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# News from the New York State Consumer Protection Board

*Advocating for and Empowering NY Consumers*

Mindy A. Bockstein, Chairperson and Executive Director

## Media Advisory/Calendar Listing

DATE: September 9, 2009

### **FREE PUBLIC "ASK THE EXPERT" CALL-IN DAY ANNOUNCED FOR NEW YORKERS WITH HOME IMPROVEMENT CONCERNS**



*We would appreciate your publishing the following information on your calendar listings as well as any advance press on this free public service program.*

**WHO:** The New York State Consumer Protection Board (CPB), together with the New York State Builders Association, the New York State Energy Research and Development Authority the Division of Housing and Community Renewal, the Preservation League of New York State and hosted by WMHT, the Capital Region's public broadcasting station.

**WHAT:** [ASK THE EXPERT CALL-IN DAY](#) – Home improvement professionals will be available to answer questions and assist New Yorkers regarding their home improvement and weatherization projects or issues during this call-in program, which is provided as a free public service. Areas of expertise include, but are not limited to: kitchen and bath remodeling, plumbing, heating, A/C, sheet metal installation and servicing, construction management, site development, window/door installation, home building, energy-efficiency, availability of funding for home improvement projects for low-income consumers, and matters related to improvements on historical buildings.

**WHEN:** **WEDNESDAY, SEPTEMBER 30, 2009 from 9 AM to 2 PM**

**HOW:** Consumers may call toll-free: 1-888-351-4648

**SPECIAL CONSIDERATIONS:** The Call-In Day is designed to help consumers address questions and/or concerns relating to energy efficiency and home improvement or repair projects.

**BACKGROUND:** The CPB's Ask the Expert program has been helping consumers answer home improvement questions online since its inception in June 2008. Posted responses to consumer questions and further details can be found at [http://www.consumer.state.ny.us/ask\\_the\\_expert.htm](http://www.consumer.state.ny.us/ask_the_expert.htm).

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