

Minutes of the Fairfax County Consumer Protection Commission

June 19, 2012

7:30PM Conference 4/5
Government Center
12000 Government Center
Pkwy. Fairfax, Virginia 22035
Chairman Fee, presiding

Attendance:

Commissioners: Bahhur, Belkowitz,
Fee, Hargraves, Nguyen, Roark, Stamp

Absent:

Commissioners: Bounacos, Hine,
Kirk, Martz, Rosier

Staff:

Michael S. Liberman, Director
Cable and Consumer Services
Susan C. Jones, Branch Chief,
Consumer Affairs

The meeting was called to order at 7:37p.m. by Chairman Fee.

Minutes

The minutes of the April 17, 2012, and May 15, 2012, meetings were approved.

Report of the Chairman

Chairman Fee attended the Board of Supervisor meeting today where Steve Sinclair received the A. Heath Onthank Award for his contribution to the county and this commission.

Chairman Fee announced that this was the last meeting for Commissioner Stamp.

Report of the Director

Director Liberman informed the Commission about matters to be discussed at future meetings concerning towing jurisdiction, taxicab rates, and the Cox franchise renewal.

Commission Matters

Commissioner Stamp had no matters to bring before the commission.

Commissioner Hargraves took his vehicle to an auto repair shop on Backlick Road. He was pleased to see the Automobile Repair Facility Act and the Consumer Protection Commission signs properly posted. Commissioner did state that he requested a final price on the repair and when he picked up his vehicle he was charged an additional \$81. Commissioner Hargraves will follow up with staff on this issue.

Commissioner Belkowitz mentioned he reviewed his Verizon bill and noticed a recurring charge from ILD Teleservices. He contacted Verizon who stated it was technical support service and he had to sign up for it. Commissioner Belkowitz requested the service be terminated and Verizon will issue a refund on his next bill. Commissioner Belkowitz will send bill for staff review.

Commissioner Bahhur mentioned that three of her Visa credit cards were compromised by three different banking institutes and was issued new cards. Commissioner Nguyen mentioned payday loans involving the military personnel. Commissioner Roark had no matters to bring before the commission.

Old Business

There was no old business.

New Business

1. Consumer Education and Outreach

Susan C. Jones, Branch Chief, Consumer Affairs, provided an overview of the Department of Cable and Consumer Services Web page highlighting the Education and News and Resources pages.

The meeting adjourned at 8:47p.m.