

also be supporting consumer and voluntary groups and encouraging business and business associations to improve their customer relations policies.

In the Weights and Measures area of the Bureau, a study of the feasibility of manufacturers and service agencies certifying their own weighing devices will be undertaken. The Bureau will also be assessing the possibility of introducing a program in which minor, non-criminal offences under the Weights and Measures Act will be dealt with via a ticketing procedure. In the Electricity and Gas area, the Bureau will be pursuing the accreditation of meter manufacturers and public utilities, allowing them to verify meters. In both areas, the fee structure will be reviewed.

The Bureau will also be taking a look in the Consumer Products area at fraudulent practices in the marketplace, especially at the manufacturing, import and wholesale trade levels. A review of the Product Safety Program and the Hazardous Products Act and its regulations will be emphasized.

The Corporate Bureau is currently enjoying the benefits of its efforts over the last five years to automate, privatize and reorganize its operations. Further investment in automation during the fiscal year will be required to maintain acceptable levels of service. At the same time, the Bureau will be attempting to simplify the regulations it administers so as to increase its efficiency.