

PUC receives few customer complaints

BY JAMES H. CAWLEY

Try to imagine all the things that could go wrong if you were planning a move from one part of the state to another. A delay in shipment. Damage to some of your household goods. A bill in excess of the estimate given by the moving company.

Considering the total number of moves within the state and the complexity that moving entails, the Public Utility Commission (PUC) actually receives relatively few complaints. This may partly be due to PUC regulations covering movers transporting goods within the state which help to minimize the chances for loss and expense to the consumer.

Yet even so, regulations cannot prevent circumstances from developing that are undesirable. For example, even though movers are required by the PUC to give you a written estimate of the cost to ship your goods, you may very well have to pay more than the estimated amount.

If the total charges do exceed the estimate by more than 10 percent, however, the mover, is required to unload the full shipment upon your paying him the estimated amount plus no more than an additional \$25.00 or 10 percent of the estimate, whichever is greater. The mover must give you 15 days after the delivery to pay the balance.

On the other hand, if the total charges do not exceed the estimate by more than 10 percent, you must be prepared to pay all charges prior to the mover unloading your goods.

As you can see, it is important to inform the mover of absolutely everything you intend to move at the time the estimate is given. Because your cost to move is based on the size of your shipment, the distance of the move, and other special circumstances, it is critical that you go over every detail carefully with the mover and leave nothing to chance.

On occasion, the PUC receives complaints concerning the difference between the estimate and actual costs. If the Commission determines that the estimate was somewhat fraudulent, outrageously low or made in bad faith to get the contract, the PUC may order the company to collect only the estimated amount.

Similar types of problems can occur when the goods are unloaded and you are asked to sign the delivery receipt or the inventory. Before signing either one, be sure that one or the other describes all damage or any lost articles. If the driver will not make such notations, make them yourself before signing. When you sign, you are accepting the goods in apparent good condition except as noted on the receipt.

Never assume your goods, if lost or damaged, are protected to their full value. Unless you obtain additional insurance, your goods are covered for only 30 cents per pound, an amount usually insufficient to cover losses.

Movers are not required to extend you credit and may demand cash, certified check or money order for payment of their services. Unless you have a definite credit arrangement with the mover prior to delivery, you must be prepared to pay in cash or by a method acceptable to the mover.

Finally, to assure delivery of your goods by a certain date, consider obtaining from the mover "expedited service" which costs additional money, but may be worth the investment.

The PUC's Bureau of Safety & Compliance watches over moving company practices by handling complaints and taking appropriate legal action when warranted. Their offices are located throughout the state. If you are unsure of which office covers your area, contact the PUC's Harrisburg District Office of Safety and Compliance at (717) 787-7598.

(James H. Cawley is the commissioner of the Pennsylvania Utility Commission.)

Names of drugs sometimes alike

Demorol and Dymelor—Cpstat and Cepastat—Rifidin and Ritalin. They are names of drugs. Similar names—different drugs. And it presents a problem for physicians, pharmacists and patients.

According to Jack B. Ogun, R.Ph., director of the state Health Department's Division of Drugs, Devices and Cosmetics, there are more than 20,000 drug names on the market with new ones being added every day. Of that number, Ogun estimates there are at least 600 with similar spellings or pronunciations.

"This presents an increasing potential for error," Ogun said. "And depending on the drug, it could be a serious error for the patient."

Ogun pointed out that drugs are potent substances specifically designed to fight acute illness, manage a chronic disease, or restore a chemical imbalance. The right drug can work wonders. The wrong drug can create additional problems for the patient.

"All drugs produce side effects in some people, and some drugs serious side effects and should be administered under close supervi-

son. If patients get the wrong drug they are not only denied the immediate benefit of the intended treatment, they may be exposed to the risk of serious side effects from an unnecessary medication," Ogun said.

Whose responsibility is it to reduce the chance for error? Ogun said it is the responsibility of all involved—including the patient.

"When choosing a name for a drug, pharmaceutical companies want something that is catchy, easy to remember, and does not require verbal acrobatics to pronounce. Although it is difficult with more than 20,000 drug names already in use or having been used to come up with a name that meets their approval, it is the company's responsibility to choose a name that won't be confused with a totally different drug," Ogun said.

"It is the physician's responsibility to be certain the name of the drug being prescribed is written clearly and correctly, along with some symptomatic indication to denote the purpose of the drug, such as "for pain," "for congestion," etc.

"It is the pharmacist's responsibility to dispense the correct drug and include the name on the prescription label. If there are any questions the pharmacist should check with the physician. If for some reason that is not possible the patient should be engaged in conversation about their health problem to be sure the correct drug is being dispensed.

"And since the patient's health and well being depends on the correct drug therapy, they should be aware of the drugs they are putting in or on their bodies. As full participants in their own recovery, patients should want to know the name of the drug, what it is for, possible side effects, how it may react with other drugs the patient may be taking, how it may react with certain foods or beverages, when exactly to take it—with meals, before meals, after meals—and when to discontinue the drug. If the physician and pharmacist do not offer the information the patient should ask for it, write it down and observe the recommendations," Ogun concluded.

Pennsylvania Great For Angling A 'fish'inados

Pennsylvania is blessed with a significant resource in terms of waters clean enough, having adequate flow and gravel for spawning, and good habitat for all life phases of trout to be considered wild trout water.

This designation of wild trout water is based not on the mere presence of a few naturally reproduced, or wild, trout, but on the presence of a substantial population of wild trout.

Wild trout management is really not a new concept, but until the start of Operation FUTURE several years ago, the Pennsylvania Fish Commission never had a broad statewide program for all angling preferences directed at the preservation, enhancement and wise use of our wild trout population.

The selection of streams for wild trout management is based on a comparison of thousands of samples of stream sections across Pennsylvania. The best trout streams (or portions thereof) have been identified for their exceptional trout resource—the last of the best trout habitat in Pennsylvania. For program purposes, the Commission has termed this group "Class A Wild Trout Water." The total miles of streams managed for wild trout comes to about five percent of the total mileage of stocked trout streams in 1982 when the final selection was determined. This small percentage of our total trout fishing resource is something special, of exceptional value and deserves special management.

A wild trout is a stream-bred (naturally reproduced) trout, but the mere presence of a few wild trout in a stream does not imply that a water should be classified as wild trout water. Wild trout waters are those waters whose waters support a population of naturally reproduced trout of sufficient size and abundance to support a long-term sustaining and rewarding fishery, hence the "Class A" designation.

Wild trout management is only directed to waters where enough fish will be produced to keep an angler interested in fishing. Streams considered suitable for management as wild trout waters can be made even better through specific management programs. These can include special regulations, but one management technique applied to all waters considered as Class A Wild Trout Waters is no stocking.

Class A Wild Trout Waters are selected through standards which include classification of stream width, percentage of public-private ownership, proximity to human population centers, and the number of wild trout present in the stream. Each of these standards must be taken into consideration before a stream can be managed as a wild trout water.

After a stream has been selected for wild trout management, there are a number of options to be considered. The Commission's Fisheries Division made a thorough study of management techniques and research conducted in other states and monitored special regulation areas in Pennsylvania and this has resulted in the management programs currently in effect on Class A Wild Trout Waters. These

program include:

Wild Trout Waters Management

Intended to preserve and enhance the existing opportunities for anglers to fish over and harvest (if desired) a population of trout totally supported by natural reproduction. Conventional statewide regulations are in effect.

Wilderness Trout Stream Management

Provides a wild trout fishing experience in a remote, relatively natural and "unspoiled" environment, where an angler can go to find a degree of solitude. Conventional statewide regulations again apply.

Limestone Springs Trout Management

Anglers can fish in a traditional manner while recognizing the unique value and aesthetic qualities of limestone spring runs—an important part of Pennsylvania's trout heritage, especially in the traditions and values of fly fishing. Regulations on these streams vary, but they are generally open to fishing year around. Anglers should check their summary of fishing regulations to determine where special regulations apply.

Catch and Release

Under this program anglers are given the opportunity to fish "for the fun of fishing" the year around. They can fish over an essentially natural population of fish where harvest and hooking-handling mortality are not factors in population structures. No fish may be killed or had in possession and angling is restricted to the use of barbless artificial lures.

Fly Fishing Only

This management tool is applied to both wild and stocked trout fisheries. In wild trout management, anglers can fish over a population of

wild trout in a traditional fashion. Minimum size limit for these streams is nine inches; the creel limit is three per day; the season is open year around (except no trout may be killed between March 1 and the opening day of trout season); angling is restricted to artificial flies or streamers;

Trophy Trout

These streams have demonstrated a potential for supporting a good population of trophy-size wild trout. Anglers may harvest two trout per day over 14 inches; streams are open year around (except between March 1 and the opening day of trout season when no trout may be killed); restricted to artificial lures only.

Wild trout management is a long overdue effort to save something of value while we still have it. It is not only for conservation of the resource, but for the benefit of everyone who appreciates taking a truly natural product—whether to release it or to eat it—it's still a wild trout. It provides the Pennsylvania Fish Commission with the opportunity to instill in the youth of the Keystone State an appreciation for this valuable resource and the fact that wise stewardship of our resources will have long-term benefits. It's a program which preserves excellent trout habitat for future study—a program which best expresses the benefits of conservation.

There are many anglers in Pennsylvania who can identify with author John Voelker who once wrote, "Being out in the woods fishing is one of the few places left on earth where a man can find solitude without loneliness." Some things can be expressed—fishing for wild trout must be experienced!

Flaming foliage just around the corner

As the hot, humid days of summer melt into the cool nights of fall, Mother Nature puts on one final display of color before the landscape turns a brownish-gray. Even though the burst of colors lasts only a relatively short length of time, everyone wants to see the display at its finest.

One area which exhibits a spectacular array of flaming foliage is the Pocono Mountains of northeastern Pennsylvania. The state of Pennsylvania is a meeting ground of many species of northern and southern trees, which extend to their farthest limits in the state. This results in 127 different species of trees being native to Pennsylvania. Since the Poconos contain thousands of acres of unspoiled woodlands, all the variations of hues determined by this large number of species can be seen in the Poconos.

Several different theories exist as to why the leaves change color. However, scientists agree that as days become shorter and cooler, trees will begin to cut off their water supply to their leaves. This causes the chlorophyll, the chemical which makes the leaf appear green,

to fade. As this happens, other chemicals already present in the leaf show through. It is these different chemicals which produce fall's glorious colors.

A predominance of yellow in leaves is produced by the chemical, xanthophyll. Orange colorations are caused by carotene and reds by anthocyanin. The bright reds and deep purples of the foliage are best produced when there is a predominance of clear, sunny days and cool nights, meaning more anthocyanin will be produced. The type of chemical present in the leaf each year is determined by the species of tree. Different pigmentations of yellow will appear in birch, tulip, aspen, Norway maple and elm trees. The carotene present in chestnut oaks and sugar maples produces a variation of orange hues. With ideal weather conditions red and purple leaves will appear on ash, dogwood, oak, beech, red maple and cherry trees. Although each species will appear predominately the same color each fall, the different shades of color will vary from leaf to leaf, and the quality and brightness of color will be affected by the amount

of sunlight, humidity and rainfall received.

Coloration of the foliage tends to occur at the same time each year, making it possible for visitors to plan trips in advance to view the foliage. Within the Pocono area there are three zones of color change. Trees in the northern section, which includes most of Wayne County, are at their peak generally between October 1 and 14. The middle of October is the best time to view foliage in the central counties of Monroe and Pike. Carbon County falls in the southern zone, which produces its best colors from October 19 to 31.

The Pocono Mountains Vacation Bureau produces an informative brochure of flaming foliage tours, which lists the best scenic routes from which to view the foliage in all four counties. The brochure is available free of charge and may be obtained by dialing 1-800-POCONOS.

For more information on flaming foliage time in the Poconos contact the Pocono Mountains Vacation Bureau, Box K, 1004 Main Street, Stroudsburg, Pa. 18360.

New mime show set at BTE

Bloomsburg Theatre Ensemble member Rand Whipple will perform his new mime show live and in costume, a collection of old favorites and new pieces, on Thursday, Sept. 12 at 8 p.m. at the Alvina Krause Theatre, 226 Center St. in Bloomsburg. The show will continue until Sunday, Sept. 15.

Whipple has participated in a variety of BTE and solo family shows over the years. He played Dr. Whipple, the charismatic seller of cure-all in TA RA RA BOOM DE AY! and collaborated with composer Rob Kruse to write BEAUTY and THE BEAST. Most recently, he directed the Ensemble-community production of Peter Pan.

Whipple's mime career began 10 years ago when he performed with the Northwestern University Mime Company. Later he received several Artist in the Schools and Communities grants from the Pennsylvania Council on the Arts. As a result, he has toured the state teaching work-

shops and performing in his earlier show Just Imagine.

Whipple's brand of mime has been described as "1,001 ways to use the body" because of its athletic orientation. More than traditional pantomime, it combines mime, "popping" (a break dancing movement), and a touch of the silent film comedians to produce a quiet, comical evening suitable for the entire family.

Live and in Costume is part of the "new vaudeville" movement that is sweeping the country. It utilizes theatrical clowning, a style which emphasizes a single comical character who stumbles into a variety of unlikely situations. In the program's first and longest piece, Whipple's character finds himself in a space that conspires against him. Each part of the stage forces his body to move uncontrollably in a different manner, until he learns to manipulate his body in conjunction with the

limits of the space.

The second act is a selection of short pieces, some physical, some lyrical. It also includes an extended improvisation section in which Whipple's character plays off of the audience.

Whipple will perform Live and in Costume from September 12 to 15. Performances are at 8 p.m. Thursday through Saturday and 7 p.m. Sunday, with a special children's performance Saturday at 10 a.m. Advance tickets to evening performances are \$5.50; \$4.50 for senior citizens; and \$3.50 for students and children. They are an additional 50 cents at the door. All tickets for Saturday morning are \$3.50. For information and reservations, call the BTE box office at 784-8181. Located at 226 Center Street, the box office is open from 10 a.m. to 5 p.m. Mondays through Fridays, from noon to 2 p.m. Saturdays, and one hour before performances.

Proper shifting gives lower gas bills

Fast cars are hot, high fuel bills are not. But that's no reason to spend more money on gasoline than you have to. Saab, the Swedish automaker, says there is a fail-proof way to put a chunk of your gas dollars back in the piggybank.

All you need is a willingness to change your ingrained driving habits and pay attention to your car's shift indicator light.

More and more cars come with a dash-mounted light that signals when to shift gears. Fuel economy can be improved by as much as 10 percent—if you shift with the light.

Tests conducted by the U.S. Environmental Protection Agency, comparing 10 Saabs with shift lights and 10 identical Saabs without, confirm the savings. The average improvement on the official E.P.A. City cycle was 9.11 percent.

You can probably do as well with your car.

The shift indicator system installed on the new Saab 900 and 900S monitors signals from five points on the engine and transmission. The most important data are engine speed and engine load.

When the engine speed is high compared to the load on the engine, the shift light indicates that you can get the same performance on less fuel by shifting up. After using the

light for some time, drivers learn to shift at this optimum point instinctively.

The nicest thing about the Saab Shift Indicator System is that per-

formance and driveability are not comprised when shifting with the light. It demonstrates how you can save fuel by merely changing your shifting habits even if your car doesn't have a shift indicatorlight.

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