrant or guarantee the odometer reading of any used motor vehicle sold herein and makes only such disclosure as is required under the Motor Vehicle Dealers Act and Regulations thereunder. 2. <b>ACKNOWLEDGEMENT OF CONDITIONS:</b> The purchaser acknowledges having read the conditions printed on the reverse side hereof and (continued on back.)		LIFE INSURANCE (IF REQUIRED) FINANCIAL SERVICES (IF AVAILABLE) ACQUISITION FEE (IF NECESSARY)
THE DEALER'S SIGNATURE _____	THIS CHECK IS NOT BEING CASHED OR RECEIVED BY AN AUTHORIZED OFFICIAL OF THE DEALER.		NET AMOUNT TO BE FINANCED
I hereby agree that no verbal promises or assurances have been made to me in the sale of this vehicle other than what is written on this form and I understand that financial institutions may require a copy of this form.	The said purchase to be for the price as hereon set forth and shall include the transfer in your possession of the vehicle, if any, at the time when said used vehicle is delivered to the use of all encumbrances, except as hereinbefore stated. The undersigned purchaser warrants and represents that he is the owner and that the pollution control equipment of the vehicle is in good working order and operative.		COST OF FINANCING _____ % (SEE SCHEDULE)
THE PURCHASER'S SIGNATURE _____ DATE OF PURCHASE _____	PURCHASER'S SIGNATURE _____		AMOUNT OF PAYMENTS IS _____ NO. OF PAYMENTS _____ PAYMENTS WILL BE ON _____ CREDIT APPROVAL _____ DELIVERY ON _____


**ski-doo. SEA-DOO**  
 WATERCRAFT

**CARSON'S**  
*Specialty After Sales Since 1949*

 GST #R119378511  
 VENDOR PERMIT # 23098422

MONTH	DAY	YEAR
01	12	98

HWY. #7 EAST, PERTH, ONTARIO • P.O. BOX 114 K7H 3E3 • 267-3443 • FAX 267-3275

PURCHASER <b>THOMAS LONGTIN</b>		ADDRESS <b>LANARK</b>		APT. #	
CITY	PROV. <b>ONT.</b>	POSTAL CODE	RES. PHONE <b>259-2596</b>	OCCUPATION	BUS. PHONE
MAR. NO ADDRESS					

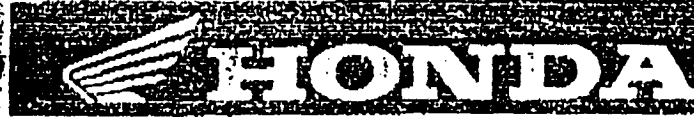
OPTIONS / PRICE		NEW / USED		YEAR	MAKE	MODEL	COLOR
					<b>HONDA</b>	<b>A FZ 1800</b>	
		MODEL NO.	SERIAL NO.	STOCK NO.			
		19		DISTANCE TRAVELLED			
<input type="checkbox"/> Manufacturer's Warranty appropriate time by measured from				<input type="checkbox"/> The vehicle herein will be delivered with an "Unit Vehicle Permit" and the purchaser is responsible for removing the vehicle and for transferring the unit motor vehicle permit as no permit cost.			
<input type="checkbox"/> A replacement Motor Vehicle Permit Transfer cannot be obtained without a safety standards certificate pursuant to the Highway Traffic Act.				<input type="checkbox"/> The vehicle herein will be delivered at the price herein stated with a safety standards certificate.			
				WARRANTY <input type="checkbox"/> YES <input type="checkbox"/> NO			

TRADE-IN DESCRIPTION & LIEN DISCLOSURE				TERMS OF SETTLEMENT	
<input type="checkbox"/> G.S.T. NON-REGISTRANT G.S.T. REGISTRANT NO.		<input type="checkbox"/> G.S.T. REGISTRANT G.S.T. DUE ON TRADE-IN		TOTAL SALE PRICE	<b>17500</b>
YEAR	MAKE	MODEL		FREIGHT	
LICENSE NO. / VESSEL NO.	YR. OF ISSUE	ENGINE NO.		DELIVERY	
OWNERSHIP RECEIVED	YES <input type="checkbox"/> NO <input type="checkbox"/>			LETTERING	
CERTIFIED DISTANCE TRAVELLED	KM <input type="checkbox"/> CUSTOMER INITIAL			EXTENDED WARRANTY	
SERIAL				ADMINISTRATION FEE	
NET AMOUNT OF LIEN	OWED TO			STORAGE	
LAST REGISTERED OWNER				PREPARATION	
ADDRESS	OWNER'S SIGNATURE			TOTAL OPTIONS	

TOTAL OPTIONS
<input type="checkbox"/> RETURN CUSTOMER <input type="checkbox"/> REFERRAL <input type="checkbox"/> WHOLESALE <input type="checkbox"/> ADVERTISING (WHICH)

CUSTOMER INFORMATION		SUB-TOTAL G.S.T. TAXABLE	
NAME OF INSURANCE COMPANY		TRADE-IN ALLOWANCE	
POLICY NO.	EXPIRY DATE	NET DIFFERENCE	
NAME OF AGENT	TELEPHONE NUMBER	P.S.T.	<b>75.72</b>
DRIVER'S LICENSE NO.	EXPIRY DATE	G.S.T.	<b>83.93</b>
REMARKS - DATE VEHICLE DELIVERED		BALANCE DUE	
<b>4520-211-020-436</b>		PST ON INS.	
<b>11/98</b>		LICENSE FEE & PLATES	
		LIEN	
		GASOLINE	
		NON REFUNDABLE DEPOSIT	
		<input type="checkbox"/> CASH <input type="checkbox"/> CHEQUE <input type="checkbox"/> CREDIT CARD	
		PAYABLE ON DELIVERY	
		BALANCE FINANCED SUBJECT TO APPROVAL	
		LIFE INSURANCE (IF REQUESTED)	
		DISABILITY WARRANTY (IF REQUESTED)	
		REGISTRATION FEE (IF NECESSARY)	
		NET AMOUNT TO BE FINANCED	
		COST OF BORROWING	%
		TOTAL BALANCE DUE	<b>1375.05</b>
		AMOUNT OF PAYMENTS	NO OF PAYMENTS
		PAYMENTS START ON	CREDIT APPROVAL
		REGISTRATION NO.	
		SALES TAX	

CONDITIONS OF SALE	
1. ODOMETER READING: The dealer does not warrant or guarantee the calculation regarding any used motor vehicle sold herein and makes only such disclosure as is required under the Motor Vehicle Dealers Act and Regulations thereunder. 2. ACKNOWLEDGEMENT OF CONDITIONS: The purchaser acknowledges having read the conditions printed on the reverse side hereof and (continued on back...)	LIFE INSURANCE (IF REQUESTED) DISABILITY WARRANTY (IF REQUESTED) REGISTRATION FEE (IF NECESSARY)
THIS ORDER IS NOT BINDING UNLESS ACCEPTED BY AN AUTHORIZED OFFICIAL OF THE DEALER. The said purchase to be for the price as hereinafter set forth and shall include the transfer to you of my used vehicle, if any, as described above, which said used vehicle I warrant to be free of all encumbrances, except as herein disclosed. The undersigned purchaser warrants as information supplied herein to be true and that the pollution control equipment on the vehicle traded in is intact and operative.	NET AMOUNT TO BE FINANCED COST OF BORROWING TOTAL BALANCE DUE AMOUNT OF PAYMENTS PAYMENTS START ON REGISTRATION NO. SALES TAX
PURCHASER'S SIGNATURE I hereby agree that no verbal promises or conditions have been made to me other than what is written on the contract. I also understand that balance due on delivery is payable at delivery.	PURCHASER'S SIGNATURE <b>Thomas Longtin</b> DEALER

**HONDA**  
 Power  
 Equipment

**HONDA**  
 Produits  
 Mécaniques

POWER EQUIPMENT / PRODUITS MECANIKES

 WARRANTY-REGISTRATION CARD  
 FICHE D'INSCRIPTION DE LA GARANTIE

Model / Modèle	Year / Année	Make / Marque	Model / Modèle	Year / Année	Body Type / Type de carrosserie
EZEH	1005606 1005600	HONDA	EZEH	1998	EN

NOT FOR LICENSING / NON A DES FINS D'IMMATRICULATION

Vehicle / Véhicule	Model / Modèle	Year / Année	Displacement / Déplacement	Engine Serial Number / Numéro de série du moteur	Model Serial Number / Numéro de série du modèle
	0	G		5303099	EZ1800C

Manufacturer / Fabricant: **HONDA CANADA INC., SCARBOROUGH, ONTARIO**

**HONDA**

PRINT CLEARLY OR TYPE / IMPRIMER CLAIREMENT OU UTILISER LE DACTYLO

Name of Purchaser(s) / Nom de l'acheteur (Symème / Nom de famille)	(First / Prénom)	Initials / Initiales
ADAMSTIN	ADAM	STIN
Address / Adresse (Street No. or Lot, Condo, and Township / Rue No., ou Lot, Concession et Canton)	Apt. No. / App. No.	Telephone / Téléphone
1005606		2575512
City, Town or Village and R.R. No. / Ville ou Village et R.R. No.	Prov.	Postal Code / Code Postal
SCARBOROUGH	ON	M1G 1A0

THIS COPY NOT VALID FOR LICENSING PURPOSES / COPIE NON VALIDE POUR FINS D'IMMATRICULATION

Odometer Reading / kilomètre à l'odomètre

SALES INFORMATION / DONNÉES DE LA VENTE	DATE OF TRANSFER / DATE DU TRANSFERT	DEALER / CONCESSIONNAIRE
5969 01/12/98 92319		

HONDA HONDA HONDA HONDA HONDA		HONDA HONDA HONDA HONDA HONDA	
FIRST TIME HONDA BUYER / PREMIER ACHAT D'UN PRODUIT HONDA		INFORMATION ON THE PERSON WHO WILL USE THE PRODUCT MOST OFTEN / DONNÉES SUR LA PERSONNE QUI SE SERVIRA LE PLUS SOUVENT DU PRODUIT	
<input type="checkbox"/> YES / OUI <input type="checkbox"/> NO / NON		<input type="checkbox"/> YES / OUI <input type="checkbox"/> NO / NON	
CUSTOMER TYPE / TYPE DE CLIENT		LANGUAGE PREFERENCE / LANGUE PRÉFÉRÉE	
<input type="checkbox"/> INDIVIDUAL / INDIVIDU <input type="checkbox"/> GOVERNMENT / GOUVERNEMENT <input type="checkbox"/> COMMERCIAL / ENTREPRISE		<input type="checkbox"/> FEMALE / FEMME <input type="checkbox"/> ENGLISH / ANGLAIS <input type="checkbox"/> FRENCH / FRANÇAIS	

OWNER'S COPY / COPIE DE PROPRIÉTAIRE

OWNER'S COPY / COPIE DE PROPRIÉTAIRE

See # on Registration is 1005606 ← This is the one I purchased.

See # on Warranty card is 1005600

**HONDA**  
**Power**  
**Equipment**

**HONDA**
**HONDA**  
**Produits**  
**Mécaniques**
**POWER EQUIPMENT / PRODUITS MECANQUES**
**WARRANTY REGISTRATION CARD**  
**FICHE D'INSCRIPTION DE LA GARANTIE**

Model / Modèle	Make / Marque	Model / Modèle	Model Year / Année	Body Type / Type de carrosserie
EZEH	1004068	HONDA	EZEH	1999
NOT FOR LICENSING / NON A DES FINS D'IMMATRICULATION				
Colour / couleur	Fin of Ch / Fin de cyl	Engine Power / Force Motrice	Displacement / Cylindrée	Engine Serial Number / Numéro de série du moteur
	0	G		4862174
				Model Sales Name / Nom de vente du modèle
				EZ1000C

**HONDA CANADA INC. SCARBOROUGH, ONTARIO**
**HONDA**
**PRINT CLEARLY OR TYPE / IMPRIMER CLAIREMENT OU UTILISER LE DACTYLO**

Name of Purchaser / Nom de l'acheteur (Surname / Nom de famille)	(First / Prénom)	Initial / Initiale
ADNIGTIN	MIERKE	
Address / Adresse (Street No. or Lot, Cond. and Township / Rue No., ou Lot, Concession et Canton)	Apt. No. / App. No.	Telephone / Téléphone
RR#2	#	416/181-1111
City, Town or Village and P.R. No. / Ville ou Village et R.R. No.	Prov.	Postal Code / Code Postal
WILKINSON	ONT	M9G 1K1
		Odometer Reading / kilomètre à l'odmètre

**THIS COPY NOT VALID FOR LICENSING PURPOSES /**  
**COPIE NON VALIDE POUR FINS D'IMMATRICULATION**

SALES INFORMATION / DONNÉES DE LA VENTE	DATE OF TRANSFER / DATE DU TRANSFERT	DEALER / CONCESSIONNAIRE
3969	01/09/98	92293

<b>HONDA HONDA HONDA HONDA</b> <b>HONDA BUYER OF THIS PRODUCT TYPE</b> <b>PREMIER ACHAT D'UN PRODUIT DE CE GENRE</b>		<b>INFORMATION ON THE PERSON WHO WILL USE THE PRODUCT MOST OFTEN</b> <b>DONNÉES SUR LA PERSONNE QUI SE SERVIRA LE PLUS SOUVENT DU PRODUIT</b>	
<b>HONDA HONDA HONDA HONDA</b> <b>YES / OUI</b>		<b>AGE GROUP / GROUPE D'AGES</b>	
<b>HONDA HONDA HONDA HONDA</b> <b>NO / NON</b>		<b>18-24</b> <b>25-34</b> <b>35-49</b> <b>50-64</b>	
<b>HONDA HONDA HONDA HONDA</b> <b>CUSTOMER TYPE / TYPE DE CLIENT</b>		<b>LANGUAGE PREFERENCE / LANGUE PRÉFÉRÉE</b>	
<b>HONDA HONDA HONDA HONDA</b> <b>INDIVIDUAL / INDIVIDU</b>		<b>ENGLISH / ANGLAIS</b>	
<b>HONDA HONDA HONDA HONDA</b> <b>GOVERNMENT / GOUVERNEMENT</b>		<b>FRENCH / FRANÇAIS</b>	
<b>HONDA HONDA HONDA HONDA</b> <b>COMMERCIAL / ENTREPRISE</b>		<b>MALE / HOMME</b>	

**OWNER'S COPY / COPIE DE PROPRIÉTAIRE**

See # on welder matches the warranty card.



## **Complaint GOUGE081.JON**

### **Consumer**

Lorne Jones

R.R. # 2

Ashton ON

Phone: (613) 838-5404

### **Summary of Complaint**

On January 10, 1998, the consumer bought a used Suzuki 1400 W generator (serial # 603616) for \$1575 plus tax (see copy of invoice annexed). He feels he paid too much for his generator.

### **Result of Our Investigation**

The manufacturer's suggested retail price for a new Suzuki 1400 W generator is between \$1299 and \$1799. The value of a used generator is obviously less. However, it was impossible for us to ascertain that value.

Sold to Lorne Jones  
R 242 ASHTON  
150 A-1130

1 Suzuki SV1400 used Generator  
Ser # 003616 from Glen Bolharie  
for \$ 1795.<sup>00</sup>

DO NOT WRITE ABOVE THIS LINE - NE RIEN ECRIRE AU-DESSUS DE CETTE LIGNE

4501-130-760-500  
EXP. 04/99.

SALES DRAFT - COMPTES RENDUS

LORNE JONES

5 228

DESCRIPTION AMOUNT/MONTANT

To BE Used  
OR CASH @ CARLOW'S.

TOTAL  
1795.00

VISA

CUSTOMER COPY  
COPIE DU CLIENT

ATTN.

MAXIME BOUFFARD  
CONSUMERS ASSOCIATION.

FAX 514 376 1029

re. our telephone conversation. Path cont.

## **Complaint GOUGE010/011.PEN**

### **Consumer**

Brian Penney  
89, Chamber Street East  
Smith's Falls ON  
K7A 2Y8  
Phone: (613) 283-1952

### **Summary of Complaint**

On January 9, 1998, the consumer bought a Honda EX 2400 generator for \$3199 plus tax (see copy of invoice annexed). He feels he paid too much for his generator.

### **Result of Our Investigation**

The manufacturer's suggested retail price for a Honda EX 2400 generator is \$2089. The consumer therefore paid \$1110 more than the manufacturer's suggested retail price. A Honda Canada representative told us that the company had received about 24 similar complaints.



## **Complaint GOUGE019.BER**

### **Consumer**

Joe Bernard  
211, Normand Rogers Drive  
Kingston ON  
K7N 2R5  
Phone: (613) 546-7182

### **Summary of Complaint**

On January 11, 1998, the consumer bought a Generac 5000 W generator (serial no. 437 2841) for \$2300 plus tax (see copy of invoice annexed). He feels he paid too much for his generator.

### **Result of Investigation**

According to Generac USA, the suggested retail price for a Generac 4000 generator is US \$999 (or about Cdn \$1400). However, we were unable to determine that the model purchased was exactly the same. The consumer would then have paid about \$900 more than the suggested retail price.



**ski-doo SEA-DOO**  
WATERCRAFT



**CARSON'S**  
Service After Sales Since 1999

GST #R119378511  
VENDOR PERMIT # 23098422

MONTH	DAY	YEAR
1	11	98

HWY. #7 EAST, PERTH, ONTARIO - P.O. BOX 114 K7H3E3 - 287-3443 - FAX 267-3275

PURCHASER <b>JOE BERNARD</b>	ADDRESS <b>211 Alcora Road S</b>	APT. #
CITY <b>KINGSTON ONT</b>	PORTAL CODE <b>2 km 285</b>	REG. PHONE <b>546-7182</b>
MAILING ADDRESS		BUS. PHONE

OPTIONS / PRICE		NEW		YEAR	MODEL	COLOUR
USED					<b>5000 CENTRAK</b>	
MODEL NO.	SERIAL NO.	STOCK NO.				
	<b>4372841</b>					
Manufacturer's Warranty applicable time is measured from		19	DISTANCE TRAVELLED			
A replacement (Motor Vehicle Permit) Transfer cannot be obtained without a sales stand-ards or license pursuant to the Highway Traf-fic Act		The Vehicle herein will be delivered with an "Unit Vehicle Permit" and the purchaser is responsible for removing the vehicle and for transferring the unit motor vehicle permit at his own cost.		The vehicle herein will be delivered at the price herein stated with a safety standards certificate.		
				WARRANTY <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		

TRADE-IN DESCRIPTION & LIEN DISCLOSURE				TERMS OF SETTLEMENT	
<input type="checkbox"/> G.S.T. NON-REGISTRANT	<input type="checkbox"/> G.S.T. REGISTRANT		TOTAL SALE PRICE	<b>1999</b>	
G.S.T. REGISTRANT NO.	G.S.T. DUE ON TRADE-IN		FREIGHT		
YEAR	MAKE	MODEL	DELIVERY		
LICENSE NO. / VESSEL NO.	YR. OF ISSUE	ENGINE NO.	LETTERING		
OWNERSHIP RECEIVED	YES <input type="checkbox"/> NO <input type="checkbox"/>	EXTENDED WARRANTY			
CERTIFIED DISTANCE TRAVELLED	KM <input type="checkbox"/> CUSTOMER INITIAL	ADMINISTRATION FEE			
SERIAL	MI <input type="checkbox"/>	STORAGE			
NET AMOUNT OF LIEN	OWED TO	PREPARATION			
LAST REGISTERED OWNER	TOTAL OPTIONS				
ADDRESS	OWNER'S SIGNATURE				

CUSTOMER INFORMATION		
NAME OF INSURANCE COMPANY	GUD-TOTAL G.S.T. TAXABLE	
POLICY NO.	TRADE-IN ALLOWANCE	
NAME OF AGENT	NET DIFFERENCE	
DRIVER'S LICENSE NO.	P.S.T.	
REMARKS - DATE VEHICLE DELIVERED	G.S.T.	
<b>VISA # 4537 0103 0641 0013 EXP 5/98</b>	<b>160</b>	
	<b>140</b>	
	<b>2300</b>	
	BALANCE DUE	
	PST ON INS.	
	LICENSE FEE & PLATES	
	LIEN	
	GASOLINE	
	NON REFUNDABLE DEPOSIT	
	<input type="checkbox"/> CASH <input type="checkbox"/> DEBIT CARD <input type="checkbox"/> CREDIT CARD	
	<b>2000.00</b>	
	PAYABLE ON DELIVERY	
	BALANCE FINANCED SUBJECT TO APPROVAL	
	LIFE INSURANCE (IF REQUESTED)	
	DISABILITY INSURANCE (IF REQUESTED)	
	REGISTRATION FEE (IF NECESSARY)	
	NET AMOUNT TO BE FINANCED	
	COST OF BORROWING	
	TOTAL BALANCE DUE	
	<b>200</b>	
	AMOUNT OF PAYMENTS \$	NO. OF PAYMENTS
	PAYMENTS START DATE	CREDIT APPROVAL
	REGISTRATION NO.	
	SIGNATURE	

CONDITIONS OF SALE	
1. ODOMETER READING: The dealer does not warrant or guarantee the odometer reading of any used motor vehicle sold herein and makes only such disclosure as is required under the Motor Vehicle Dealers Act and Regulations thereunder.	
2. ACKNOWLEDGEMENT OF CONDITIONS: The purchaser acknowledges having read the conditions printed on the reverse side hereof and (continued on back...)	
THIS ORDER IS NOT BINDING UNLESS ACCEPTED BY AN AUTHORIZED OFFICIAL OF THE DEALER.	
The said purchase to be for the price as hereinafter set forth and shall include the transfer to you of my used vehicle, if any, as described above, which said used vehicle I warrant to be free of all encumbrances, except as herein disclosed.	
The undersigned purchaser warrants all information supplied herein to be true and that the pollution control equipment on the vehicle (traded in) is intact and operative.	
PURCHASER'S SIGNATURE	CO-SIGNER (IF ANY)
<b>[Signature]</b>	<b>[Signature]</b>
PURCHASER'S SIGNATURE	
<b>[Signature]</b>	
SIGNATURE	
<b>[Signature]</b>	

PURCHASER'S SIGNATURE

I hereby agree that no verbal promises or conditions have been made to me other than what is written on this contract. I also understand that balance due on delivery is payable at delivery.

PURCHASER'S SIGNATURE

DEALER'S ACCEPTANCE

**[Signature]**

SIGNATURE

**[Signature]**

Jan 29/98

To J. Poirier  
FAX 1 514 596 8511From Joe BERNARD  
211 NORMAN Rogers Dr  
KINGSTON ONT  
K7M2R5Further to our phone conversation of Wed Jan 28. here  
is information you requested.

Thank you Joe

14.2 \$2000.00 VISA  
Purchase \$200.00 Inter.

CARSON'S  
BOX 114 HWY 43  
PERTH ONT

CARD NUMBER 4587010906410013  
EXPIRY DATE 0598  
CARD TYPE VISA  
DATE/TIME 98/01/11 21:05  
M98116892-934-092

PURCHASE 12,000.00

APPROVED -- THANK YOU  
400077

SIGNATURE *[Signature]*

CARSON'S  
BOX 114 HWY 43  
PERTH ON

CARD NUMBER 5007663013297129  
ACCOUNT TYPE CREDITING  
DATE/TIME 98/01/11 22:28  
698116892-934-093

PURCHASE 1300.00

APPROVED -- THANK YOU  
008916

*[Signature]*

## **Complaint GOUGE018.RIN**

### **Consumer**

Dr. Bill Ring  
135 Ormond Street  
Suite 103  
Brockville ON  
K6V 5Y2  
Phone: (613) 498-2141

### **Summary of Complaint**

On January 9, 1998, the consumer bought a Honda EM 3500 X generator for \$2600 plus tax (see copy of invoice annexed). He feels that he paid too much for his generator.

### **Result of Investigation**

The manufacturer's suggested retail price for a Honda EM 3500 X generator is \$2200. Therefore, the consumer paid \$400 more than the suggested retail price.





**ski-doo. sea-doo**  
WATERCRAFT



**CARSON'S**  
Specialty Sales Since 1949

GST #R119378511  
VENDOR PERMIT # 23068422

HWY. #7 EAST, PERTH, ONTARIO • P.O. BOX 114 K7H 3E3 • 267-3443 • FAX 267-3275

PURCHASER <b>WILLIAM KING</b>	ADDRESS <b>55 ORMOND ST. #103</b>
CITY <b>ROCKVILLE</b>	PROV. <b>ONT</b>
POSTAL CODE <b>K6L 5L2</b>	PHONE <b>267-4004</b>
OCCUPATION	
MAILING ADDRESS	
BUS. PHONE	

OPTIONS / PRICE		WE HEREBY OFFER TO PURCHASE FROM THE ABOVE SET IN THE FOLLOWING VEHICLE ON THE TERMS & CONDITIONS HEREIN SET FORTH, INCLUDING THE CONDITIONS ON THE BACK HEREOF	
NEW	YEAR	MAKE	COLOUR
USED			
MODEL NO.	SERIAL NO.		STOCK NO.
If Manufacturer's Warranty applicable		DISTANCE TRAVELLED	
None & measured from		KM	
A replacement Motor Vehicle Permit Transfer cannot be obtained without a safety standards certificate pursuant to the Highway Traffic Act.		The vehicle herein will be delivered with an "Unit Vehicle Permit" and the purchaser is responsible for removing the vehicle and its transporting. Or unit motor vehicle permit is not valid.	
		WARRANTY	
		YES <input type="checkbox"/> NO <input type="checkbox"/>	

TRADE-IN DESCRIPTION / CLIENT DISCLOSURE				TERMS OF SETTLEMENT	
<input type="checkbox"/> G.S.T. NON-REGISTRANT	<input type="checkbox"/> G.S.T. REGISTRANT	TOTAL SALE PRICE		2500.00	
G.S.T. REGISTRANT NO.	G.S.T. DUE ON TRADE-IN	FREIGHT			
YEAR	MAKE	DELIVERY			
LICENSE NO. / VESSEL NO.	YR. OF ISSUE	LETTERING			
ENGINE NO.		EXTENDED WARRANTY			
OWNERSHIP RECEIVED YES <input type="checkbox"/> NO <input type="checkbox"/>		ADMINISTRATION FEE			
CERTIFIED DISTANCE TRAVELLED	KM	STORAGE			
SERIAL		PREPARATION			
NET AMOUNT OF LIEN	OWED TO	TOTAL OPTIONS			
LAST REGISTERED OWNER					
ADDRESS	OWNER'S SIGNATURE				

CUSTOMER INFORMATION		SUB-TOTAL G.S.T. TAXABLE	
NAME OF INSURANCE COMPANY		(TRADE-IN ALLOWANCE)	
POLICY NO.	EXPIRY DATE	NET DIFFERENCE	
NAME OF AGENT	TELEPHONE NUMBER	P.S.T. (Permit) = 250.00	
DRIVER'S LICENSE NO.	EXPIRY DATE	G.S.T. = 152.00	
REMARKS - DATE VEHICLE DELIVERED		BALANCE DUE	
		PST ON INS. = 250.00	
		LICENCE FEE & PLATES	
		LIEN	
		GASOLINE	
		NON REFUNDABLE DEPOSIT	
		PAYABLE ON DELIVERY	
		BALANCE FINANCED SUBJECT TO APPROVAL	
		LIFE INSURANCE (IF REQUESTED)	
		DISABILITY INSURANCE (IF REQUESTED)	
		REGISTRATION FEE (IF NECESSARY)	
		NET AMOUNT TO BE FINANCED	
		COST OF BORROWING	
		TOTAL DEDUCTIONS	
		AMOUNT OF PAYMENTS	
		NO OF PAYMENTS	
		PAYMENTS START ON	
		CREDIT APPROVAL	
		REGISTRATION NO	
		SALESMAN'S NAME	

CONDITIONS OF SALE	
1. ODOMETER READING: The dealer does not warrant or guarantee the odometer reading of any used motor vehicle sold herein and makes only such disclosure as is required under the Motor Vehicle Dealers Act and Regulations thereunder.	
2. ACKNOWLEDGEMENT OF CONDITIONS: The purchaser acknowledges having read the conditions printed on the reverse side hereof and (continues on back...)	
THIS ORDER IS NOT BINDING UNLESS ENTERED BY AN AUTHORIZED OFFICIAL OF THE DEALER.	
The said purchase is for the price as hereafter set forth and shall include the transfer to you of my used vehicle, if any, as described above, and a three-year vehicle warranty to be free of all encumbrances, except as herein disclosed.	
The undersigned customer, warrant agent, dealer or supplier hereon is to be held liable for the portion control equipment on the vehicle traded in, sold and appearing.	
PURCHASER'S SIGNATURE	PURCHASER'S SIGNATURE
PURCHASER'S SIGNATURE	CO-SIGNER
VENDOR'S ACCEPTANCE	

## **Complaint GOUGE020.MCM**

### **Consumer**

Barbara McMillan

R.R. # 1

Smith Falls ON

K7A 5B8

Phone: (613) 283-9802

### **Summary of Complaint**

On January 11, 1998, the consumer bought a Generac 4000 W generator (model # 097771) for \$2400 plus tax (see copy of invoice annexed). She feels she paid too much for her generator.

### **Result of Investigation**

According to Generac USA, the suggested retail price for a Generac 4000 generator is US \$999 (or about Cdn \$1400). However, we were unable to determine that the model purchased was exactly the same. If so, the consumer would then have paid about \$1000 more than the suggested retail price.



**ski-doo. SEA-DOO**  
WATERCRAFT

**PROMOTIONS**  
POWER  
EQUIPMENT

**CARSON'S**  
Ski-Doo Sales Since 1969

GST #R119378511  
VENDOR PERMIT # 23098422

MONTH	DAY	YEAR
01	11	98

HWY. #7 EAST, PERTH, ONTARIO • P.O. BOX 114 K7H 3E3 • 267-3443 • FAX 267-3275

PURCHASER: **MILLAN, PAULING** ADDRESS: **203-4568** CITY: PROV. POSTAL CODE RES. PHONE: OCCUPATION: APT. #

MAILING ADDRESS: BUS. PHONE:

### OPTIONS / PRICE

THIS HEREBY OFFER TO PURCHASE FROM THE ABOVE DEALER THE FOLLOWING VEHICLE ON THE TERMS & CONDITIONS HEREIN SET FORTH, INCLUDING THE CONDITIONS ON THE BACK HEREOF

NEW YEAR MAKE **SEA-DOO 400** COLOUR

USED MODEL NO. SERIAL NO. **4532228** STOCK NO.

If Manufacturer's Warranty applicable time is measured from 19 DISTANCE TRAVELLED KM ☐ PURCHASER'S INITIALS

A replacement Motor Vehicle Permit Transfer cannot be obtained without a safety standard and certificate pursuant to the Highway Traffic Act

The Vehicle herein will be delivered with an "Initial Vehicle Permit" and the purchaser is responsible for removing the vehicle and for transferring the unit motor vehicle permit at his own cost.

The vehicle herein will be delivered at the price herein stated with a safety standards certificate.

WARRANTY YES ☐ NO ☐

No.

### TRADE-IN DESCRIPTION & LIEN DISCLOSURE

### TERMS OF SETTLEMENT

☐ G.S.T. NON-REGISTRANT ☐ G.S.T. REGISTRANT TOTAL SALE PRICE **25910**

G.S.T. REGISTRANT NO. G.S.T. DUE ON TRADE-IN FREIGHT

YEAR MAKE MODEL DELIVERY

LICENSE NO. / VESSEL NO. YR. OF ISSUE ENGINE NO. LETTERING

OWNERSHIP RECEIVED YES ☐ NO ☐ EXTENDED WARRANTY

CERTIFIED DISTANCE TRAVELLED KM ☐ CUSTOMER INITIAL MI ☐ ADMINISTRATION FEE

SERIAL STORAGE

NET AMOUNT OF LIEN OWED TO PREPARATION

LAST REGISTERED OWNER TOTAL OPTIONS

ADDRESS OWNER'S SIGNATURE

### CUSTOMER INFORMATION

NAME OF INSURANCE COMPANY SUB-TOTAL G.S.T. TAXABLE

POLICY NO. EXPIRY DATE TRADE-IN ALLOWANCE

NAME OF AGENT TELEPHONE NUMBER NET DIFFERENCE

DRIVER'S LICENSE NO. EXPIRY DATE P.S.T.

REMARKS - DATE VEHICLE DELIVERED 5191-8120-4947-3875 09/98

BALANCE DUE

ST ON INS.

LICENSE FEE & PLATES

LIEN

GASOLINE

NON REFUNDABLE DEPOSIT

☐ CASH ☐ CHEQUE ☐ CREDIT CARD

PAYABLE ON DELIVERY

BALANCE FINANCED SUBJECT TO APPROVAL

LIFE INSURANCE (IF REQUESTED)

DISABILITY INSURANCE (IF REQUESTED)

REGISTRATION FEE (IF NECESSARY)

NET AMOUNT TO BE FINANCED

COST OF BORROWING

TOTAL BALANCE DUE **27588**

AMOUNT OF PAYMENTS NO. OF PAYMENTS

PAYMENTS START ON CREDIT APPROVAL

REGISTRATION NO.

### CONDITIONS OF SALE

1. ODOMETER READING. The dealer does not warrant or guarantee the odometer reading of any used motor vehicle sold herein and makes only such disclosure as is required under the Motor Vehicle Dealers Act and Regulations thereunder.

2. ACKNOWLEDGEMENT OF CONDITIONS: The purchaser acknowledges having read the conditions printed on the reverse side hereof and (continued on back...)

THIS ORDER IS NOT BINDING UNLESS ACCEPTED BY AN AUTHORIZED OFFICIAL OF THE DEALER.

This order guarantees to be true and correct as represented above and shall include the transfer to you of my used vehicle, if any, as described above, which said used vehicle I warrant to be free of all encumbrances, except as herein disclosed. The undersigned purchaser warrants all information supplied herein to be true and that the position control equipment on the vehicle traded in is intact and operative.

PURCHASER'S SIGNATURE

DEALER'S SIGNATURE

### DELIVERY / INSTRUCTIONS

I hereby engaged in the business of farming, and that the goods shown on this invoice will be used exclusively for farming.

PURCHASER'S SIGNATURE

I hereby agree that no verbal promises or conditions have been made to me other than what is written on this contract. I also understand that balance due on delivery is payable at delivery.

PURCHASER'S SIGNATURE

VENDOR'S ACCEPTANCE

## **Complaint GOUGE025.POL**

### **Consumer**

Ron Pollard  
R.R. # 1, 786 Porter Road  
Westport ON  
K0G 1X0  
Phone: (613) 273-5491

### **Summary of the Complaint**

On January 8, 1998, the consumer bought a Honda EM 3500 SX generator for \$2600 plus tax (see copy of invoice annexed). He feels he paid too much for his generator.

### **Result of Investigation**

The manufacturer's suggested retail price for a Honda EM 3500 SX generator is \$2430. Therefore the consumer paid \$170 more than the suggested retail price.

**ST-1000 SUB-400**  
HYDRA-TECHNOLOGY



**CARSON'S**  
Smaller Than Sales Since 1944

GST #R119378511  
VENDOR PERMIT # 23098422

HWY 7 EAST, PERTH, ONTARIO • P.O. BOX 114 K7H 3E3 • 267-3440 • FAX 267-3275

PURCHASER **RON POLLARD**

ADDRESS

**RR #1**

**286 PORTER RD**

CITY **WESTPORT ONT**

POSTAL CODE

REGISTRATION

**K7B 1X0 213-2351**

OCCUPATION

MAILING ADDRESS

BUS. PHONE

OPTIONS PRICE		THE HIGHEST OFFER TO PURCHASE FROM THE ABOVE CATALOGUE ON THE FOLLOWING VEHICLE ON THE TERMS & CONDITIONS HEREIN SET FORTH, INCLUDING THE CONDITIONS ON THE BACK HEREOF		COLOUR	
NEW	YEAR	MAKE	HONDA		3500 5X
USED	MODEL NO.	SERIAL NO.	1120232		STOCK NO.
If Manufacturer's Warranty applicable from		19	DISTANCE TRAVELLED	KM	PURCHASER'S INITIAL
A replacement Motor Vehicle Permit Transfer cannot be obtained without a safety standard certificate pursuant to the Highway Traffic Act.		The vehicle herein will be delivered with a "Unit Vehicle Permit" and the purchaser is responsible for removing the vehicle and for transferring the Unit Motor Vehicle Permit at its own cost.		The vehicle herein will be delivered at the price herein stated with a safety standards certificate.	
				WARRANTY <input type="checkbox"/> YES <input type="checkbox"/> NO	

TRADE-IN DESCRIPTION & LIEN DISCLOSURE				TERMS OF SETTLEMENT	
<input type="checkbox"/> G.S.T. NON-REGISTRANT.	<input type="checkbox"/> G.S.T. REGISTRANT	TOTAL SALE PRICE		22000	
G.S.T. REGISTRANT NO.	G.S.T. DUE ON TRADE-IN	FREIGHT			
YEAR	MAKE	MODEL	DELIVERY		
LICENSE NO. / VESSEL NO.	YR. OF ISSUE	ENGINE NO.	LETTERING		
OWNERSHIP RECEIVED	YES <input type="checkbox"/> NO <input type="checkbox"/>	EXTENDED WARRANTY			
CERTIFIED DISTANCE TRAVELLED	KM <input type="checkbox"/> CUSTOMER INITIAL	ADMINISTRATION FEE			
SERIAL		STORAGE			
NET AMOUNT OF LIEN	DUE TO	PREPARATION			
LAST REGISTERED OWNER		TOTAL OPTIONS			
ADDRESS	OWNER'S SIGNATURE				

TOTAL OPTIONS		CUSTOMER INFORMATION	
<input type="checkbox"/> RETURN CUSTOMER	<input type="checkbox"/> REFERRAL	NAME OF INSURANCE COMPANY	
<input type="checkbox"/> WHOLESALE	<input type="checkbox"/> ADVERTISING (WHICH)	POLICY NO.	EXPIRY DATE
		NAME OF AGENT	TELEPHONE NUMBER
		DRIVER'S LICENSE NO.	EXPIRY DATE
		REMARKS DATE VEHICLE DELIVERED	

DELIVERY INSTRUCTIONS		CONDITIONS OF SALE	
<p>1. I certify I am engaged in the business of farming, and that the goods shown on this invoice will be used exclusively for farming.</p> <p><i>Ronald J. Pollard</i></p> <p>PURCHASER'S SIGNATURE</p> <p>I hereby agree that no verbal promises or conditions have been made to me other than what is written on this contract. I also understand that balance due on delivery is payable at delivery.</p> <p>PURCHASER'S SIGNATURE</p> <p>VENDOR'S ACCEPTANCE</p>		SUB-TOTAL G.S.T. TAXABLE	
		TRADE-IN ALLOWANCE	
		NET DIFFERENCE	
		P.S.T.	
		G.S.T.	
		BALANCE DUE	
		PST ON INS.	
		LICENSE FEE & PLATES	
		LIEN	
		GASOLINE	
NON REFUNDABLE DEPOSIT			
<input type="checkbox"/> CASH <input type="checkbox"/> CREDIT CARD			
PAYABLE ON DELIVERY			
BALANCE FINANCED SUBJECT TO APPROVAL			
LIFE INSURANCE (IF REQUESTED)			
DISABILITY INSURANCE (IF REQUESTED)			
REGISTRATION FEE (IF NECESSARY)			
NET AMOUNT TO BE FINANCED			
COST OF BORROWING			
TOTAL FINANCING			
AMOUNT OF PAYMENTS \$			
NO. OF PAYMENTS			
PAYMENTS START ON			
CREDIT APPROVAL			
REGISTRATION NO.			
SALESMAN'S NAME			

CONDITIONS OF SALE	
1. ODOMETER READING: The dealer does not warrant or guarantee the odometer reading of any used motor vehicle sold herein and makes only such disclosure as is required under the Motor Vehicle Dealers Act and Regulations thereunder.	
2. ACKNOWLEDGEMENT OF CONDITIONS: The purchaser acknowledges having read the conditions printed on the reverse side hereof and (continued on back...)	
THIS ORDER IS NOT BINDING UNLESS ACCEPTED BY AN AUTHORIZED OFFICIAL OF THE DEALER.	
The said purchase is to be for the price as hereinafter set forth and shall include the transfer to you of my used vehicle, if any, as described above, which said used vehicle I warrant to be free of all encumbrances, except as herein disclosed.	
The undersigned purchaser warrants all information supplied herein to be true and correct: the pollution control equipment on the vehicle traded in is intact and operative.	
PURCHASER'S SIGNATURE	<i>Ronald J. Pollard</i>
CO-SIGNER (IF ANY)	

## **Complaint GOUGE026.DOU**

### **Consumer**

Gay and Patrick Doughty  
R.R. # 6  
Perth ON  
K7H 3C8  
Phone: (613) 267-5829

### **Summary of Complaint**

The complainants bought a second-hand Suzuki 4000 W generator for \$2900 plus tax. The generator in question was six (6) months old. They saw the same generator selling new for \$2000 at another store. They feel they paid too much for their generator.

### **Results of Our Investigation**

The manufacturer's suggested retail price for a Suzuki 4000 W generator is \$1999. The price of a used generator could amount to \$500.

## **Complaint GOUGE039.MCD**

### **Consumer**

Tony McDonald

R.R. # 5

Perth ON

K7H 3C7

Phone: (613) 267-5684

### **Summary of Complaint**

On January 8, 1998, the consumer bought a Homelite LR 4400 generator for \$2435 plus tax. He saw the same generator at Perth Small Engine selling for \$1530. He feels he paid too much for this generator.

### **Results of Our Investigation**

The manufacturer's suggested retail price for a Homelite LR 4400 generator is \$1070. The consumer therefore paid \$1365 more than the manufacturer's suggested retail price. The consumer no longer had the invoice in his possession and told us that he was in the process of negotiating with the business.

## Sequence of Events - Carson's File

03/02/98

### **Generator prices requested from Carson's**

Honda EM-2500	\$1699
EM-3500	\$2200
Suzuki 8000 W	\$4000

03/02/98

### **Telephone conversation with Mr. Rick White, Manager**

Mr. White stated that he had had supply problems which had forced him to purchase generators from various dealers in other regions. The US-imported Generac generators were expensive. The owner had proof of this, but was unavailable for comment. He was to return our call as soon as he was back at work. According to Mr. White, Carson's had been repairing generators free of charge for the previous week.

04/02/98

### **Telephone conversation with Carson's owner, Mr. Shawn Carson**

Mr. Carson claimed that a delivery delay on the part of Honda caused him to incur extra costs to acquire his generator stock. He maintained that he had had to pay overtime and transport costs to meet the demand. For this reason, he had had to pay higher-than-normal costs for some models. He claimed that he was able to provide proof of his statements and was ready to explain his actions to each of the complainants.

Mr. Carson stated that before each sale, customers had been informed that generator prices were higher than normal.

I called each of the complainants to inform them that Mr. Carson had agreed to provide them with an explanation. I asked them to contact him, and to keep me up-to-date on any action on their part and the results thereof. The majority told me that they had not been aware of the higher prices, and some did not believe that Mr. Carson had acted in good faith. He had already given them explanations which they had found unconvincing.



09/02/98

**Telephone conversation with Honda and Generac personnel**

I contacted Honda at (416) 284-8110 to confirm the claims of some of the complainants that they had contacted Honda themselves to verify that their generators had been delivered directly to Carson's. Ms. Linda Delaney, a customer service representative, confirmed that this was so. I asked for documentation to this effect (shipping dates, number of generators shipped, quantity, models and serial numbers). To obtain this information, a request must be made to Honda Canada's Customer Relations Department, which forwards the request to the Power Equipment Service (fax: (416) 287-9205). I did not do this, as I intended to ask Mr. Carson for these proofs.

I was unable to confirm most of the serial numbers with US-based Generac (1-800-270-1408), since they do not appear in their computer. I was told that their only CSA-approved generator is the Generac 4000XL, model 9777 or 9878. I was also told that Generac usually deals only with Home Depot, which explains the difficulty in tracing some serial numbers (see document entitled "Suggested Retail Price of Generators Purchased from Carson's" annexed).

09/02/98

**Telephone conversation with Mr. Shawn Carson**

I related the complainants' comments to Mr. Carson, i.e., that most had not been informed that prices would be higher than normal. Mr. Carson claimed that they were lying, and that everyone had been so informed. I asked Mr. Carson whether any of the complainants had contacted him (I kept their names confidential throughout). He told me that to his knowledge, no one other than people with whom he was already dealing had contacted him. I told him about the information obtained from Honda. Mr. Carson stated that he had paid for a tractor-trailer to travel to Toronto to pick-up the Honda generators. He had done likewise for the Generac generators, which he had procured from a Buffalo dealer whose name he no longer remembered. He stated that at the time of the sale, he was unaware of Generac's suggested retail price. I asked him for proof of the extra expenses he incurred that could justify the higher prices of his generators. He asked me to give him a day or two to gather the documentation.

13/02/98

**Callback to Mr. Carson**

Mr. Carson was not in. He was to call me back.

13/02/98

**Information obtained from Mr. Pierre Longtin (GOUGE078.LON)**

Mr. Shawn Carson rented the truck belonging to his father, Mr. Dave Carson, in order to pick up the Honda generators. Mr. Longtin spoke with the driver of the truck who revealed that

the elder Mr. Carson had rented the truck to his son for \$70 per hour, and that its cargo came from the Brampton Honda Warehouse.

16/02/98

**Request for information from Honda Canada**

I faxed Honda Canada to request information on the generators purchased from Carson's (suggested retail price, price paid by the business, shipping, transport and receiving dates, and shipper) (see copy of request annexed).

16/02/98 - 11:20 a.m.

**Phone call to Mr. Carson**

I was told that Mr. Carson had just left for a meeting which was to run until 1 p.m., after which he had another, and that he was not expected back until the following day. I left another message, insisting that he call me back the same day.

17/02/98

**Return phone call from Mr. Carson**

Mr. Carson told me that he had recently been ill, and that he was waiting for documents from Honda to clarify the misunderstanding regarding the generator shipment. I told him about the assertion of one of the complainants that the truck he had rented belonged to his father, Mr. Dave Carson. He stated that the truck belonged to another company. At any rate, he asked, why was this important? He stated that "business is business." To clarify the matter, I offered to send him a list of the generators (brand, model, date of purchase) on which he would then provide proof of purchase and extra expenses incurred (see document entitled "List of Generators Purchased from Carson's," annexed). I told him that I understood his explanation that he had distributed the supplemental costs over all the generators, but that I needed proof that he had paid a higher price for a significant proportion of his generators.

He promised to fax me the information the following morning. Mr. Carson's fax number is (613) 267-3275.

18/02/98

**Conversation with Mr. Carson**

Mr. Carson stated that the purchase dates that we had sent him did not correspond with those on the invoices in his possession, and that he was unable to trace the generators. He stated that he needed more information, such as the purchaser's names and the serial numbers. He stated that he had dealt with over ten dealers and suppliers during the storm, and that to trace a generator back to its supplier, he would have to look into each one on a case-by-case basis (see copy of letter and additional information sent to Mr. Carson, annexed).

20/02/98

**Receipt of Mr. Shawn Carson's letter (see copy of letter annexed)**

24/02/98

**Reply to Mr. Carson's letter and transfer of file to Mr. Jean-Baptiste Renaud (see copy of reply annexed)**

# Liste des génératrices achetées chez Carson's

<u>Modèle</u>	<u>Prix payé</u>	<u>Date</u>	<u># de série</u>	<u>Réf.</u>
Honda				
EZ-1800	1699.00	04/01	plainte voisin	ACQ-030
EZ-1800	1838.85	09/01	EZEH1004068	ACQ-032
EZ-1800	1378.85	13/01	EZEH1005606	ACQ-032
EX-2400	3678.85	09/01	Brian Penney	010/011.PEN
EM-2500	2185.00	13/01	EZCN1068615	ACQ-025*
EZ-2500	1499.00	13/01	EZEJ1024736	ACQ-024
EM-3500	3450.00	10/01		ACQ-035
EM-3500x	2783.00	09/01	2111234	ACQ-009
EM-3500sx	2782.00	08/01	1120232	ACQ-010
Generac				
2400	2185.00	14/01	4524500 (Éch.)	ACQ-025*
4000	2758.85	11/01	4532228	ACQ-008
5000	2000.00	11/01	X 4372841	019.BER
Suzuki				
1400W	1795.00u	10/01	003616	ACQ-033
4000W(?)	2900.00u			026.DOU
Homelite				
4400	2760.00	08/01	perdu facture	039.MCD

Prix de détail suggérés,  
pour les génératrices achetées chez Carson's

Honda

EZ-1800c	899.00
EZ-1800xklc	1399.00
EX-2400klc	2089.00 (disjoncteurs etc...)
EZ-2500C	1099.00 (demi-cadre)
EM-2500xklc	1649.00 (disjoncteurs, etc...)
EM-3500c	1579.00
EM-3500xklc	2199.00
EM-3500sxkc	2429.00 (dém. électr.)

Generac

2400	?
4000	1309.00 US (1714.00 CAN, modèle 9777 ou 9878)
5000	999.00 US (modèle 09719-2)

Suzuki

1400W	1299.00	neuve, usagée -300.00	(SV1400)
4000W	1999.00	neuve, usagée -500.00	(SV4000PD)

Homelite

LR4400	1069.99
LRE4400	1289.99
LRI4400	1344.99
LRIE4400	1609.99



## ASSOCIATION DES CONSOMMATEURS DU QUÉBEC INC.

3120 RUE MASSON, BUREAU 101, MONTRÉAL, (Qc) H1Y 1X8  
TÉLÉPHONE: (514) 376-8517 • TÉLÉCOPIEUR: (514) 376-1029

Montréal, le 16 février 1998.

Honda Canada  
Customer Service  
Linda Delaney  
Tél.: 416-284-8110  
Fax.: 416-287-9205

Maxime Bouffard.  
Québec's Consumers Association

Subject: Request for Honda generators prices, and informations  
about shipping to Carson's Honda dealer from Perth.

As you suggested in our conversation on the february 6th, I'm asking for written informations about generators sold to Carson's Honda dealer (Highway 7 east, P.O. Box 114, Perth, Ontario, K7H 3E3).

Many complaints were transmitted to my office, by the Competition bureau, concerning generators bought at Carson's Honda dealer. Some Ontario's customers felt gouged after dicovering that their generators were sold cheaper at another store.

In order to complete my inquiry, I would need a printed document listing the retail prices suggested, and the price paid by the dealer for the generators listed below. Also I would like to know when those generators were ordered, shipped, received, and who paid for transport, if ever you know these informations.

I already ask those information to M. Shawn Carson's the owner who told me he will sent them to me, but I feel he's trying to win time and won't give me the informations.

Can you transmit my request to the Power equipment service, please.

Thank you in advance, Mrs Delaney, for your help!



# ASSOCIATION DES CONSOMMATEURS DU QUÉBEC INC.

3120 RUE MASSON, BUREAU 101, MONTRÉAL, (Qc) H1Y 1X8  
TÉLÉPHONE: (514) 376-8517 • TÉLÉCOPIEUR: (514) 376-1029

To Honda's customers service

## List of generators bought at Carson's

### Honda

EZ-1800	
EZ-1800	EZEH1004068
EZ-1800	EZEH1005606
EX-2400	
EM-2500	EZCN1068615
EZ-2500	EZEJ1024736
EM-3500	
EM-3500x	2111234
EM-3500sx	1120232

The generators were sold By Carson's (date written on the bills)  
between January 4th and 13th .



## ASSOCIATION DES CONSOMMATEURS DU QUÉBEC INC.

3120 RUE MASSON, BUREAU 101, MONTRÉAL, (Qc) H1Y 1X8  
TÉLÉPHONE: (514) 376-8517 • TÉLÉCOPIEUR: (514) 376-1029

Montréal, february 19, 1998.

M. Shawn Carson  
Carson's  
HWY #7 east  
Perth, Ontario  
P.O. Box 114  
K7H 3E3

Maxime Bouffard.  
Québec's Consumers Association

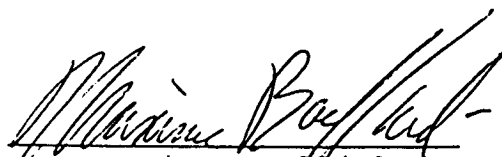
Subject: Additional informations about generators

M. Carson

As we spoke yesterday, I'm sending you more informations about the list of generators I sent you previously. These will help you to find out where the generators came from and how much you had to pay for those. As soon as you find out, please send back the informations to me. If you can't find information on those which I didn't received the copy of the invoice yet, it doesn't matter for now.

And as I explained yesterday on the phone, our associations (Québec's Consumers Association, and Consumers Option) has been given by Industry Canada's Consumer Affairs the mandate to investigate on complaints lodged to their office during the ice storm.

I hope these informations will be sufficient to complete the researches for informations on the generators.

  
Maxime Bouffard



## Serial numbers and price paid for generators

<u>Make and model</u>	<u>Paid</u>	<u>Date</u>	<u>Serial #</u>
<b>Honda</b>			
EZ-1800	1699.00	04/01	waiting for copy of bill
EZ-1800	1838.85	09/01	EZEH1004068
EZ-1800	1378.85	13/01	EZEH1005606
EX-2400	3678.85	09/01	Brian Penney
* EM-2500	2185.00	13/01	EZCN1068615 (exchange)
EZ-2500	1499.00	13/01	EZEJ1024736
EM-3500	3450.00	10/01	waiting for copy of bill
EM-3500x	2783.00	09/01	2111234
EM-3500sx	2782.00	08/01	1120232
<b>Generac</b>			
* 2400	2185.00	14/01	4524500 (exchange)
4000	2758.85	11/01	4532228
5000	2000.00	11/01	X 4372841
<b>Suzuki</b>			
used 1400W	1795.00	10/01	003616
used 4000W	2900.00	?	waiting for copy of bill
<b>Homelite</b>			
4400	2760.00	08/01	lost the bill

**NOMBRE DE PAGES INLUANT CELLE-CI:** 3

**REMARQUES:** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

# CARSON'S

February 20, 1998 *Service After Sales Since 1949*

ATT: MAXIME


I do not mind participating in your study if I feel it is done in a fair and non-biased manner. However, I do have many concerns before going any further as, (after consultation) I am led to believe that we have no legal obligation to participate. First of all, any correspondence up to this date, will not be used in a detrimental manner as I feel you falsely represented yourself as Consumers Affairs.

If your organization has been hired by Consumers Affairs or Industry Canada (as you say), I would like your contacts name & phone number. I am confident if the issue is dealt with in a reasonable, fair and factual manner, we will not suffer in any way.

However, since some of my previous statements have been changed, deleted, added to and manipulated, I feel I must inform you that any use of my name, or correspondence without my written consent, will result in appropriate legal action. I will not be a victim of a biased or slanderous witch hunt. I again request to know, what are my legal rights and obligations? If you are not able to properly explain them, please put me in touch with whomever can. Please note that I will be away from the 25th of February to March 4th. Therefore, if I cannot properly respond due to lack of information from you, and I will not tolerate any requests, publicity, reports or action etc. of any sort in regards to these matters, in my absence or without my written approval. Please govern yourself and your associates accordingly.

In regards to lack of information - let's disregard any units without proper information, ie.) lost Bill of Sale or lack of Name, date, waiting for bill of sale etc. Also, if a client has resold this unit to another party for the same amount of money, who am I to deal with? I feel if I have offered to help the second person and the first person lost no money, then he shouldn't complain. Also, there are units listed that we did not sell, period! Therefore, I must insist on seeing the Bills of Sale, you claim you have. Also, the majority of prices you list are inaccurate and untrue, so it is hard to defend ourselves. Please list specifically the actual complaint with each unit and circumstances under which the customer claims they purchased it, with details. I am confident you will find this will result in no, or very few valid complaints. Then, if necessary, we can deal with them in a proper manner.

Sincerely,

  
Shawn Carson



## ASSOCIATION DES CONSOMMATEURS DU QUÉBEC INC.

3120 RUE MASSON, BUREAU 101, MONTRÉAL, (Qc) H1Y 1X8  
TÉLÉPHONE: (514) 376-8517 • TÉLÉCOPIEUR: (514) 376-1029

Montréal, february 24, 1998.

M. Shawn Carson  
Carson's  
HWY #7 east  
Perth, Ontario  
P.O. Box 114  
K7H 3E3

Maxime Bouffard.  
Québec's Consumers Association

Subject: Confirmation of receiving your fax, and answer to your request of informations.

M. Carson,

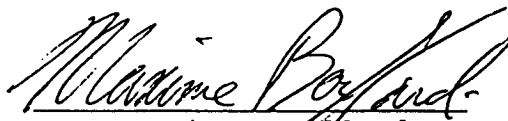
Despite what you wrote in your letter of february 20, I never identified myself as representing Consumers Affairs, (this is a false statement from yourself). I always said I was representing Consumers Association.

Regarding your legal rights and obligations, M. Jean Baptiste Renaud of Consommation bureau will call you back, (his phone number is 613-952-1915). The General Director of Consommation Bureau, M. David Fransen, will also be informed of the case. Here is the adress of the Consommation Bureau:

Industry Canada, Consommation Bureau  
235 Queen, 9th floor, east tower, Ottawa, Canada, K1A 0H5

I now transfer the case to them. They will decide if others informations has to be given to you about the complaints or not. I am keeping the copies of the invoices at my office for now, but may transfer them to their office on their request. All the informations I gave you are coming either from those copies, (with Carson's headletter on top of each), or from the complainants.

Hope this will fit your request about your rights.

  
Maxime Bouffard.



Carson Centre, RR 6, Hwy. 7  
Perth, Ontario K7H 3C8  
TEL: (613) 267-3443 Fax: (613) 267-3275

January 19, 1998

Shawn Carson and the staff of Carson's Suzuki of Perth would like to thank all customers who patiently waited for Carson's to travel from one end of Ontario to the other and into the United States, to fill their requests for emergency generators during these very difficult times.

Unfortunately, our own costs increased due to hiring extra staff, truck rentals and working around the clock under stressful and dangerous conditions. Having to bypass normal and slower channels to obtain customer requested units created a large increase in costs to customers. This was explained to customers singly and in line-ups, when purchasing their generators.

To the customers who agreed to the higher costs and have since called to profusely thank our staff - we thank you.

To the small number of purchasers who understood and agreed to the prices and who, after having their hydro restored, claim they were gouged or who claim they could have purchased similar units more cheaply elsewhere - our inquiries show that many other places did not have comparable units available and could not fill the emergency requests by customers.

Carson's Inc. was pleased to meet the challenge of supplying our customers' demands and needs in this emergency situation.

Yours truly,

Shawn Carson  
Owner and Proprietor

# Generating woes - supply and demand

By Maureen Pegg

Local retail outlets were kept hopping last week trying to fill the high demand for generators.

With power out for several days in rural areas and threatening to be out for as much as a week longer, many residents decided purchasing a generator might be their salvation.

The rush to buy such items caused supply problems for local retail outlets. As weather got colder, the demand became greater and dealers scrambled to keep up.

Shawn Carson, of Carson Suzuki, found regular suppliers could not provide generators as quickly as his customers required. As a result, he purchased generators, often at retail prices, from dealers outside the storm area.

He bought his generators in the northern United States and as far in north Ontario as New Liskard. Only a portion of approximately 50 generators sold came through Carson's regular channels. In some cases he was able to buy ten generators at a time, in other cases he was able to pick up just two or three.

One generator was loaned to a shelter near Smiths Falls.

During the storm, Carson's Farm Supply was shut down and employees of both operations worked for 20 hours a day buying and selling generators. Mr. Carson said:

"We rented trucks. We hired transports. Many of our employees at the shop had little sleep for several days. Most of them worked instead of staying home with their families, who were also without power."

He said all customers were told that the generators they purchased during the storm would likely drop in

price afterwards. Customers were happy, he said, just to have the generators to heat their homes during the "emergency."

Our core business is not generators. We shut down our whole business to sell generators. There's an overhead there. We have to pay our employees and pay trucking costs."

Compounding the problem was the fact that there are many different models and makes of generators, resulting in a great variance in price.

During the height of the storm, he was selling generators to people living three and four hours from outside the Perth area.

"We were buying wherever we could get them at whatever price we had to pay," he said.

Steve Sargeant, at Perth Small Engines, also ran into supply problems. "I couldn't get generators from my regular suppliers. I was told it would be two weeks before I could get them."

As a result, he turned to other dealers for a supply. "Some of the other dealers jacked up the prices, then we had to pay freight costs."

Mr. Sargeant went to Haliburton on two separate occasions to pick up generators and paid more than the regular retail price for them.

When he came back to Perth, he added a small markup (10 percent) to the price of the generators to help cover his costs.

He sold approximately 50 generators during the height of the storm.

He also has a supply of generators which came in this past Sunday from Colorado, a day later than he had promised. He told prospective customers if they could get a generator somewhere else to go ahead. Now

that the power is on, people have decided they don't want the generators and have cancelled their orders. "I paid big money to get them here and I'm stuck with them."

Mr. Sargeant loaned several generators and was able to fire volunteers to be used in rescue efforts.

He and his staff put in 18 hours a day during the week. At some times he had as many as 20 people lined up in the shop for repairs, he said.

About Somerville, of Somerville Farm Supplies, was also trying to help his customers. "The biggest problem was that everything was going to Montreal, that's what the media was saying, that it was the worst hit area."

He said he had generators on order from a dealer and when the storm came, he doubled the order, but the supplier was not able to meet the order.

"The companies had their problems too. They were out trying to buy back generators from dealers to help get them to this area."

He called another of his suppliers, Coleman, who "bent over backwards" to help him and sent up a supply from Nebraska. "They came into town on Saturday. I drove down and picked them up and we opened Sunday. We called everybody we had on our list and let them know we had the generators."

Mr. Somerville and neighbour Steve Graham, who owns an automotive shop, outfitted a vehicle with a generator, a heater and a pump. Mr. Graham went out on the roads to assist people in trouble. Another generator was sent to Drummond Township.

Perth Courier

Jan 21/88

pg 1/2

**The following complaints all relate to a single business: Gilles Beaudry Farm Supply Incorporated. Its address and phone number are therefore given only once, at the beginning of the list. The outcome of our discussions with the company is found at the end of the list.**

**Business**

Gilles Beaudry Farm Supply Incorporated  
Box 550, rue St-Laurent  
Winchester ON  
K0C 2K0  
Tel.: (613) 774-3661 or 3662 or 3660

-----

**Complaint GOUGE045.AND****Consumer**

John Anderson  
R.R. # 2  
Prescott ON  
K0E 1T0  
Tel.: (613) 925-5754

**Summary of the Complaint**

On January 11, 1998, the consumer purchased a Homelite LR 2500 (UTO3773-A) generator from the business in question, for which he paid \$2000 plus taxes (see copy of invoice annexed). He believes he paid much too high a price for his generator.

**Result of Investigation**

The manufacturer's suggested list price for the model purchased by the consumer is \$915, which means that he paid \$1085 over the suggested list price ( $\$2000 - \$915 = \$1085$ ).



**Complaint GOUGE049.THO****Consumer**

Joel Thompson  
R.R. # 2  
Boundary Road North  
Mountain ON  
K0E 1S0  
Tel.: (613) 258-4452

**Summary of the Complaint**

On January 12, 1998 the consumer purchased a Coleman Vantage 3500 watt generator (PM0473503) from the company in question at a cost of \$2200 (see copy of invoice annexed). He believes he paid much too high a price, since he noticed that the Canadian Tire catalog advertises the same model generator for \$999.

**Result of Investigation**

The manufacturer's suggested list price for this model is \$1675, while the Canadian Tire sale price for this generator is \$999 (see excerpt from Canadian Tire catalogue annexed). This means that the consumer paid \$525 over the list price and \$1200 over the Canadian Tire price.



1000-387-0506



R.R.#1  
SOUTH MOUNTAIN  
ONTARIO, CANADA,  
K0E 1W0

TEL. 813-989-2838  
FAX 813-989-3218

Date JAN 12 19 98

GST # R135371656

M JOEL THOMPSONAddress 212 MOUNTAIN, ONT.

Description	Amount
3500 Woman's Insurance	\$2530.00
	CASH 165
TRIP #	
TERMS: 7 DAYS	
STATEMENT	

0739

JAN 29/98

FAX 514-376 1029

TO MAXIME BOUFFARD

FROM JOEL THOMPSON

Box 550  
St. Lawrence St.  
Winchester, Ontario  
K0C 2K0

GIL BEAUDRY

TEL.: (613) 774-3661  
(613) 774-3662  
(613) 774-3660

FARM SUPPLY INC.  
BUY SELL OR TRADE  
NEW & USED FARM EQUIPMENT

SALES  
ORDER

Sold To:

*Int Express*

*South Mountain*

SALESPERSON

DATE

TERMS: 2% Int. - 30 Days

*Jan 11/98*

CASH

ON ACCT.

SHIP VIA

F.O.B. POINT

QTY.	STOCK NO./DESCRIPTION	UNIT PRICE	AMOUNT
<i>3500</i>	<i>75790455</i>	<i>SOLD</i>	<i>2200.00</i>
	<i>76150819</i>	<i>SOLD</i>	<i>2200.00</i>
	<i>76150821</i>		<i>2200.00</i>
	<i>76150820</i>		<i>2200.00</i>
<i>5000</i>	<i>75840210</i>	<i>SOLD</i>	<i>2700.00</i>
<i>3105.00</i>	<i>75840212</i>	<i>SOLD</i>	<i>2700.00</i>
	<i>75840211</i>	<i>SOLD</i>	<i>2700.00</i>
	<i>75840240</i>		<i>2700.00</i>
	<i>75961246</i>		<i>2700.00</i>
			<i>22,300.00</i>
		<i>PST</i>	<i>1,784.00</i>

G.S.T. #R10289539

ORDERED BY

RECEIVED BY

TOTAL

*1561.00*  
*25,645.00*

I hereby certify that I am engaged in the business of farming and that the goods shown on this invoice will be used exclusively in the conduct of that business.

Signature

*[Signature]*

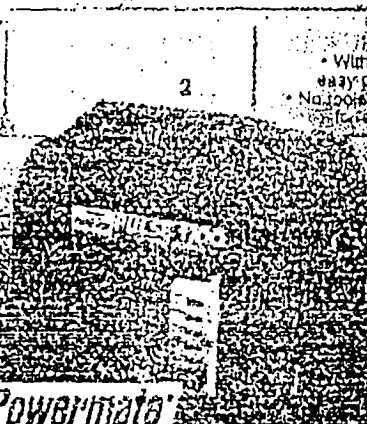
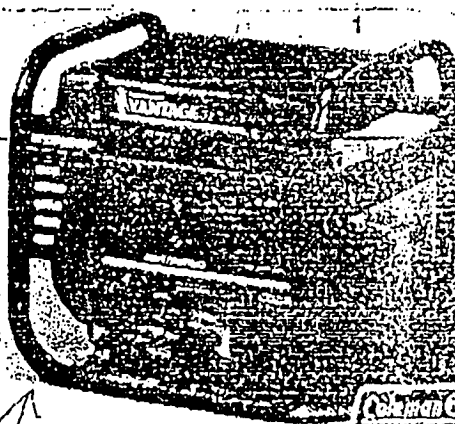
NO 001174

EQAL

*Karen Kirchmeier*

# GENERATORS AND LIGHT INDUSTRIAL NEEDS

Product No.	Rated Watts	Max. Watts	Horsepower	Run time at 50%	Tank size	Weight in lbs	AC output 120V 240V		DC output	Battery cables	Decibel ratings	Price
1.58-0308-0	3500	4375	5.5	9 hours	3 gallons	114	2	1	yes	yes	88 dBA	999.99
2.55-0308-1	1350	1700	3.5	5 hours	1 gallon	69	2	-	yes	yes	88 dBA	649.99
3.65-0317-8	2100	2500	5.5	2 hours	1.6 quarts	78	2	-	no	no	74 dBA	599.99



OUR  
MODEL.



4. Honda EX350C generator. Portable and lightweight. Great for camp or work sites. Fully enclosed and insulated for whisper-quiet operation. Circuit breaker-equipped. Automatic voltage regulator. 55-0309-8-AC/DC outlet.....499.99

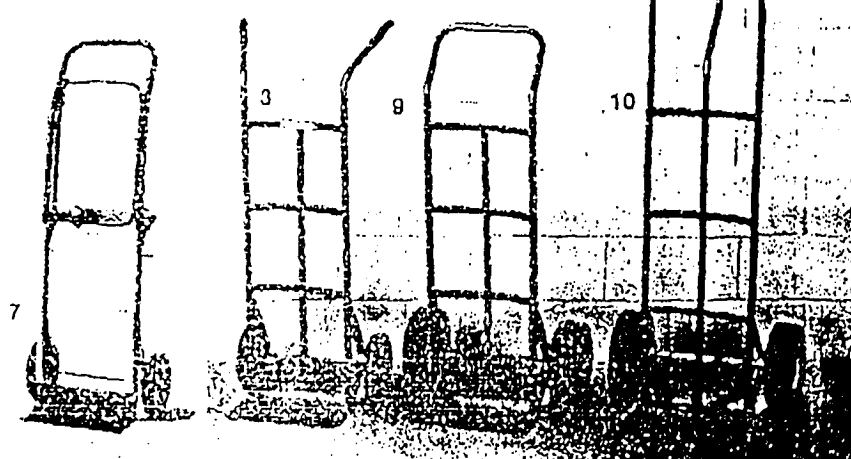
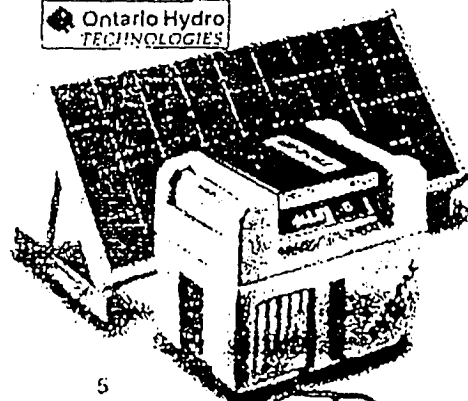
## Use renewable energy!

5. EN-R-PAK solar generator. Harness the sun's power to operate lights, TV, computer, etc. Quiet, clean solar-power system is maintenance-free and easy to set up.

55-0350-4-AC/DC outlet.....1299.99

For more information call  
1-800-644-0944 or e-mail  
@ont.hydro.on.ca.

Ontario Hydro  
TECHNOLOGIES



6. Lion portable concrete mixer for industrial and do-it-yourself use. Hone, concrete, sand, fertilizers, and mortars. 3 1/2 cu ft drum gas from either end. Overload 1/4 hp electric motor. -Easy to assemble.....349.99

7. Hand truck/dolly. Tubular steel frame. Adjustable vertical height. Metal rack to hold garbage bags.

55-0506-4-Steel toe plate.....29.99

8. Industrial-rated hand truck. 2" semi-pneumatic tires.

55-0502-2-Roller-bearing wheels.....64.99

9. Deluxe industrial hand truck. Ball-bearing wheels.

55-0507-2-600-lb capacity.....89.99

10. 2-handed hand truck. Heavy-duty, P-shaped handle for easy manoeuvring. 550-lb capacity.

55-0512-8-10" pneumatic tires.....39.99

**Complaint GOUGE041.WAD****Consumer**

Brenda Wadell  
R.R. # 1  
Chesterville ON  
K0C 1H0  
Tel.: (613) 448-3504

**Summary of the Complaint**

On January 11, 1998, the consumer purchased a Coleman Maxa 5000 ER generator (PM0525202) from the business in question, for which she paid \$2700 plus taxes (see copy of invoice annexed). She believes she overpaid considerably for her generator, which normally sells for between \$900 and \$1100.

**Result of Investigation**

The manufacturer's suggested list price for this generator is \$1425. At Wal-Mart, the same generator currently sells for approximately \$1000. Consequently, the consumer overpaid by \$1275 with respect to the list price ( $\$2700 - \$1425 = \$1275$ ) and \$1700 with respect to the Wal-Mart price.

**FARM SUPPLY INC.**  
BUY SELL OR TRADE  
NEW & USED FARM EQUIPMENT

**SALES  
ORDER**

Sold To B. M. W. P. P. P. Jan 11, 98  
Wm Waddell 442-3504  
Chattanooga, TN

SALESPERSON

TERMS: 2% Int. - 30 Days

DATE

CASH

ON ACCT.

SHIP VIA

F.O.B. POINT

QTY.

STOCK NO./DESCRIPTION

UNIT PRICE

AMOUNT

1

Coleman #500

2700.00

2700.00

75961038

Model P40 525-700

1st delivery

165

1240.00

155

240.00

G.S.T. #R1 0239539

CREDITED BY

RECEIVED BY

TOTAL

3,105.00

I hereby certify that I am engaged in the business of farming and that the goods shown on this invoice will be used exclusively in the conduct of that business.

Signature Wm Waddell

Attention  
Maxime Boussard

Box 550  
St. Lawrence St.  
Winchester, Ontario  
K0C 2K0

GIL BEAUDRY

TEL: (613) 774-3661  
(613) 774-3662  
(613) 774-3660

FARM SUPPLY INC.

BUY SELL OR TRADE  
NEW & USED FARM EQUIPMENT

SALES  
ORDER

Sold To: Antaricus Van Beers  
8158 Bygon Rd Box 218  
821-1846 Mitchell Ont K0A 2P0

SALESPERSON \_\_\_\_\_ DATE \_\_\_\_\_

TERMS: 2% int. - 30 Days

CASH \_\_\_\_\_ ON ACCT. \_\_\_\_\_ SHIP VIA \_\_\_\_\_ F.O.B. POINT \_\_\_\_\_

QTY. \_\_\_\_\_ STOCK NO / DESCRIPTION \_\_\_\_\_ UNIT PRICE \_\_\_\_\_ AMOUNT \_\_\_\_\_

1 Coleman 5000

Serial # 75840214 2700.00

GST 287.00

PST 216.00

3105.00

4510 118 382 120

10198

Paid Visa

G.S.T. #R10289539

ORDERED BY \_\_\_\_\_

RECEIVED BY \_\_\_\_\_

TOTAL \_\_\_\_\_

I hereby certify that I am engaged in the business of farming and that the goods shown on this invoice will be used exclusively in the conduct of that business.

Signature \_\_\_\_\_

E.O.L.

01/14/1995 19:52

16138213455

DAN MORRIS

PAGE

02

001169

**Complaint GOUGE34/036.BAK****Consumer**

Mike Baker  
R.R. # 1  
Lunenburg ON  
K0C 1R0  
Tel.: (613) 537-8533

**Summary of the Complaint**

On January 11, 1998, the consumer purchased a Coleman Maxa 5000 generator (PM0525202) for which he paid \$2700 plus taxes (see copy of invoice annexed). He noticed that Wal-Mart sells the same generator for around \$850, and for this reason believes that he overpaid considerably for his generator.

**Result of Investigation**

The manufacturer's suggested list price for this generator is \$1425. At Wal-Mart, the same model currently sells for around \$1000. Consequently, the consumer overpaid by \$1275 with respect to the list price ( $\$2700 - \$1425 = \$1275$ ) and \$1700 with respect to the Wal-Mart price.





**Complaint GOUGE050.BEN****Consumer**

Rock Benoît  
462 Fred  
Winchester ON  
K0C 2K0  
Tel.: (613) 774-3728

**Summary of the Complaint**

The consumer purchased a Homelite LR1E 4400 generator (UTO 3789-B) from the business in question for \$2800 plus taxes (he will be mailing us a copy of the invoice). He points out that the same generator is currently selling for around \$1200, and consequently believes that he overpaid for his generator.

**Result of Investigation**

The manufacturer's suggested list price for this model generator is \$1610. The consumer, then, paid \$1190 more than the suggested list price ( $\$2800 - \$1610 = \$1190$ ).

**Complaint GOUGE056.CAS****Consumer**

Earl Casselman  
Box 487  
Winchester ON  
K0C 2K0  
Tel.: (613) 774-3628

**Summary of the Complaint**

On January 11, 1998, the consumer purchased a Coleman Vantage 3500 generator (PMO473503) for which he spent \$2200 plus tax (see copy of invoice annexed). It should be noted that the consumer paid only GST. The consumer noticed that the Canadian Tire Catalogue advertises the same model generator for \$999, and he thus believes that he overpaid for his generator.

**Result of Investigation**

The manufacturer's suggested list price for this model generator is \$1675, which means that the consumer overpaid by \$525 with respect to the suggested list price ( $\$2200 - \$1675 = \$525$ ), and \$1200 with respect to the Canadian Tire price.

ntion  
U. Poirier  
Re: Model #

Box 550  
St. Lawrence St.  
Winchester, Ontario  
K0C 2K0

GIL BEAUDRY

TEL: (813) 774-3681  
(813) 774-3662  
(813) 774-3660

FARM SUPPLY INC.  
BUY SELL OR TRADE  
NEW & USED FARM EQUIPMENT

SALES  
ORDER

Sold To: Claudette Lacroix  
Box 487 Winchester Ont  
774-3628 K0C2K0

SALESPERSON

DATE

TERMS: 2% Inc. - 30 Days

CASH

ON ACCT.

SHIP VIA

F.O.B. POINT

QTY.

STOCK NO/DESCRIPTION

UNIT PRICE

AMOUNT

Corlins 3.500 2200.00

Serial # 76241824 G5 154.00

Lot 7 2354.00

Car 5

Winchit Turb

Paid 1/2/98

\* Model # Pmo 473503

G.S.T. #R10289539

ORDERED BY

RECEIVED BY

TOTAL

I hereby certify that I am engaged in the business of farming and that the goods shown on this invoice will be used exclusively in the conduct of that business.

001160

Signature

E.O.G.L.

**Complaint GOUGE053.KIR****Consumer**

Karen Kirchmeier  
R.R. # 3  
Mountain ON  
K0E 1S0  
Tel.: (613) 989-2279

**Summary of the Complaint**

On January 11, 1998, the consumer purchased a Coleman Maxa 5000 generator (PM0525202) for which she paid \$2700 plus taxes (see copy of invoice annexed). She mentioned that approximately 100 farmers who purchased generators from this business have met to discuss measures of redress. Like a number of other people, she believes that she overpaid considerably for her generator.

**Result of Investigation**

The manufacturer's suggested list price for this generator is \$1425. At Wal-Mart, the same generator currently sells for around \$1000. Consequently, the consumer overpaid by \$1275 with respect to the list price ( $\$2700 - \$1425 = \$1275$ ) and \$1700 with respect to the Wal-Mart price.

Box 550  
St. Lawrence St.  
Winchester, Ontario  
K0C 2K0

GIL BEAUDRY

TEL.: (813) 774-3661  
(813) 774-3662  
(813) 774-3660

FARM SUPPLY INC.  
BUY SELL OR TRADE  
NEW & USED FARM EQUIPMENT

SALES  
ORDER

Sold To:

*Int Express*

*South mountain*

SALESPERSON

DATE

TERMS: 2% Int - 30 Days

*Jan 11/98*

CASH

ON ACCT.

SHIP VIA

F.O.B. POINT

QTY.	STOCK NO./DESCRIPTION	UNIT PRICE	AMOUNT
<i>3500</i>	<i>75790455</i>	<i>SOLD</i>	<i>2200.00</i>
	<i>76150819</i>	<i>SOLD</i>	<i>2200.00</i>
	<i>76150821</i>		<i>2200.00</i>
	<i>76150820</i>		<i>2200.00</i>
<i>5000</i>	<i>75840210</i>	<i>SOLD</i>	<i>2700.00</i>
<i>3105.00</i>	<i>75840212</i>	<i>SOLD</i>	<i>2700.00</i>
	<i>75840211</i>	<i>SOLD</i>	<i>2700.00</i>
	<i>75840240</i>		<i>2700.00</i>
	<i>75961246</i>		<i>2700.00</i>
			<i>22,300.00</i>
		<i>PS</i>	<i>1,784.00</i>

G.S.T. #R10289539

ORDERED BY

RECEIVED BY

TOTAL

*1,561.00*  
*25,645.00*

I hereby certify that I am engaged in the business of farming and that the goods shown on this invoice will be used exclusively in the conduct of that business.

NO 001174

Signature

E.O.O.L

*Karen Kirchmeier*

**Complaint GOUGE054.QUE****Consumer**

Lucien Quesnel  
531 St-Isidore East  
Castleman ON  
Tel.: (613) 764-1844

**Summary of the Complaint**

On January 11, 1998, the consumer purchased a Coleman Maxa 5000 generator (PM0525202) for which he paid \$2700 plus taxes (see appendices for a copy of the invoice). He checked with Home Depot and found that they sell the same generator for \$900. For this reason, he believes that he overpaid considerably for his generator.

**Result of Investigation**

The manufacturer's suggested list price for this generator is \$1425. At Wal-Mart, the same generator currently sells for around \$1000. Consequently, the consumer overpaid by \$1275 with respect to the list price ( $\$2700 - \$1425 = \$1275$ ) and \$1700 with respect to the Wal-Mart price.

**Equal**

**Complaint GOUGE052.PRE****Consumer**

Piet Kerkhof  
R.R. # 2  
Mountain ON  
K0E 1S0  
Tel.: (613) 774-5301

**Summary of the Complaint**

On January 11, 1998, the consumer purchased a Coleman Maxa 5000 generator (PM0525202) for which he paid \$2700 plus taxes (he will be mailing us a copy of the invoice shortly). The same model sells for around \$890 at Home Depot and \$850 at Wal-Mart. **[Note du traducteur: écart entre chiffre \$850 ici et \$1000 dans paragraphe suivant; écrire plutôt, “the consumer claimed that the same model...”]** For this reason, he believes that he overpaid considerably for his generator.

**Result of Investigation**

The manufacturer's suggested list price for this generator is \$1425. At Wal-Mart, the same generator currently sells for around \$1000. Consequently, the consumer overpaid by \$1275 with respect to the list price ( $\$2700 - \$1425 = \$1275$ ) and \$1700 with respect to the Wal-Mart price.



**Complaint GOUGE007.DUN****Consumer**

Ken Dunlop  
R.R. # 2  
Finch (Ontario)  
K0C 1K0  
Tel.: (613) 984-2453

**Summary of the Complaint**

On January 11, 1998, the consumer purchased a Generac 5000 watt generator (model # 09719-2) from the business in question, paying \$2700 (see copy of invoice annexed). He believes he paid too much for his generator.

**Result of Investigation**

The manufacturer's suggested retail price for the Generac 5000 watt generator (model # 09719-2) is US \$999 (around \$1400 Canadian). The consumer, then, paid \$1300 more than the list price of his generator.

01-01-1900

01:26PM

FROM 613++984++2453

TO 15143761029

P.01

St. Lawrence St.  
Winchester, Ontario  
K0C 2K0

(613) 774-3662  
(613) 774-3660

**FARM SUPPLY INC.**  
BUY SELL OR TRADE  
NEW & USED FARM EQUIPMENT

**SALES  
ORDER**

Sold To:

Ken Drinbas

66

RR #2 Finch. Ont.

KOC-1KB

SALESPERSON

DATE

TERMS: 2% Int. - 30 Days

CASH

ON ACCT.

SHIP VIA

F.O.B. POINT

QTY.

STOCK NO./DESCRIPTION

UNIT PRICE

AMOUNT

1

General 5000

2700.00

Serial # 4409128

GST

189.00

PST

216.00

Model # 09719-2

3105.00

4520 402 009198

07/98

Visa

auth. 030628

G.S.T. #R10289539

ORDERED BY

RECEIVED BY

TOTAL

I hereby certify that I am engaged in the business of farming and that the goods shown on this invoice will be used exclusively in the conduct of that business.

001127

Signature

E.O.L.

Maxime Bowfield  
c/o Consumer Assoc.

Attn:-

4520 402 009 198	
DO NOT WRITE ABOVE THIS LINE - NE RIEN ECRIRE AU-DESSUS DE CETTE LIGNE	
08/98	07/98 CV
<div style="display: flex; justify-content: space-between;"> <div> <p>DATE DE PERIODE</p> <p>DATE DE PERIODE</p> </div> <div> <p>030628</p> <p>07/98</p> </div> <div> <p>AMOUNT</p> <p>3105.00</p> </div> </div>	
<p>C-4266874 CX-101</p> <p>MILLS HAULAY</p> <p>FARM SUPPLY</p>	
DESCRIPTION	AMOUNT
1 General	3105.00

CUSTOMER COPY  
COPIE DU CLIENT

Ken Drinbas

**Complaint GOUGE037.GIL****Consumer**

John Gillard  
R.R. # 2  
Newington (Ontario)  
K0C 1Y0  
Tel.: (613) 984-2296

**Summary of the Complaint**

On January 11, 1998, the consumer purchased a Generac 5000 watt generator for \$2700 plus tax (see copy of invoice annexed). It should be noted that the consumer was only billed GST on his purchase. He believes he overpaid for his generator, since his cousin purchased a similar generator for \$1057 at Canadian Tire in Kemptville.

**Result of Investigation**

The consumer was unable to supply us with the generator's model number. However, given that he paid the same price as Mr. Dunlop, and that the generator in question was also a 5000 watt Generac, it is entirely possible that the manufacturer's suggested list price is \$999 US (around \$1400 Canadian). If this is the case, the consumer paid \$1300 more than the list price.

**GIL BEAUDRY**

TEL: (613) 774-3881  
(613) 774-3882  
(613) 774-3880

**FARM SUPPLY INC.**

BUY SELL OR TRADE  
NEW & USED FARM EQUIPMENT

**SALES  
ORDER**

**Sold To:**

John Gilard

Lot 28 Conc 6

Newington, CT

KOC 740

# SALESPERSON

DATE \_\_\_\_\_

Jan 11/98

**TERMS, 2% Inv. - 30 Days**

**CASH**

ON ACCT.

13 SEP 64

F.O.B. POINT

QTY.

STOCK NO./DESCRIPTION

UNIT PRICE

AMOUNT

7

STOCK NO./DESCRIPTION  
General 5000  
S/N 4537558

2700.00

Paid by <sup>the</sup> ~~the~~ oil

G.S.T. #R10289539

**ORDERED BY:**

RECEIVED BY

TOTAL

$$\begin{array}{r} 189.00 \\ \hline 2889.00 \end{array}$$

I hereby certify that I am engaged in the business of farming and that the goods shown on this invoice will be used exclusively in the conduct of that business.

**Signature**

John H. H. H.

001090

EQQ.

**Complaint GOUGE028.VAN****Consumer**

Antonius Van Beers  
8158 Byron Street  
Box # 218  
Metcalfé ON  
K0A 2P0  
Tel.: (613) 821-1866

**Summary of the Complaint**

On January 18, 1998, the consumer purchased a Coleman Maxa 5000 ER generator (PMO-525202) for the sum of \$2700 plus taxes (see copy of invoice annexed). He believes that he paid well over the going price, since his neighbor acquired the same model generator for \$1100.

**Result of Investigation**

The manufacturer's suggested list price for this generator is \$1425. At Wal-Mart, the same generator currently sells for around \$1000. Consequently, the consumer overpaid by \$1275 with respect to the list price ( $\$2700 - \$1425 = \$1275$ ) and \$1700 with respect to the Wal-Mart price.

**Complaint GOUGE029.BOL****Consumer**

John Bolton  
1828 Russell South  
Kussell (Ontario) [Translator's note: vérifier nom de la ville]  
K4R 1E5  
Tel.: (613) 445-5668

**Summary of the Complaint**

On January 11, 1998, the consumer purchased a Generac 5000 watt generator for which he paid \$2700 (see copy of invoice annexed). He checked with Home Depot which sells the same generator for around \$800. He asked the business to explain this discrepancy, and was not given a satisfactory answer. He believes he overpaid for his generator.

**Result of Investigation**

The consumer was unable to supply us with the generator's model number. However, given that he paid the same price as Mr. Dunlop, and that the generator in question was also a 5000 watt Generac, it is entirely possible that the manufacturer's suggested list price is \$999 US (around \$1400 Canadian). In this case, the consumer paid \$1300 more than the list price.

We checked with Home Depot, and found that they sell a 5000 watt Generac generator for \$798. It is impossible, however, to determine if it is the same model as that purchased by the consumer.



**Complaint GOUGE068.LAF****Consumer**

Evan Lafave  
Box 85  
Avonmore (Ontario)  
K0C 1C0  
Tel.: (613) 346-2647

**Summary of the Complaint**

On January 11, 1998, the consumer purchased two (2) Coleman 5000 watt generators for which he paid \$2700 each plus tax (see copy of invoice annexed). The consumer only paid GST on his generators. A friend of his purchased the same generator in Albany, New York for the US equivalent of \$870 including GST and the US exchange. The vendor pointed out to him that the product would not be subject to customs duties since it was made in the US. He believes he overpaid considerably for his generator. He also pointed out that Mr. Beaudry procured between 300 and 320 generators in the US.

**Result of Investigation**

The consumer was unable to provide us with the model of his generators. Several consumers with whom we spoke, however, purchased Coleman 5000 watt generators from the same business for which they each paid \$2700. In all the cases, the generator in question was a Coleman Maxa 5000 ER (PMO525202). Consequently, this model is very likely the same one purchased by the consumer, and for which the manufacturer's suggested list price is \$1425. If this is the case, the consumer paid \$1275 over the list price for each of his generators.



Box 550  
St. Lawrence St.  
Winchester, Ontario  
K0C 2K0

GIL BÉAUDRY

TEL: (613) 774-3661  
(613) 774-3662  
(613) 774-3660

FARM SUPPLY INC.

BUY SELL OR TRADE  
NEW & USED FARM EQUIPMENT

SALES  
ORDER

Sold To:

*Lafave's Small Engines*  
*Rt 2*  
*Stonewing, ON K0C 1R0*

SALESPERSON

DATE

TERMS: 2% INL - 30 Days

*Jan 11/98*

CASH

ON ACCT.

SHIP VIA

F.O.B. POINT

QTY.	STOCK NO./DESCRIPTION	UNIT PRICE	AMOUNT
1	<i>Coleman 5000</i> <i>S/N 75961034</i> <i>model</i>		<i>2700.-</i>
1	<i>Coleman 5000</i> <i>S/N 75961033</i>		<i>2700</i>
	<i>pd chg #0597</i>		
	<i>BT 5425-6577</i>		

G.S.T. #R10289539

ORDERED BY

RECEIVED BY

TOTAL

*378.00*

*5778.00*

I hereby certify that I am engaged in the business of farming and that the goods shown on this invoice will be used exclusively in the conduct of that business.

NO 001081

Signature

E.O.O.L.

**Complaint GOUGE069.LYN****Consumer**

Sheri Lynn  
R.R. # 1  
Williamsburg (Ontario)  
K0C 2H0  
Tel.: (613) 535-1034

**Summary of the Complaint**

On January 11, 1998, the consumer purchased a Generac 5000 generator (# 440917) for which she paid \$2700 plus taxes (she will be sending us a copy of the invoice shortly). She then saw the same model generator selling for \$869 at another business. She believes that she paid much too high a price for her generator.

**Result of Investigation**

We were unable to find the list price for the Generac 5000 generator (# 440917). Given the price paid by the consumer, it is entirely possible that the list price is comparable to the list price of the Generac 5000 watt generators purchased by the other customers, which is \$999 US (around \$1400 Canadian).

**Complaint GOUGE071.LAM****Consumer**

William LaMoy  
17 Renaissance Crescent, Suite 319  
Limoges (Ontario)  
Tel.: (613) 443-1923

**Summary of the Complaint**

On January 12, 1998, the consumer purchased a Coleman Powermate 2500 generator from Gilles Beaudry Farm Supply Incorporated, for which he paid \$2000 plus taxes. The same model sells elsewhere for around \$700. Consequently, he believes he paid too high a price for his generator and feels indignation that a business would use such a situation to take advantage of consumers. Nevertheless, his insurance company has agreed to reimburse him around \$1800 of the cost of his generator (he will shortly send us copies of his insurance company receipt and invoice).

**Results of Investigation**

The manufacturer's suggested list price for a Coleman Powermate 2500 generator is \$999.

## Business' Explanation

We contacted the business to obtain an explanation. We talked with Ms. Sophie Pafkuier, bookkeeper and person in charge in the absence of the owner, Mr. Gilles Beaudry. She explained to us that the generators were sold at a high cost because the company had itself gone to pick them up in the United States during the ice storm. In doing so, it was responding to the demands of many consumers.

We asked her the price paid for the generators and where exactly the company had gone to get them in the United States. After checking with Mr. Beaudry, Ms. Pafkuier told us that the company was not obliged to tell us the price paid for the generators nor the place it had gone to purchase them.

In the January 21 issue of the *Winchester Press* newspaper, the company JED Express published an advertisement to the effect that it was not involved in the sale of generators by Gilles Beaudry Farm Supplies. The advertisement states that the company had loaned Mr. Beaudry one of its trailers free of charge to allow him to bring the generators in from the United States. It also states that on January 11, 1998, M. Duncan of JED Express sold some of Mr. Beaudry's generators in his store at the same price he had paid for them (see copy of this ad annexed).

We talked with Mr. Edwin Duncan of JED Express. He told us that on January 11, 1998, he bought nine (9) generators from Mr. Beaudry for the total amount \$22,300 plus tax (see copy of invoice indexed). The same day, eight (8) of these generators were sold to relatives, employees and neighbours at the price paid. He feels that he paid a very high price for the generators. He knew Mr. Beaudry and loaned him one of his trailers so that he could bring generators in from the United States. He thinks that Mr. Beaudry obtained his generators at John Deere Dealers in Florida. According to Mr. Duncan, Mr. Beaudry probably did not pay customs duties or taxes when he went through customs at Prescott. Mr. Duncan organized a meeting with the complainants and over forty (40) people showed up.

We contacted the head offices of John Deere (in Burlington at (905) 319-9100 and in Des Moines, Iowa [Translator's note: voir erreur dans l'original] at (515) 224-2800) and talked to four (4) different people. We were told that it was impossible to obtain the price paid by Mr. Beaudry for the generators without providing the customer's account number. We inquired whether it was possible to obtain the average price paid for generators bought from John Deere in the United States. We were asked to make the request in writing. A request was faxed to the company and we have not yet received a reply (contact: Ms. Rachel Whitewood, fax: (515) 267-4549).

Subsequently, we visited the John Deere Web site ([www.deere.com](http://www.deere.com)). We found the address of another business (Ed's Small Engine Repair) which sells Homelite generators. We talked with Mr. Kevin Carson who faxed us a price list for the Homelite line of generators (see copy of list annexed). This information provides only a rough estimate of the price Mr. Beaudry paid for the Homelite generators.

We also contacted the Customs Superintendent at Prescott, Mr. Dan Lorenti. He told us that he was acquainted with Mr. Beaudry and JED Express. He also explained that during the ice storm, he was not allowed to hold back generator shipments for administrative reasons. However, the GST was required to be paid in all cases, whether immediately or subsequently. He also indicated that, during the crisis, another procedure had been suspended, that of approval by the CSA. However, the customs officers did send information about the generators coming into the country to the Ministry of Consumer and Commercial Relations.

Several consumers who did business with Mr. Beaudry are dissatisfied with the prices they paid for their generators. Despite our investigation, we were unable to conclude with certainty that the prices charged were unjustified. Consumers may, however, file a claim in the small claims court and the court can determine whether or not they were victims of exploitation based on the evidence the business will provide.

JAN-25-1998 12:32 PM CONSUMER AFFAIRS

WINCHESTER PRESS

JANUARY 21, 1998

## **PUBLIC NOTICE**

Please be advised that Edwin Duncan, owner of JED Express Ltd., South Mountain, Ontario was in no way involved with the sale of generators sold by Gil Beaudry Farm Supplies Ltd., Winchester, Ontario. Gil Beaudry Farm Supplies Ltd. used one of my van trailers free of charge to bring these generators to their location. The few generators, from Gil Beaudry Farm Supplies Ltd., that were sold at my location on Sunday, January 11, 1998, were sold at the price charged to me.



**EXPRESS LTD.**

RR#1, South Mountain,  
Ontario, Canada, K0E 1W0  
Tel. 813-888-2838  
800-487-0504  
Fax 813-888-8216  
800-888-2295

*Canada Customs Bonded Carrier  
USA Customs Bonded Carrier  
Satellite Tracking and Communications Equipped*

Box 550  
St. Lawrence St.  
Winchester, Ontario  
K0C 2K0

GIL BEAUDRY

TEL.: (613) 774-3661  
(613) 774-3662  
(613) 774-3660

FARM SUPPLY INC.  
BUY SELL OR TRADE  
NEW & USED FARM EQUIPMENT

SALES  
ORDER

Sold To:

*Int Express*  
*South mountain*

SALESPERSON

DATE

TERMS: 1% Int. - 30 Days

*Jan 11/98*

CASH

ON ACCT.

SHIP VIA

F.O.B. POINT

QTY.	STOCK NO./DESCRIPTION	UNIT PRICE	AMOUNT
<i>Wilson 3500</i>	75790455	<i>SOLD</i>	2200.00
	76150819	<i>SOLD</i>	2200.00
	76150821		2200.00
	76150820		2200.00
<i>Coleman 5000</i>	75840210	<i>SOLD</i>	2700.00
<i>3105.00</i>	75840212	<i>SOLD</i>	2700.00
	75840211	<i>SOLD</i>	2700.00
	75840240		2700.00
	75961246		2700.00
			22,300.00
	<i>PS</i>		1,784.00

G.S.T. #R10289539

ORDERED BY

RECEIVED BY

TOTAL

*1,561.00*  
*25,645.00*

I hereby certify that I am engaged in the business of farming and that the goods shown on this invoice will be used exclusively in the conduct of that business.

Signature

*[Signature]*

NO 001174

E.O.G.L

*Karen Kirchmeier*

Charlottesville Pa.

919A East Market St  
Charlottesville, VA. 22902

Phone 804-296-6937  
Fax 804-296-5037  
Email Kcarson816@aol.com

Feb. 13, 1998

ATTN: Veroniga2

Here are the prices you requested on Homelite generators. I only have 1 LR4400 and 1 LRE5500 left in stock. The LR4400 / LRE4400 / LR2500 are all on backorder and could not ship until mid March.

The LRI2500 and LRI4400 generators are in stock and could ship out on Monday.

Hope this helps you and I apologize for handwritten note but our computer is down.

Sincerely

Kevin CARSON

LR2500	—	599.95
LR4400	—	699.95 (1 available)
LRE4400	—	789.95
LRE5500	—	945.25 (1 available)
LRI2500	—	736.07 (44 available)
LRI4400	—	909.22 (19 available)
LRIE4400	—	1,010.25 (10 available)

\* Prices do not include shipping but I will check on rates if you are interested.



### **Appendix III**

**Copy of Press kit distributed at the press conference  
held last March 3 by the *Office de protection du consommateur*,  
Association des consommateurs du Québec and Option Consommateurs**

# ***Communiqué***

Office de la protection du consommateur

CNW code 1

Pour publication immédiate

## TEMPÊTE DE VERGLAS : BILAN DES PLAINTES DES CONSOMMATEURS

Montréal, le 3 mars 1998 . — La présidente de l'Office de la protection du consommateur(OPC), Madame Nicole Fontaine, en collaboration avec l'Association des consommateurs du Québec (ACQ) et Option consommateurs dressent un bilan des plaintes et des vérifications effectuées auprès des commerçants soupçonnés d'avoir abusé des consommateurs durant la tempête de verglas de janvier dernier.

Madame Fontaine, présidente de l'Office a déclaré qu'un total de 477 consommateurs se sont manifestés pour faire état de pratiques commerciales répréhensibles. La répartition s'établit comme suit : le domaine de la quincaillerie (135), les produits achetés dans les dépanneurs et à l'épicerie (70), les achats de génératrices (73), les stations services (57) et le bois de chauffage (39). Enfin, les services reliés à l'habitation (30), à la restauration (21), l'hébergement (19) et la perte d'emploi (33) viennent compléter le portrait de la situation. À ces chiffres il faut ajouter 137 demandes de renseignement qui ne constituent pas des plaintes à proprement parler.

Dans les circonstances, pour s'assurer d'une intervention rapide, les organismes ont privilégié le renseignement aux consommateurs et l'analyse des dénonciations et des plaintes. C'est aussi en faisant publiquement les mises en garde appropriées et en procédant à des vérifications auprès des commerçants dénoncés, que l'Office, l'ACQ et Option consommateurs ont réussi à assumer pleinement leur rôle de protection du consommateur.

Monsieur Claude Ouellet, directeur général de l'ACQ a dressé une chronologie des événements et a souligné l'excellente collaboration des trois organismes qui ont coordonné leurs efforts afin de veiller aux intérêts des consommateurs dans ces circonstances difficiles. Les événements ont permis, a-t-il dit, de dégager une concertation efficace entre partenaires qui saura certainement être profitable aux consommateurs advenant d'autres situations similaires.

Pour sa part, Mme Louise Rozon a dressé un tableau des cas analysés par l'Office et les deux associations de consommateurs. Les interventions ont porté plus particulièrement sur les ventes de génératrices. En effet, des vérifications ont été menées principalement au sujet des génératrices parce que les montants d'argent en cause et le nombre de consommateurs vulnérables étaient importants et que les risques de préjudices apparaissaient élevés.

À la suite des vérifications effectuées tant à l'OPC qu'à l'ACQ et Option consommateurs, les trois organismes ont conclu qu'il y a eu effectivement hausse de prix. Les informations fournies par les commerçants ont permis de constater que dans la plupart des cas, ceux-ci ont pu justifier une hausse des prix. «Nous devons nous fier sur la bonne foi présumée de la communauté commerciale et sur la crédibilité des témoignages reçus» d'enchaîner Mme Fontaine qui a tenu néanmoins à dénoncer certaines situations particulières d'abus qui ont prévalu lors de cette tempête. «Dès le début de la tempête, certains commerçants ont manqué de jugement ; d'autres personnes, flairant la bonne affaire, se sont improvisées commerçants» a-t-elle déclarée.

Par ailleurs, la présidente de l'Office reconnaît qu'un phénomène de correction s'est amorcé rapidement suite aux dénonciations des consommateurs face à l'approche mercantile de certains commerçants et surtout grâce à la diligence et à l'attention que les médias ont apporté à ces dénonciations.

Les consommateurs doivent demeurer à l'affût des pratiques commerciales des entreprises particulièrement dans cette période d'après verglas durant laquelle plusieurs travaux d'émondage s'avéreront nécessaires.

En conclusion, Mme Fontaine a constaté que de nombreux consommateurs, désireux de se prémunir contre les aléas de la nature, s'intéressent à l'achat de systèmes de chauffage d'appoint. Elle a annoncé la parution, en septembre prochain, d'un guide d'achat sur les systèmes de chauffage d'appoint publié par Protégez-vous, le magazine de l'Office de la protection du consommateur.

— 30 —

**Source :** Yvan Lépine  
Direction des communications

**Pour renseignements :** À Montréal :  
Georges-André Levac  
(514) 873-8601, poste 3052

À Québec :  
Yvan Lépine  
(418) 643-1484

## BILAN GLOBAL DES DÉNONCIATIONS ET DES PLAINTES REÇUES

OFFICE DE LA PROTECTION DU CONSOMMATEUR - ASSOCIATION DES CONSOMMATEURS DU QUÉBEC - OPTION CONSOMMATEURS

CATÉGORIE	MOTIF DE LA DÉNONCIATION OU DE LA PLAINTE	COMMENTAIRES	NOMBRE DE DÉNONCIATIONS OU DE PLAINTES REÇUES
<p>▸ Quincaillerie (huile à lampe, antigel, propane, chandelle, bois d'allumage, piles, etc.)</p>	Hausse des prix des produits.	Dans plusieurs cas, il y a eu effectivement hausse des prix. Ou les consommateurs n'ont pas de preuve (reçu ou facture) ou ils se limitent à dénoncer la situation.	135
<p>▸ Dépanneur et épicerie (huile à lampe, piles, lave-vitre, chandelle, produits d'alimentation)</p>	Hausse des prix des articles les plus demandés.	Dans plusieurs cas, il y a eu effectivement hausse des prix. Ou les consommateurs n'ont pas de preuve (reçu ou facture) ou ils se limitent à dénoncer la situation.	70
<p>▸ Station-service</p>	<p>Hausse des prix à la pompe à essence.</p> <p>Prix affiché non conforme au prix chargé au consommateur.</p> <p>Seulement l'essence la plus dispendieuse était disponible.</p>	<p>Les pétrolières ont réagi rapidement auprès de leurs détaillants pour rétablir la situation. Plusieurs plaintes ont été référées à la Régie de l'énergie.</p>	57
<p>▸ Bois de chauffage</p>	Hausse importante du prix de la corde de bois. Morceaux de bois divisés en deux ou trois.	<p>Principalement des dénonciations, l'intervention des médias a freiné ces abus. Les dons des producteurs ont mis un terme à ces pratiques.</p>	39

## BILAN GLOBAL DES DÉNONCIATIONS ET DES PLAINTES REÇUES

OFFICE DE LA PROTECTION DU CONSOMMATEUR - ASSOCIATION DES CONSOMMATEURS DU QUÉBEC - OPTION CONSOMMATEURS

CATÉGORIE	MOTIF DE LA DÉNONCIATION OU DE LA PLAINTÉ	COMMENTAIRES	NOMBRE DE DÉNONCIATIONS OU DE PLAINTES REÇUES
<ul style="list-style-type: none"> <li>▸ Services reliés à l'habitation (électricité, plomberie, toiture, cheminée, etc.)</li> </ul>	Hausse des prix. Piètre qualité du travail effectué. Travail effectué par des personnes non qualifiées.	<p>Plusieurs plaintes référées aux corporations professionnelles. D'autres, à la Régie du bâtiment.</p> <p>Plusieurs demandes de renseignements : mise en garde concernant la signature de contrat, travail au noir, vente itinérante.</p>	30
<ul style="list-style-type: none"> <li>▸ Restaurant</li> </ul>	Hausse des prix. Spéciaux régulièrement offerts ne l'étaient plus durant cette période.	Suite aux dénonciations publiques faites par les médias, la pratique cessait.	21
<ul style="list-style-type: none"> <li>▸ Établissement hôtelier</li> </ul>	Hausse des prix. Spéciaux offerts au début, mais pour courte période seulement.	Dénonciations au début de la crise seulement. La situation s'est ensuite rétablie.	19
<ul style="list-style-type: none"> <li>▸ Employeur (compagnie, usine, etc.)</li> </ul>	Cas de mise à pied de personnel ou de non-respect des consignes transmises par Hydro-Québec.	Ces cas ont été référés aux organismes concernés.	33
<ul style="list-style-type: none"> <li>▸ Génératrice</li> </ul>	Hausse des prix		73

Total des dénonciations et plaintes reçues : 477

## GÉNÉRATRICES

Liste des commerçants qui ont fait l'objet d'une vérification

Nom	Adresse
Location Dickie Moore Inc.	4955, chemin St-François, Ville St-Laurent (Qc)
Magasin B.M.S. Inc.	55, route 104 à Iberville (Qc)
Bérard Transpexc Inc.	120, rang Parent St-Alphone de Granby (Qc)
Garage J.L. Lefrançois Inc.	724, montée Ste-Thérèse, St-Rémi (Qc)
2548-7273 Québec Inc. f.a.s. Garage Raoul Tétrault	60, chemin du Cordon, St-Mathias-sur-Richelieu (Qc)
G.D.B. Inc.	1291, route 235, Bedford (Qc)
Jodoin Yvon Sport	122, chemin du Ruisseau St-Louis Est, Ste-Marie-de-Monnoir (Qc)
M. Benoit Rouleau	6389, chemin Ste-Catherine, Rock-Forest (Qc)
Station Service J.M. Inc.	150, St-André, C.P. 218, St-Rémi-de-Napierville (Qc)
Loutech	350, Principale Ouest, Farnham (Qc)
Jitec Corporation Inc.	3150, montée Saint-Hubert, St-Hubert (Qc)
Sodifer inc.	16, Rang St-André, Napierville (Qc)
Pièces d'autos H.D.	84, rue Châteauguay, Huntington (Qc)

**BILAN DES PLAINTES REÇUES  
CONCERNANT LES GÉNÉRATRICES**

NOMBRE DE PLAINTES REÇUES	CONTACT TÉLÉPHONIQUE AVEC LES CONSOUMATEURS	CONTACT TÉLÉPHONIQUE AVEC LES COMMERÇANTS	COMMERÇANTS VISITÉS	RÉSULTATS						EXPLICATIONS
				Marque	Prix détail suggéré	Prix payé par le commer- çant	Prix payé par le consom- mateur	MARGE BÉNÉFICIAI RE BRUTE (P.P. PAR CONS. (-) P.P. PAR LE COMM.)	%	
7 provenant de l'A.C.Q.  3 provenant du Bureau de la concurrence d'Industrie Canada	10 contactés		- Location Dickie Moore inc.	Honda	1889 \$	N/D	1982 \$			Le commerçant a vendu 10 % plus cher la génératrice de marque Honda dû aux frais de transport. Si on tient compte du P.D.S. le commerçant a vendu la génératrice 71 \$ de moins, soit -3 %. Écart basé sur les informations fournies verbalement par le commerçant.
8 provenant de l'A.C.Q.	6 contactés 2 non contactés		- Magasin B.M.S. inc.	Cambell Hausfeld	N/D	1200 \$	2000 \$	800 \$	67 %	De la marge bénéficiaire brute de 800 \$, il faut soustraire des frais de transports (car a acheté aux U.S.A., Colorado) et des pourboires laissés aux chauffeurs. Écart basé sur l'information fournie verbalement par le commerçant. Un concurrent que nous avons contacté déclare avoir vendu ce modèle de génératrice 1704 \$ pour une marge bénéficiaire de 504 \$ (1704 \$ - 1200 \$) représentant 42 %.



**BILAN DES PLAINTES REÇUES  
CONCERNANT LES GÉNÉRATRICES**

NOMBRE DE PLAINTES REÇUES	CONTACT TÉLÉPHONIQUE AVEC LES CONSO MMATEURS	CONTACT TÉLÉPHONIQUE AVEC LES COMMERÇANTS	COMMERÇANTS VISITÉS	RÉSULTATS						EXPLICATIONS
				Marque	Prix détail suggéré	Prix payé par le commer- çant	Prix payé par le consom- mateur	MARGE BÉNÉFICIAI RE BRUTE (P.P. PAR CONS. (-) P.P. PAR LE COMM.)	%	
3 provenant de l'A.C.Q.	5 contactés 3 non contactés		- Bérard transpex inc.	Honda & Coleman	N/D	2644 \$	2844 \$	200 \$	8 %	Vente de 37 génératrices neuves et usagées. modèles n'apparaissent pas généralement sur la liste de P.D.S. Marge bénéficiaire moyenne basée sur la documentation remise et celle examinée chez le commerçant.
4 plaignants de l'O.P.C.	4 contactés		- Garage Jean-Louis Lefrançois inc.	Homelite	1070 \$	1750 \$	2250 \$	500 \$	29 %	Le commerçant s'est procuré les génératrices en Ontario, il a dû payer des frais de transport. et de préparation. La vérification a été faite à partir des chèques et des factures obtenues du commerçant.
1 plainte provenant de l'O.P.C.	1 contacté	- 2548-7273 Québec inc. f.a.s. Garage Raoul Tétrault		Générac	N/D	2870 \$	3043 \$	173 \$	6 %	Génératrice achetée d'un démarcheur sans facture. Information obtenue verbalement du commerçant.
1 plainte provenant de l'O.P.C.	1 contacté	- G.D.B. inc.		Kodiak	1395 \$	N/D	1795 \$			Aucune collaboration de la part du commerçant.

**BILAN DES PLAINTES REÇUES  
CONCERNANT LES GÉNÉRATRICES**

NOMBRE DE PLAINTES REÇUES	CONTACT TÉLÉPHONIQUE AVEC LES CONSOMMATEURS	CONTACT TÉLÉPHONIQUE AVEC LES COMMERÇANTS	COMMERÇANTS VISITÉS	RÉSULTATS						EXPLICATIONS
				Marque	Prix détail suggéré	Prix payé par le commer- çant	Prix payé par le consom- mateur	MARGE BÉNÉFICIAI RE BRUTE (P.P. PAR CONS. (-) P.P. PAR LE COMM.)	%	
1 plainte provenant de O.P.C.	1 contacté	- Jodoin Yvon Sport		Mitsubishi	2495 \$	2750 \$	3200 \$	450 \$	16 %	Écart basé sur les factures d'achat du commerçant.
1 plainte provenant de O.P.C.	1 contacté	- M. Benoît Rouleau		Homelite	1290 \$	1125 \$	1717 \$	592 \$	53 %	Génératrices achetées aux U.S.A. (Caroline du Sud); des frais de transport et d'interurbain ont été encourus. Information obtenue verbalement du commerçant pas de pièces justificatives. À noter que le P.D.S. est de 1290 \$, ce qui représente un excédent de 427 \$, soit 33 %.
1 plainte provenant de O.P.C.	1 contacté	- Station Service J.M. Inc.		Homelite	1070 \$	1600 \$	1825 \$	225 \$	14 %	Informations obtenues verbalement du commerçant.
1 plainte provenant de O.P.C.	1 contacté - Loutech			Honda	1650 \$	-N/D-	1900 \$			Selon le consommateur, la génératrice venait des U.S.A. (Virginie); des frais de transport ont donc été encourus.

**ÉTAT DES PLAINTES REÇUES  
CONCERNANT LES GÉNÉRATRICES**

NOMBRE DE PLAINTES REÇUES	CONTACT TÉLÉPHONIQUE AVEC LES CONSOMMATEURS	CONTACT TÉLÉPHONIQUE AVEC LES COMMERÇANTS	COMMERÇANTS VISITÉS	RÉSULTATS						EXPLICATIONS
				Marque	Prix détail suggéré	Prix payé par le commer- çant	Prix payé par le consom- mateur	MARGE BÉNÉFICIAI RE BRUTE (P.P. PAR CONS. (-) P.P. PAR LE COMM.)	%	
1 plainte provenant de O.P.C.			Jitec Corporation Inc. en relation avec les Industries Bonneville Itée	Homelite	1314 \$	N/D	1970 \$			Les génératrices ont été achetées aux U.S.A. (Minnesota). Le commerçant aurait encouru des frais d'environ 200 \$ par génératrice. (frais d'administration, frais de courtage en douanes, frais de transport).
				Générac	N/D	3700 \$	4400 \$	700 \$	19 %	Basé sur l'information verbale et documentaire fournie, par le commerçant.

**BILAN DES PLAINTES REÇUES  
CONCERNANT LES GÉNÉRATRICES**

NOMBRE DE PLAINTES REÇUES	CONTACT TÉLÉPHONIQUE AVEC LES CONSOmmATEURS	CONTACT TÉLÉPHONIQUE AVEC LES COMMERÇANTS	COMMERÇANTS VISITÉS	RÉSULTATS						EXPLICATIONS
				Marque	Prix détail suggéré	Prix payé par le commer- çant	Prix payé par le consom- mateur	MARGE BÉNÉFICIAI RE BRUTE (P.P. PAR CONS. (-) P.P. PAR LE COMM.)	%	
plainte provenant du bureau de la concurrence l'Industrie Canada	1 contacté	Sodifer inc.		Coleman	1875 \$	N/D	2800 \$			Le commerçant a admis avoir fait une erreur en vendant les génératrices à un prix trop élevé. Il a accepté de rembourser une somme de 800 \$ au plaignant. Il a invité publiquement tous ses clients à le contacter pour obtenir le remboursement.
plainte provenant du bureau de la concurrence l'Industrie Canada	1 contacté	Pièces d'auto H.D.		Homelite	1545 \$	N/D	2300 \$			Le commerçant dit s'être procuré ses génératrices à Toronto et que sa marge de profit net se situe entre 20 % et 25 %. Il justifie le prix de vente de ses génératrices par le fait qu'il a dû payer des frais de transport et de commission. Le commerçant dit avoir vendu ses génératrices sans avoir exercé de pression sur les consommateurs. Aucune preuve obtenue du commerçant.

**Bilan récapitulatif**

73 plaintes reçues

65 consommateurs contactés  
8 consommateurs non rejoints

C) 34 plaintes retenues  
31 plaintes non retenues

D) 13 commerçants vérifiés

E) 31 plaintes non retenues  
- l'information du consommateur est insuffisante  
- le prix payé est le prix de détail suggéré  
- aucune vérification par le consommateur  
- litige réglé  
- consommateur et commerçant en négociation

OPC-AFFAIRES JURIDIQUES  
1998-03-02

## **Appendice IV**

**Copie de des articles de journaux publiés à la suite de la  
conférence de presse tenue le 3 mars 1998**

## CRISE DU VERGLAS

# L'heure des bilans a sonné pour les commerçants abusifs

La crise du verglas passée, l'heure des bilans a sonné pour les commerçants qui ont fait preuve d'abus face aux consommateurs.

JOSÉE PANET-RAYMOND

Tout au cours de la crise, 477 plaintes ont été signalées à l'Office de protection des consommateurs, à l'Association des consommateurs et Option consommateurs, a annoncé Nicole Fontaine, présidente de l'OPC lors d'une conférence de presse, hier.

Selon le bilan dressé par les trois organismes, c'est le domaine de la quincaillerie qui rempor-

te la palme avec 135 plaintes pour des hausses de prix d'huile à lampe, de piles, de chandelles et autres articles de nécessité.

« Ce sont surtout des petites quincailleries et des marchands indépendants qui sont en cause », a souligné M<sup>me</sup> Fontaine. Elle ajoute que de nombreux individus, flairant la bonne affaire, se sont improvisés marchands durant la tempête.

### Épiciers affamés

D'autres plaintes portant sur des épiciers affamés de profits, des marchands de bois sans scrupules et des stations-service qui ont haussé les coûts d'essence pendant la crise ont fait l'objet de vérifications par les trois organismes.

C'est notamment le cas d'une station Shell qui a gonflé son prix du litre d'essence à 69 cents pendant que ses concurrents étaient en panne.

« Mais grâce à la vigilance des médias et à la dénonciation des citoyens, la plupart des commerçants ont corrigé leur approche abusive », de noter la présidente de l'OPC.



Claude Ouellet

LES ABUS commerciaux ont été rendus de l'OPC, co Louise Rozon, d

# Les ont gros

La crise du verglas a rendu les vendeurs de produits vulnérables.

Parmi les plaintes, l'OPC, l'ACQ, l'Association des consommateurs, ce les génératrices d'enquêtes à raison des motifs de la cause et du nombre de consommateurs vulnérables.

Le bilan des plaintes des vendeurs goudronnés jusqu'à la crise.

C'est le cas de l'inc. d'Iberville de huit plaintes vendus des gens 1 200 \$ pour 2 000 \$

# DELISLE

Depuis 1950

# MAZDA

Protégé SE 1998

0

\$ Comptant

Transport et  
préparation inclus

**239\$\***

Par mois

Toujours  
les meilleurs  
**PRIX**

\* Location 30 mois, taxes en sus

2045 RUE SUDPROVINCE

CRÉDIT 7 MARS 1998

VERGLAS

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## Épiciers affamés

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Photo ALFRED LANCTÔT

LES ABUS commis par des commerçants lors de la crise du verglas ont été rendus publics, hier par Nicole Fontaine, présidente de l'OPC, conjointement avec Claude Ouellet, de l'APC, et Louise Rozon, d'Option consommation.

# Les génératrices ont généré de gros profits !

La crise du verglas a largement profité à plusieurs vendeurs de génératrices sans scrupules qui ont abusé de la vulnérabilité des consommateurs.

JOSÉE FANET-RAYMOND

Parmi les plaintes reçues à l'OPC, L'ACQ et Option consommation, celles concernant les génératrices ont été la cible d'enquêtes approfondies en raison des montants élevés en cause et du nombre importants de consommateurs vulnérables.

Le bilan portant sur les génératrices démontre que 31 vendeurs gourmands ont empoché jusqu'à 67 % de profits pendant la crise.

C'est le cas du magasin BMS inc. d'Iberville qui a fait l'objet de huit plaintes pour avoir vendu des génératrices valant 1 200 \$ pour la somme de 2 000 \$.


Joint par le Journal de Mont-

réal pour expliquer cette marge bénéficiaire de 800 \$, Peter Zinman, l'un des propriétaires du commerce, s'est dit trop occupé et pas intéressé à nous parler.

## Remboursement

Quant à Sodifer inc. à Napierville, la compagnie a vendu pour 2 800 \$ une génératrice Coleman dont le prix au détail suggéré était de 1 825 \$.


À la suite de la plainte logée au Bureau de la concurrence, Sodifer a cru bon rembourser une somme de 800 \$ à l'acheteuse. « Une erreur humaine qui a été vite corrigée », a expliqué M. Garceau, employé de Sodifer.



Protegé SE 1998



Port et  
m inclus



239\$\*  
Par  
mois

Location 36 mois, taxes et sus

Belisle Mazda

1 888 5 FRIGOLO

3 7 4 4 6 5

Envoyez, à l'aide de votre clavier numérique, les 4 derniers chiffres inscrits sous le code à  
travaux de votre produit surgelé participant. Une seule participation par jour sera admise.

Détails en  
magasin

**DÉ**

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En prévision, les chauffeurs d'autobus syndiqués à la CSN veulent ainsi faire connaître leur colère devant les compressions budgétaires qui risquent d'affecter la qualité du service. Pendant ce temps, la rencontre entre l'Association du transport écolier du Québec et la ministre Pauline Marois n'a pas permis de dénouer l'impasse.

LIA LÉVESQUE  
LA PRESSE CANADIENNE

Les 1500 chauffeurs d'autobus écoliers syndiqués à la CSN débrayeront durant une journée, le 10 mars, pour protester contre la compression de 70 millions dans le transport écolier.

Les chauffeurs syndiqués à la CSN craignent qu'à cause de cette réduction de budget, les sous-contrats soient accordés aveuglément au plus bas soumissionnaire, sans égard à l'expérience du chauffeur ou à ses conditions de travail. En bout de course, c'est la qualité du service et la sécurité du transport des enfants, prétend la CSN, qui pourraient écopier.

L'Association du transport écolier du Québec (ATEQ) a quant à elle rencontré hier soir la ministre de l'Éducation, Pauline Marois, pour lui exposer ses inquiétudes au sujet des compressions de 70 millions. Mais au terme de cette réunion, le dossier en était au même point. «La ministre semble aussi mal prise que nous», a expliqué Luc Lafrance, de l'ATEQ. L'association tiendra une assemblée générale spéciale ce vendredi à Québec et fera part à ses membres des résultats de cette rencontre avec la ministre.

Les chauffeurs d'autobus écoliers qui sont syndiqués à la CSN se trouvent dans toutes les régions du Québec, à l'exception de l'Abitibi et du West Island. Il faut cependant souligner que moins de la moitié des chauffeurs sont syndiqués; parmi ceux qui sont syndiqués, tous ne sont pas à la CSN.

Selon la première vice-présidente Claudette Carbonneau, les chauffeurs d'autobus écoliers sont parmi les plus bas salariés du secteur public. Ils ne gagnent que de 16 000 à 18 000 \$, ou de 20 000 à 26 000 \$ si on inclut les prestations d'assurance-emploi versées pour les mois suivant l'année scolaire.

Si les sous-contrats sont accordés aveuglément au plus bas soumissionnaire, «ce sont les entreprises syndiquées qui se trouveront déclassées» par rapport aux autres entreprises qui, elles, offriront des conditions de travail médiocres à leurs chauffeurs, appréhende Mme Carbonneau.

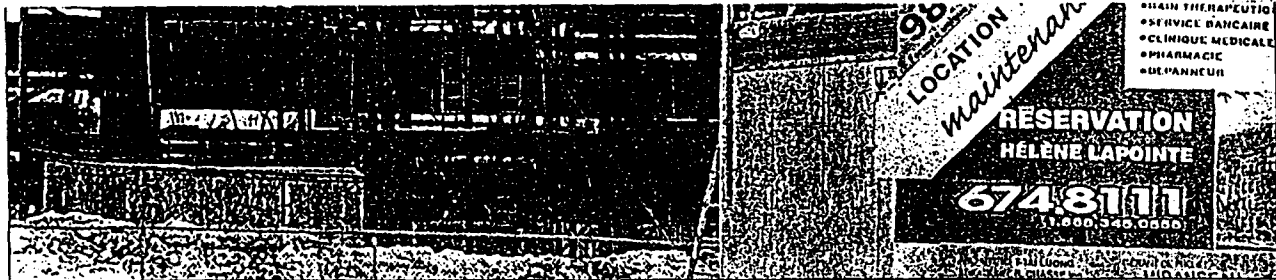
La CSN fait aussi valoir qu'il s'agit d'une seconde compression budgétaire imposée au transport écolier, d'abord de 50 millions, puis de 70 millions.

Les chauffeurs de la CSN demandent à la ministre de l'Éducation, Pauline Marois, de «geler» les contrats actuels et de les reconduire pour une période de trois ans. Plusieurs contrats de transport doivent être renouvelés en 1998.

Le ministère de l'Éducation aurait expliqué aux chauffeurs syndiqués qu'il était possible que les économies réalisées grâce à la fusion des commissions scolaires soient réaffectées au transport écolier.

Mais Mme Carbonneau ne compte guère là-dessus, puisque plusieurs intervenants veulent s'approprier ce surplus escompté.

La CSN va même jusqu'à revendiquer une enquête publique itinérante sur la situation du transport écolier. «Le transport scolaire fait partie du régime d'accessibilité à l'éducation et ne doit pas être considéré comme un simple service d'appoint.»



AVANT le mois de janvier, un entrepreneur n'aurait probablement pas pensé à annoncer que son immeuble était pourvu d'une «méga-génératrice» pour faire mousser la location de ses logements... Si le désormais célèbre engin n'a pas particulièrement fait augmenter la location des unités, il constitue une «sécurité additionnelle», selon les locataires. Cette résidence de Longueuil a pris exemple sur une autre de Saint-Jean-sur-Richelieu qui, au beau milieu du triangle de glace, est restée illuminée pendant toute la tempête de verglas.

Le 4 mars 98, p. A-3

Les pratiques abusives durant la crise du verglas

## L'effet média a protégé les consommateurs

CAROLINE MONTPETIT  
LE DEVOIR

Les chiens ont aboyé et la menace s'est tue. C'est ainsi qu'on peut résumer les actions entreprises par les organismes de protection des consommateurs en ce qui a trait aux pratiques abusives des commerçants durant la crise du verglas.

En tout, 477 consommateurs ont dénoncé auprès de ces organismes des pratiques commerciales abusives. Plusieurs plaintes avaient trait aux domaines de la quincaillerie, des produits achetés dans les dépanneurs et à l'épicerie, des génératrices et de l'essence vendue par les stations-service. Par ailleurs, un certain nombre de plaintes ont également été déposées au sujet des services reliés à l'habitation, à la restauration, à l'hébergement et aux congédiements.

En matière de consommation, l'Office de protection du consommateur, l'Association des consommateurs du Québec et le groupe Option-Consommateurs ont relevé que la preuve de dénonciation était souvent difficile à établir du fait que les consommateurs n'avaient souvent pas de factures pour étayer leur dénonciation. Dans plusieurs cas également, les prix exagérément élevés ont chuté après que les médias eurent dénoncé la pratique.

De son côté, la Commission des normes du travail a recueilli environ huit plaintes relatives à la crise du verglas. «Ces plaintes sont toujours en traitement», dit Rosanne Dufour, responsable des communications pour l'organisme. On n'en connaît pas encore l'issue. Elles ont trait à des pratiques interdites en milieu de travail, soit la suspension du droit des employés de s'occuper de leurs enfants

ou encore le congédiement sans cause juste et suffisante.

Dans le domaine des services liés à l'habitation, soit l'électricité, la plomberie, les réparations de toiture ou de cheminée, les organismes ont reçu des demandes de renseignements sur le travail au noir, la vente itinérante ou la signature de contrats. Plusieurs plaintes au sujet de la hausse des prix, du travail piètrement exécuté ou effectué par du personnel non qualifié ont été référées aux corporations professionnelles ou à la Régie du bâtiment.

Dans le cas des plaintes ayant trait aux génératrices, les marges de bénéfice brut enregistrées sur les ventes ont varié de 6 à 67 %. Le magasin B.M.S. inc., par exemple, aurait perçu jusqu'à 800 \$ de marge bénéficiaire brute sur la vente d'une génératrice. Il faut cependant soustraire de ce

montant les frais de transport de cette génératrice achetée au Colorado.

Hier, en conférence de presse, les organismes ont précisé que la crise du verglas avait créé «des circonstances tout à fait particulières de vulnérabilité pour les consommateurs», à fait valoir la présidente de l'OPC, Nicole Fontaine. En général, au Québec, poursuivent les organismes, les prix ne sont pas réglementés en dehors des domaines du loyer ou du câble, ainsi que de l'énergie et du pétrole, où ils sont surveillés. Mais si la loi n'interdit pas aux commerçants, en période de pénurie, de faire jouer l'offre et la demande, une certaine morale serait de rigueur, soutiennent les organismes. Par ailleurs, les consommateurs qui estiment avoir payé un prix abusif pour un bien de consommation peuvent toujours porter plainte devant la Cour des petites créances.

EN BREF

Les militants  
plaideront  
non-coupables

Conseillers en décoration  
Plomberie et électricité  
Installation gratuite des As-Plombiers  
parmi les 30 salles de bains en démonstration.  
la boutique de plomberie

Merci Notre-Dame-de-Grâce!



# Verglas : peu de marchands ont abusé de la situation

ROLLANDE PARENT  
Presse Canadienne

L'analyse des 477 plaintes de consommateurs faisant état de hausses de prix exagérées lors de l'épisode du verglas a permis à l'Office de la protection du consommateur (OPC) de constater que peu de commerçants ont abusé de la situation.

« Oui, il y a eu des abus, des hausses de prix exagérées, mais à la marge seulement. Peu de gens ont fait ça, de façon temporaire, et ils ont corrigé la situation », a déclaré la présidente de l'Office du consommateur, Nicole Fontaine, hier, en conférence de presse.

« Le simple fait d'en avoir parlé

dès le début de la crise a fait en sorte que les commerçants se sont davantage surveillés. Beaucoup de plaintes concernant les quincailleries sont arrivées au début de la crise », a commenté Mme Fontaine.

À ceux tentés de soutenir que nous vivons dans une économie de libre marché et que les commer-

cants pouvaient demander le prix qu'ils voulaient, Mme Fontaine réplique que « d'appliquer la loi de l'offre et de la demande dans une situation de crise et de grande vulnérabilité n'était pas moralement acceptable ».

## Vulnérabilité

« Nous étions dans des circonstances tout à fait particulières de vulnérabilité importante des consommateurs et notre intervention ne se situe pas sur un plan légal mais sur un plan moral », a poursuivi Mme Fontaine.

Quoi qu'il en soit, la répartition des 477 plaintes est la suivante : le domaine de la quincaillerie (135), les achats de génératrices (73), les

stations-service (57), le bois de chauffage (39) les services reliés à l'habitation (30), la restauration (21), l'hébergement (19) et la perte d'emploi (33).

Au sujet des génératrices, des vérifications ont été faites par les enquêteurs de l'OPC, aidés de ceux de l'Association des consommateurs du Québec et d'Option consommateurs.

## Génératrices

Ils ont constaté qu'il y a eu effectivement une hausse des prix reliée généralement à des coûts supplémentaires pour le transport. Beaucoup de génératrices ont été achetées aux États-Unis, par exemple en Virginie et en Caroline du Sud.

Sur les 73 plaintes reliées aux génératrices, 31 n'ont pas été retenues parce que le consommateur n'a pas fourni les preuves suffisantes, parce que le prix payé était le prix de détail suggéré par la compagnie ou encore parce que des discussions sont en cours entre le commerçant et le consommateur.

Les consommateurs qui considèrent toujours qu'ils ont bel et bien été lésés peuvent s'adresser à la Cour des petites créances pour faire valoir leur grief.

Ils doivent cependant savoir que selon la jurisprudence une marge bénéficiaire nette de 50 pour cent pourrait être jugée acceptable.

## Condamné pour importation de testostérone

JEAN-PAUL CHARBONNEAU

Serguei Mimaslan, 29 ans, a été condamné hier à 3000 \$ d'amende et à une peine d'emprisonnement de quatre mois avec sursis, pour avoir importé au Canada 5400 capsules de testostérone.

Le 30 juillet dernier, une douanière a trouvé étrange qu'on ait omis d'écrire sur une boîte arrivant



La nouvelle Toyota Camry 1998.

Les mauvaises herbes pourraient

# Suspended 4 days

nan's belly, told wife: 'Shut up, you bitch'



PIERRE OBENDRAUF, GAZETTE

Evripidis Georgiou says he and his wife, Katina, lived through "a moment of terror" when police raided their apartment in 1995.

them from the ears of his colleagues on the scene."

The officer told the couple not to do any "malakas." The Greek word means "masturbator" and is usually meant as an insult, but in this case it was used by the constable to tell the Georgiouts not to cause him any trouble.

Evripidis Georgiou said the incident left him traumatized, and he had to be taken to a hospital by ambulance immediately after. He broke into tears yesterday while recounting the ordeal.

"He insulted my wife," he said. "This guy was acting like a cowboy."

"We were humiliated."

Georgiou said he has a very high respect for the police, but they must behave properly and set an example.

The prosecutor for the ethics committee wanted Labos suspended for 10 days, while the constable's lawyer asked for only a reprimand. Mignault said he chose four days after remarking that Labos has been a police officer since 1991 and has received numerous positive reports in his file.

Labos has until March 20 to appeal the committee's decision. If he doesn't, he will be suspended immediately.

Excessive force criticized. Page A6

# Gouging was rare, probe shows

JONATHAN GATEHOUSE  
The Gazette

Unscrupulous retailers who took advantage of January's ice storms to gouge shoppers were the exception, not the rule, a trio of consumer watchdogs say.

"We had some gouging but it wasn't at all widespread," Nicole Fontaine, president of Quebec's Consumer Protection Office, said in an interview yesterday.

"The vast majority of businesses kept their prices steady, and some even tried to help their fellow citizens."

"On the whole, businesses behaved very well. I think it's important for the public to know that because they could have the impression otherwise."

During the crisis, shoppers'-rights groups and the media were flooded with calls from angry Quebecers who were convinced they were being asked to pay exorbitant prices for storm supplies like candles, batteries, generators and foodstuffs.

But it seems few of their complaints were based on fact.

The provincially run office and two private consumer-protection groups - the Association des Consommateurs du Québec and Option Consommateurs - jointly examined almost 500 ice-storm-related complaints and found only six cases of suspected profiteering.

"When we looked into it, we discovered that a lot of retailers could explain the price hikes," said Louise Rozon, of Option Consommateurs.

**"We discovered that a lot of retailers could explain the price hikes."**

"Other times, people believed they paid too much but they paid a fair price - they were just purchasing items that they don't buy very often and didn't have a clear idea how much they should cost."

In the end, investigators discovered just 34 suspect cases involving 13 merchants, all of them sales of pricey generators.

The retailers were asked to justify sticker prices that were sometimes double the manufacturer's suggested retail price. Most of the businesses cooperated in the process, and were able to prove they weren't making excessive profits on the power plants.

"In most of these cases the merchants had extra costs because they had to obtain the generators from the U.S.," Fontaine said. "There are transportation fees and duty costs that have to be taken into consideration."

Of the six businesses investigators suspect of profiteering, only one has admitted it overcharged consumers. Sodifer Inc. in Napierville, which sold a \$1,875 Coleman generator for \$2,800, has agreed to refund \$900 to a client.

# -prevention group plea for more funds

"We saw there was already a base of services in the region for suicide prevention and we had other services that were a priority."

But Laviolette says she fears that if the region's service agencies don't secure more funds now, there will be no additional funding for suicide prevention or research in Montreal for the next three years.

## SOME MONEY AVAILABLE

That doesn't mean there will be no research funding at all.

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Mishara, who is also a psychology professor at UQAM, said pilot projects to study strategies to reach high-risk groups that aren't using existing services are crucial to saving lives.

Suicide-Action, which gets about \$375,000 a year from the regional health board, has five specific projects. It hopes the provincial government

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Fontaine said three other firms are negotiating with her office. If resolutions can't be reached, the consumers' only remaining option to take the merchants to Small Claims Court.

Not all companies that came under scrutiny are happy with the process, however.

Pièces d'Auto HD in Huntingdon, which is accused of selling a \$1,545 Homelite generator for \$2,300, refused to co-operate in the investigation. Employees hung up on a reporter who called to discuss the case yesterday.

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## SOME MONEY AVAILABLE

That doesn't mean there will be no research funding at all.

Last month, Health Minister Jean Rochon announced the provincial government was setting aside \$700,000 in grants for suicide-prevention projects across Quebec.

The announcement came in light of Quebec's skyrocketing suicide rate, the third-highest in the industrialized world.

In 1995, 19.5 of every 100,000 Quebecers took their lives. That year, the Canadian rate was 13.3 per 100,000.

"Suicide rates are affected by a number of socio-economic factors - there's

no one cause," said Brian Mishara, director of the Centre for Research and Intervention on Suicide and Euthanasia at the Université de Québec à Montréal.

Mishara, who is also a psychology professor at UQAM, said pilot projects to study strategies to reach high-risk groups that aren't using existing services are crucial to saving lives.

Suicide-Action, which gets about \$375,000 a year from the regional health board, has five specific projects it hopes the provincial government will fund.

But each project would cost about \$40,000. Lavoie noted, so the Montreal centre won't probably get funding for all five.

She added that "\$700,000 for the whole province is not enough. Even though half of the suicides in Quebec happen in Montreal, they'll have to distribute that money to other regions, too."

That's why the centre is trying to persuade the board to fund further research regionally.

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Option consommateurs (Association)  
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