

CURRICULUM VITAE

Robert R. Kerton Professor of Economics

Office Address: University of Waterloo
Department of Economics, University of Waterloo
Waterloo, Ontario
Canada N2L 3G1
E-mail: kerton@uwaterloo.ca
Telephone: (519) 888-4567 ext. 33016

Home Address: 725 University Ave., East
Waterloo, ON, Canada N2K3V2

Research Fields: Consumer economics
International consumer policy
Microeconomics of regulation
Public policy

EDUCATION

1963 B. Comm., University of Toronto, Toronto, Ontario
1965 MA, Carleton University, Ottawa, Ontario
1969 PhD, Duke University, Durham, North Carolina

VISITING POSITIONS

1978-79 Visiting Research Associate, Income Distribution and International Employment Policies Branch, International Labour Office, Geneva
1982 Visiting Research Associate, International Organization of Consumers Unions, Asia-Pacific Office, Penang, Malaysia.
1983 and 1988 (winter term) Visiting Professor, European Institute for Advanced Studies in Management, Brussels.
1990-91 Visiting Professor, Department of Consumer Economics and Housing, Cornell University, Ithaca NY.
1991 (Summer term) Visiting Professor, SIFO: National Institute of Consumer Research, Lysaker, Norway.
1995-- Visiting Faculty Advisor for the Indian Institute of Consumer Studies, Bangalore, India.
2007 Visiting Professor, Department of Consumer Economics and Housing, University of Georgia.

MONOGRAPHS AND REPORTS

1. 1973. *Active Manpower Programs in Canada / Politique active de main d'oeuvre au Canada*, Research Monograph published by the Prices and Incomes Commission. Information Canada.
2. 1982. *Appropriate Products*. Edited with S.J. Lim and R.S. Vermeer. Consumercraft III. International Organization of Consumers Unions in collaboration with the International Labour Organization, Geneva and the International Development Research Centre, Ottawa, pp. xiv, 79.
3. 1990. *Double Standards: Consumer and worker protection in an unequal world*, pp. iv, 41; *Deux Poids, Deux Mesures: La protection inégale du travailleur et du consommateur*, pp. iv, 46; North-South Institute, 55 Murray St., Ottawa.
4. 1998. *Consumers in the Financial Services Sector, Volume 1: Principles, Practice and Policy - the Canadian Experience*, (Editor and Contributor) pp. 267; Volume 2 (Editor): *Consumers in the Financial Services Sector: International Experience*, Research Papers for the Task Force on the Future of the Canadian Financial Services Sector. Ottawa. ISBN 0-662-27146-7 and ISBN 0-662-27147 - <http://finservtaskforce.fin.gc.ca/research/research.htm>.
Les consommateurs et le secteur des services financiers; disponible à <http://finservtaskforce.fin.gc.ca/research/recherch.htm>.

RESEARCH PUBLISHED IN JOURNALS, BOOKS ...

1. 1971 "Hours at Work: Jevons' Labour Theory after 100 Years," *Industrial Relations*, Vol. X, No. 3 (May), pp. 227-230.
2. 1971 "The Unemployability Hypothesis and the Effective Supply of Effort," *Social and Economic Studies*, Vol. 20, No. 2, (June), pp. 134-150.
3. 1971 "An Economic Analysis of the Extended Family in the Caribbean," *Journal of Development Studies*, Vol. VII, No. 4, (July), pp. 423-434.
4. 1973 "Daily Newspapers as Natural and Unnatural Monopolies," in *Canadian Perspectives in Economics*, J. Chant, K. Acheson, P. Copes, and G. Paquet (eds.), Collier-Macmillan, Toronto.
5. 1973 "Ein Beitrag zur Entwicklung einer Umweltsökonomie," (with F. Müller, and D. Fischer), *Jahrbuch für Sozialwissenschaft*, Heft 1/1973 (April), pp. 28-37.
6. 1973 "Price Effects of Market Power in the Canadian Newspaper Industry," *Canadian Journal of Economics*, VI, 4, (November), pp. 602-606.
7. 1974 "Poverty and Industrial Strategy, the Split Between Gainers and Losers," in *Policy Formulation in an Open Economy*, eds. R. A. Mundell and B.E. van Snellenberg, University of Waterloo, Vol. I, pp. 87-96.
8. 1975 "Perception of Environmental Diseconomies: Technical vs. Economic Invisibility,"

- (with David F. Fischer), *Social Science Information*, XIV-1, pp. 45-54.
9. 1976 Prepared and presented evidence to the House of Commons Committee on Finance, Trade and Economic Affairs, November 17, 1975. (Parliamentary Committee on the Anti-Inflation Act) for the Consumers' Association of Canada, *Commons Committee Proceedings*, pp. 69-1 to 69-29. Excerpts republished in *Canadian Perspectives on Wage-Price Guidelines*, (Kingston), pp. 353-355.
 10. 1978 "Public and Private Sources of Information: Some Canadian Results," in *Accountability in Consumer Interests: the proceedings of the 24th Annual Conference on the American Council on Consumer Interests*, Chicago, pp. 16-27.
 11. 1978 With R. Spence and B.J. Sulzenko, "World Food Supply: A Consumer Perspective," In *A World in Crisis: The Consumer Response*, summary volume of the Ninth World Congress of the International Organization of Consumers Unions held at Imperial College, London. The Hague, pp. 46-55.
 12. 1979 with T.K. Chowdhury; "Consumer Information from Public and Private Sources," *World Employment Programme Working Paper Series*, 2-23, No. 82, International Labour Office, Geneva, December, p. 30.
 13. 1979 "Der Betrachter und das Betrachtete: Kanada und Wahrnehmungen von Vielfalt," abstract in *Staatliche Einheit und regionale Vielfalt*, proceedings of a conference on Kanadische Studien in der Bundesrepublik Deutschland held in Gummersbach, February 23-25, pp. 19-21.
 14. 1980 "Consumer Search Capital, Delineating a Concept and Applying It to Developing Countries," *Zeitschrift Fur Verbraucherpolitik/ Journal of Consumer Policy*, Vol. 4, 1980/4, pp. 293-305.
 15. 1981 With T. K. Chowdhury; "The Impact of the PARCOST Program on Prescription Drug Prices in Ontario," *Canadian Public Policy/Analyse de Politiques*, VII (2), pp. 306-317.
 16. 1981 "A Worldview of the Consumer Movement Seen as Collective Consumer Search Capital," in C. B. Meeks (ed.), *The Consumer Movement in Relation to Other Social Movements*, A.C.C.I. Proceedings, Minneapolis, pp. 90-95.
 17. 1981 "The Business of Organized Consumers: National and International," *Canadian Business Review*, 8, 3, (Autumn), pp. 31-33.
 18. 1982 With T. K. Chowdhury; "The Impact of the PARCOST Program on Prescription Drug Prices in Ontario - Reply," *Canadian Public Policy / Analyse de Politiques*, VIII (3), pp. 364-366.
 19. 1983 "International Consumer Policies," *National Economic Policies: The Impact on Consumer Welfare*, Karen P. Goebel, ed., American Council on Consumer Interests, Madison, pp. 139-40.
 20. 1985 "Opportunities Which Matter: From Appropriate Technology to Appropriate Research," in *Proceedings 31st Annual Conference of the American Council on Consumer Interests*, 1985, K.P. Schnittgrund ed., pp. 223-227.
 21. 1986 with Richard W. Bodell and R. W. Schuster "Price as a Signal of Quality: Canada in the International Context," *Journal of Consumer Policy* 9, 4 (1986); 431-444.
 22. 1987 with Richard W. Bodell, "The Economic Imperative to Conceal: Why Sellers Hide Information About Defects," in *Proceedings of the 1987 Meetings of the American*

- Council on Consumer Interests*, April 1-4, Denver. Pp. 87-93.
23. 1988 "Time for a Wingspread: The Contributions of Professors Olander and Thorelli," in E. Scott Maynes, (ed.); *The Frontier of Research in the Consumer Interest*, American Council on Consumer Interests. Columbia. Pp. 585-88.
 24. 1988 "The Logic of Collective Lobbying: Information Hide and Seek" in R. S. Khemani, D. M. Shapiro and W. T. Stanbury (eds.), *Mergers, Corporate Concentration and Corporate Power in Canada*, Institute for Research on Public Policy. Pp. 463-475
 25. 1989 "Double Standards: Consumer Protection in an Unequal World," in Mary Carsky (ed.), *The Proceedings of the 35th Annual Conference of the ACCI*. March 29-April 1, Baltimore, University of Missouri, Columbia, pp. 320-326.
 26. 1990 "Consumers and Financial Sector Reform in Canada" in *The Consumer and Financial Services*; Jeremy Mitchell, Ed. Centre de Droit de la Consommation, Université de Louvain-la-Neuve, Belgium; pp. 172-173.
 27. 1990 "An Outsider's Guide to 1992: Consumer Protection and Standards," in (ed.) *Proceedings of the 36th Annual Conference of the American Council on Consumer Interests*, pp. 31-34; Columbia.
 28. 1991 Robert R. Kerton & Guy Ahonen, "Consumer Institutions as International Public Goods: Taking the Long Run Seriously" in *Enhancing Consumer Choice*; Robert Mayer, editor, published by the American Council on Consumer Interests, pp. 465-74; Columbia.
 29. 1992 "Consumer Protection in an Unequal World: International Problems Need International Solutions," *Journal of Behavioral and Social Sciences*, Vol. 38, pp. 87-109.
 30. 1993 "Consumer Voice in New and International Markets" in Teresa Maudlin, editor: *Proceedings of the 39th Annual Meeting of the American Council on Consumer Interests* held at Lexington, Kentucky, pp.343-44.
 31. 1994 "International Trade in Theory and Practice: What Is the Consumer Interest?"; Esther Peterson Consumer Policy Forum of the 40th Annual Conference of the American Council on Consumer Interests, Minneapolis, March 26, 1994; published in *Consumer Interests Annual*, Teresa Mauldin (ed.), Columbia; 28-32.
 32. 1995 Robert R. Kerton and Richard W. Bodell, "The Marketing of Lemons: Quality, Choice and the Economics of Concealment" *The Journal of Consumer Affairs*, 29(1), pp.1-28.
 33. 1996 "Appropriate Products in Sustainable Development: Who Uses the WHO List of Essential Drugs?" *Canadian Journal of Development Studies*, XVII, (2), pp. 279-92.
 34. 1996 "This Deregulation May be Hazardous to Your Health," *Consumer Interests Annual*, V. 42; Karen Folk (ed.), pp. 362-64,
1997, revised and updated in *Advancing the Consumer Interest*, Vol. 9, 2, (Fall), pp. 24-6.
 35. 1997 "Beyond Control? Understanding Consumer Decisions Using a Measure of Consumer Locus of Control," with Michael Busseri and Herbert M. Lefcourt in *Consumer Interests Annual*, Vol. 43 (43rd annual conference of the American Council on Consumer Interests held in Salt Lake City, April 2-5, 1997), Irene Leach, editor (ISSN 0275-1356), pp. 40-45.
 36. 1997 "Canadian Consumer Movement," in the *Encyclopedia of the Consumer Movement*, Stephen Brobeck, Robert N. Mayer and Robert O. Herrmann (eds.), ABC-

- CLIO, Santa Barbara, Denver and Oxford, pp. 81-83.
37. 1998 "New Beginnings in a Venerable Country: An Indian Institute of Consumer Studies," with Jaije Mandanna in *Consumer Interests Annual*, Vol. 44 (44th annual conference of the American Council on Consumer Interests held in Washington, DC March 25-28, 1998), Irene Leach, editor; pp. 172-75.
 38. 1998 "Locus of Control for Consumer Outcomes: Predicting Consumer Behavior," with Michael A. Busseri and Herbert M. Lefcourt, *Journal of Applied Social Psychology*, 28, 12, pp. 1067-87.
 39. 2001. "The Consumer Interest in Trade Agreements: Trade or Betrayed?" *Consumer Interests Annual* Vol. 47; Rosemary Avery (ed.), American Council on Consumer Interests, Columbia.
 40. 2002. "Challenges of the Real World; Balancing Incentives in Competition Policy." Chapter in David Conklin (ed.) *Canadian Competition Policy: Preparing for the Future*; Richard Ivey School of Business and Pearson Education Canada; ISBN 0-13-039293-6; Toronto; pp. 198-204.
 41. 2003. "Can Consumers Bank on Mergers?" *Policy Options / Options Politiques*; March; pp. 16-18.
 42. 2004. "The Consumer Interest in Trade Agreements: The WTO after Seattle" in *Trade Competitiveness, and Social Protection*, edited by Jozef Pacolet and Evrard Claessens; APF Press, Toronto; pp. 125-152.
 43. 2006. "Competition Policy: Quality Matters," in *Consumer Policy Review*, 16/5 (September-October) pp. 176-81.
 44. 2008, "Yin and Yang in International Trade: Where is Pareto When You Need Him?" *Journal of Economic Asymmetries*, Vol.5, No. 2 (December, 2008) pp. 39-52.

OTHER PUBLISHED WORK

1. 1969 "To Close or Not to Close," *Canadian Consumer-Le Consommateur*, Series I, Volume 6, No. 7 (July/August), (with Paul G. Nelson).
2. 1971 "Metric to Market," *Canadian Consumer*, Vol. 1, No. 1, (January/February).
3. 1973-88 Editor of *Common Sense Economics*. Volume 1, No. 1, February 1973 through sixteen issues to Issue 16, 1988. Several topics contributed.
4. 1973 "Why Canadians Don't Get Value for Their Dollar," *Canadian Consumer*, 3, 2, (April), pp. 25-27.
5. 1976 "Advantages and Defects of the Anti-Inflation Program," Lecture to the National Credit and Financial Executives' Forum, Toronto, February 18, 1976; published as *National Credit Institute Article of the Month*, in Issue No. 458, May.
6. 1977 "Manpower Policy," Excerpt from research done for the Prices and Incomes Commission in *The Canadian Economy: Problems and Policies*, G.C. Ruggeri (ed.), Gage, Toronto, pp. 191-194.
7. 1979 "Market Responsiveness from Voltaire to Edgeworth to Consumer Search Capital," abstract in *Atlantic Economic Journal*, VII, 4 (December), pp. 101-102.
8. 1980 "Helping Low-Income Consumers: The Collective Strategy," *Asia/Pacific*

- Consumer*, I.O.C.U., January, pp. 14-17.
9. 1980 "Newspapers in Chains," *Canadian Consumer*, 10, 6 (December), pp. 37-38. Two submissions to the Royal Commission on Newspapers (Kent Commission) December 1980 and February 1981.
 10. 1981 "The Use of Humour in Economics - Feckless Report," presented at the 10th Annual Conference on Pre-University Education in Economics, Waterloo. Reproduced in *BHelp Newsletter*, Northeastern University, Boston, 1982; and in *Common Sense Economics*, Vol. 6, No. 2, 1983, pp. 33-40.
 11. 1982 "Three Faces of Vigilance," lecture to the Philippine Teachers Conference, June 5. Excerpt published in *Stores Philippines*, September 1982, p. 3, Manila.
 12. 1984, 1985 "Nineteen Eight-Four and More: Economic Prophets and Scientific Profits," lecture for the Arts Faculty Lecture Series on "1984 - Or What George Didn't Know." Published in *Past and Present*, Faculty of Arts, University of Waterloo, December and January.
 13. 1986 "Canadian Patent Policy Best of All," Monday Forum No. 1, *Toronto Star*, June 11, 1986; and in several other newspapers; revised version republished in *HAI News* No. 30, August 1986 and subsequently in W.J. Baumol, A.S. Blinder and W. M. Scarth, *Economics, Principles and Policy* (2nd) 1988: p. 653.
 14. 1987 "Canada Should Resist Lobby, Enact Drug Law that Serves Us," Op-ed, *The Ottawa Citizen*, January 29, 1987, p. A9.
 15. 1988 "Deregulaatio-millio se on hyodyllinen ja kenelle?" *Kuluttaja Puntari Konsumentvagen* 1.88. Helsinki. Pp. 8-11.
 16. 1988 "How Consumers Lost That Dancing Feeling," (Free Trade Agreement) *Financial Post* Editorial page, February 6.
 17. 1989 "Let's Have a Fairer, Visible Tax" (Proposed Goods and Services Tax), *Financial Post* editorial page, August 26.
 18. 1990 "Financial Quality and the Consumer Interest," *Canadian Banker* 97 (4); pp. 6-13. "La qualité des services financières et l'intérêt du consommateur," *Le Banquier*, Juillet/Août, pp.24-31.
 19. "Health for All," *BC Pharmacy*, December 1992; pp.9-11.
 20. "A Consumer Test for Financial Regulation in Canada," *Policy Options*, Institute for Research on Public Policy, 16 (5), June 1995.
 21. P. Neuman, M. B. Frazer, R. W. Norman, R. P. Wells, R. Kerton, L. Brawley, D. D. Cole and M. S. Kerr. 2000. "A Pilot Project for the Study of Ergonomic Interventions in Manufacturing Environments," *Proceedings of the IEA 2000 / HFES 2000 Congress*, San Diego, California.
 22. R. P. Wells, R. P., Norman, R. P., M. B. Frazer, Cole, M. S. Kerr, H. Shannon, L. R. Brawley, and R. R. Kerton, 2000. "Solutions for Workplace Change," WSIB # 98008: *Progress Report to: Workplace Safety and Insurance Board of Ontario*.
 23. 2003. August: "Patents for the People?" The NTP vs. RIM lawsuit is a recent case of Patent Law missing the mark; Derek Kerton and Robert R. Kerton.
 24. Assessing Proposed Bank Mergers in Canada, republished in *Consolidation in the Banking Industry*, ICAFI Business School, Calcutta. 2006.

BOOK REVIEWS

1. 1971 Mass Media; book review of the three volume report of the Special Senate Committee, *Canadian Public Administration*, (Fall), pp. 465-467.
2. 1973 Review of the *Gap between Rich and Poor Nations*, G. Ranis, ed., *Canadian Journal of Economics*, VI, 1, February, pp. 140-142.
3. 1976 Review of *The Illusion of Wage and Price Control*, M. Walker (ed.), British Columbia: The Fraser Institute, 1976, pp. xxii, 236, and *Canadian Perspective in Wage-Price Guidelines: A Book of Readings*, W.D. Wood and P. Kumar, Kingston; Industrial Relations Centre, Queen's University, 1976, in *Canadian Public Administration*, IV, pp. 648-651.
4. 1980 Review of P. Slayton and M.J. Trebilcock (eds.) *The Professions and Public Policy*, Toronto: University of Toronto Press, 1978, pp. X, 346; published in *Canadian Journal of Economics*, Vol. XIII, No. 1, (January), pp. 182-184.
5. 1982 Review of P. K. Gorecki, *Regulating the Price of Prescription Drugs in Canada: Compulsory Licensing, Product Selection and Government Reimbursement Programmes*, Ottawa, Economic Council of Canada, 1980, published in *Canadian Public Policy/Analyse de Politiques*, VIII (4), pp. 635-636.
6. 1983 Review of Julian L. Simon, *The Ultimate Resource*, Princeton, Princeton University Press, 1981, *Journal of Consumer Affairs*, 17 (1), pp. 240-43.
7. 1983 Review of Ruth Norris (ed.), *Pills, Pesticides and Profits: The International Trade in Toxic Substances*. Croton-on-Hudson, N.Y. North River Press, 1982, *Journal of Consumer Affairs*, 17(2)455-9.
8. 1984 Review of H. Thorelli and G. Sentell: *Consumer Emancipation and Economic Development: The Case of Thailand*, J.A.I. Press Inc., Greenwich and London, 1982; *Journal of Consumer Policy* 7, 1 (March 1984), pp. 100-104. Republished in Thai Vol. 9, year 2527 on the Buddhist calendar, pp. 88-91. Republished again in *The Wise Consumer*, Bangkok, 1985.
9. 1985 Review of *The Regulation of Quality: Products, Services, Workplaces, and the Environment*, D. Dewees ed., Butterworths and Co., 1983; in *Canadian Public Policy*, Vol. XI (2); pp. 252-54.
10. 1987 Review of Joan Smith, Immanuel Wallerstein, and Hans-Dieter Evers (eds.), *Households and the World Economy*, London, Sage, 1984; in *Journal of Consumer Policy* 10, 1 (March); pp. 100-102.
11. 1988 Review of J.D. Forbes, *The Consumer Interest*, in *Canadian Public Policy*, Vol. XIV, No. 2, June, pp. 229-230.
12. 1991 Review of *The Quality of Life*, 1989 by Ramkrishna Mukerjee; in the *Journal of Consumer Affairs*, 25, 2; pp. 193-96.
13. 1992 Review of R. Eric Reidenbach and Donald P. Robin: *Ethics and Profits: A Convergence of Corporate America's Economic and Social Responsibilities*. Englewood Cliffs, N.J.: Prentice Hall, 1989. ISBN 0-13-290214-1, xi, 276, and of N. Craig Smith: *Morality and the Market: Consumer Pressure for Corporate Responsibility*. London and New York: Routledge, 1990. ISBN 0-415-00437-3; pp. x, 351, in *Journal of Consumer Policy*, 15,1 (March); pp. 113-17.

14. 1997 Review of Norman Johnson (ed.): *Private Markets in Health and Welfare: An International Perspective*, in *Journal of Consumer Affairs* 31,1 (Summer), pp. 171-75.
15. 2000 Review of M. P. Friedman, *Consumer Boycotts: Effecting Change Through the Marketplace and the Media*. Routledge New York and London, 1999; in *Advancing the Consumer Interest*, Summer; pp. 30-31.

RESEARCH IN PREPARATION

1. "The consumer Interest in Trade Agreements."
2. "Selling Practices for US Mortgages: Creating Lemons to be packaged as Toxic Assets."

HONOURS

Russell Dixon prize for "This Deregulation May Be Hazardous to your Health," awarded by the American Council on the Consumer Interest for the best article in *Advancing the Consumer Interest* in 1997: presented in Washington, DC, on March, 25, 1998.

President, American Council on Consumer Interests, 2003-04.

GRADUATE THESIS-MAJOR PAPERS SUPERVISED

1. S. Yu, "Retail Sales and Selling Capacity in 24 Major Cities of Ontario, 1961-66," 1973.
2. H. Tlale, "Migration in Botswana," 1973.
3. D. Hinks, "The Political Economy of Public Sector Employment," 1973.
4. J. Vince, "Housing and Labour Force Participation Rates in Canada," 1973.
5. Outside reader for N. Khajavi, Management Sciences, "Profit, Market Structure and Capacity Utilization in Twenty-One Canadian Producer Goods Industries," February 1975.
6. M. Lacky, "An Analysis of the Safety Incentive Structure and the Allocation of Costs within Workmen's Compensation Programmes," 1975.
7. Luis Alfonso, "Search Activities and Intermediaries in the Labour Market: A Theoretical Analysis," 1976.
8. Ameen Karmally, "Professional, Especially Engineering, Immigration to Canada During the Period 1956-73," 1976.
9. Tapan K. Chowdhury, "Analysis of the Price Impact of the PARCOST Program," 1977. Revised and published with R. R. Kerton in *Canadian Public Policy* VII (2) 1981.
10. Dana Danaitis, "The Baby Boom Cohort and Immigration to Canada: Substitutes in Employment?" 1978.
11. External examiner for M. Kesik, PhD examinations, 1978; Thesis Committee, 1982.
12. Henry K.L. Vane, "Unemployment Insurance Provisions and the Seasonality of Employment," 1978.

13. Reader for MA Thesis of Theodore Tzalis, "The Effect of Minimum Wages on Employment," 1981.
14. MA Committee, School of Urban and Regional Planning; Bill Wells, "The Manpower Consultative Service," 1983.
15. Co-supervisor, G.B. Arshanapali, "An Empirical Study of Quitting Behaviour in Canada," 1983.
16. Dianna Bratina, "An Economic Assessment of Consumer Response to Computerized Checkout Systems," 1984. Published by the Consumers Association of Canada, 1985.
17. Richard Schuster, "Price-Quality Associations of Canadian Consumer Products," 1985. Revised and published as "Price as a Signal of Quality: Canada in the International Context," with R. Bodell and R. R. Kerton, *Journal of Consumer Policy* 9, 4, 1986, pp. 431-444.
18. PhD Committee, Alan Felstead, Sociology, University of Waterloo, 1986.
19. Rosemary Peros, MA "Research and Development Investments in the Pharmaceutical Industry in Canada," 1987.
20. Cheryl Lynn Smith, M.Ap.Sc. (Management Science). Thesis Supervisor for "Defensive Marketing: Measuring the Impact of Consumer Complaint-Handling Departments on Consumer Loyalty." Winner of the 1989 SOCAP Canada Student Proficiency Award.
21. External examiner for K.C. Nagesha, PhD, University of Mysore, India: *Consumer Cooperatives in India*, 1990.
22. A. Kormylo, MA, "Consumer Satisfaction with Banking: The Concept of Quality in the Service Sector," 1991.
23. Kurt McKnight, "Implications for Demand Side Management within the Relationship of the Flexible and Inflexible Portions of Natural Gas Equipment Stock," 1993.
24. Michael Dohaney, "Redress as a Component of Quality in the Financial Service Sector," 1993.
25. Sandra Jean Huston, M.Sc. Thesis Committee, University of Guelph: "An Economic Analysis of Factors Affecting Financial Resource Allocations Within the Household Recreation Service Budget," 1993.
26. Rupa Sandhu, "Warranty's Role in the Automobile Industry," reader: 1994.
27. Rohini Rao, Return on Investment in Education, reader, 1994.
28. Mingwu Deng, "Economic Development of Chinese Agriculture: Individual and Collective Incentives in Organisational Change 1949-1992," 1995.
29. Philip Dodgson, PhD Psychology, "Looking on the Bright Side: Self-esteem, Failure, and Thinking about Personal Strengths" Internal/External Reader, 1996.
30. Stephanie Jane Frisbee, M.Sc. Thesis Committee, University of Guelph, "An Economic Analysis of the Factors Affecting Participation in Skiing by Two-Adult Canadian Households," 1996.
31. Cohen, PhD Psychology, "Attention and Language in Typically Developing Preschoolers," Internal/External Examiner, August, 1998.
32. Heather Congdon, Second Reader, "Gender Discrimination in the Labour Market and Gender Wage Gaps," 1998.
33. Scott M. Davis, MA, "Long Distance Bypass in an Open Economy," 1999.
34. Petteri Repo, PhD, Swedish School of Business and Economics, *Consumer Interest in*

Free Trade Revisited: Interpreting the Reactions of Four Consumer Organizations, published by Hanken, Helsinki, Finland, PhD Examining Committee, 2000.

INVITED LECTURES

1. "The State of the Marketplace: Income, Prices, Employment," (A Micro-economic Appraisal), invited lecture prepared for senior public servants as part of a series on "The Canadian Economy: Possibilities, Prospects and Problems," (Vol. II, Ring Bound, pp. 102-124), Executive Development Program of the Public Service Commission, October 27-28, 1976, Val David, Québec.
2. "Consuming and Conserving: Four Gaps in Our Management of Scarcity," Invited paper presented to the Ontario Teachers' Federation Conference on The Careful Consumer, March 1, 1978, Toronto.
3. "Welfare Aspects of Consumer Inefficiency in Food-Deficit Countries," lecture presented in the World Employment Program series of the International Labour Organization, March 15, 1979, Geneva.
4. "What You See and What You Get: The Consumer-Centred Focus on Market Adjustment," paper presented to the Institut Universitaire de Hautes Études Internationales, April 26, 1979, Geneva.
5. "Mass Media and Mass Data: Newspapers in North America," lecture in the CERNAC program of the Université de Lille III, Mai 10, 1979, Villeneuve d'Ascq.
6. "Improved Teaching-Learning in Economics: Can We Get There From Here?," invited lecture for the Canadian Foundation for Economic Education Conference held with the US Joint Council on Economic Education, October 4-6, 1979, Toronto.
7. "Consumer Associations and the Government," National Social Development Council of Thailand, June 16, 1982, [year 2525 in the Buddhist calendar] published in Thai in 1983(ISSN 0125-1288), pp. 37-39, Bangkok.
8. "The Assumptions of Consumer Microeconomics: What You Assume Is What You Get," lecture to Economics Department and graduate students, Mysore University, September 22, 1982, Mysore, India.
9. "Management Use and Mis-Use of Economic Theory," lecture to the graduate students School of Organization and Management, Interfakulteit Bedrijfskunde of Groningen, Netherlands, presented at the European Institute of Advanced Studies in Management, October 26, 1982, Brussels.
10. Invited lecture to the Faculty of Consumer Studies, University of Guelph "Research Challenges in Consumer Problems in the Asia/Pacific Region," April 26, 1983.
11. "Regulation and Deregulation," invited presentation for Prime Minister Mulroney's National Economic Conference. March 21-23, 1985, Ottawa.
12. "Reform of the Financial Services Sector in Canada: Where Will One-Stop Stop?" (with Helen Anderson), presented to the Joint Conference of the Canadian Institute of Actuaries and the US Society of Actuaries, June 5, 1985, Quebec City.
13. "The Economics of Concealment." Lecture presented to Faculty and Graduate Students of Cornell University, October 14, 1985, Ithaca.

14. "The Logic of Collective Lobbying: Information Hide and Seek," lecture presented to the conference on Concentration in Canada, sponsored by the Institute for Research on Public Policy. March 24, 1987, Montreal.
15. "Consumer Welfare and International Consumer Policies," presented at the Swedish School of Economics and Business Administration, April 19, 1988. Helsinki; excerpts published in *Kuluttaja Puntari Konsumentvagen* 2, 88; pp. 32-33.
16. "Consumer Interests in a Global Perspective," presented at the Swedish School of Economics and Business Administration, April 19, 1988. Helsinki.
17. "Listening to the Market for Fun and Profit," presented at Linköping University, Sweden, April 22, 1988. Linköping.
18. "Double Standards: Consumer Protection in an Unequal World," presented at the University of Utah, Salt Lake City, February 17, 1989 and at the Annual Meetings of the American Council on Consumer Interests, Baltimore, 31 March, 1989.
19. "GST and the Consumer Interest." Invited lecture for a joint meeting of the Canadian Bar Association and the Canadian Institute of Chartered Accountants, August 24, 1989 in Vancouver and again August 30, 1989 in Toronto. Republished as "Let's Have a Fairer, Visible, Tax" on the editorial page, *Financial Post*, August 26, 1989.
20. "Price and Non-Price Effects of Deregulating Financial Institutions"; invited presentation as part of the research series of the Consumer Policy Branch of the Ministry of Consumer and Corporate Affairs, October 3, 1989. Ottawa.
21. "Deregulation of Financial Institutions in Canada"; invited presentation to the Second International Symposium on Financial Regulation, October 13, 1989, Limelette, Belgium.
22. "Consumer Voice and Redress with Financial Services"; invited lecture in the Financial Services Research Program of the Conference Board of Canada, Oct. 26, 1989. Toronto.
23. "International Trade as Consumer Protection: To Be or NTB?"; presented to the Faculty and graduate students of the Department of Consumer Economics and Housing, Cornell University, October 10, 1990, Ithaca.
24. "Green Consumer Economics"; presented to the Faculty of Human Ecology, March, 13, 1991, Cornell University, Ithaca.
25. "Consumer Protection in an Unequal World: International Problems Need International Solutions," presented at the conference in Vedbaek, Denmark May 1 to 4, 1991 by Tokai University, Japan, and the School of Law and Economics of Copenhagen University.
26. "What is the Consumer Interest in the New International Trade Theory?" presented to SIFO, the National Consumer Research Institute of Norway, June 18, 1991, Lysaker, Norway.
27. "Green Economics: Why `Cradle-to-Grave is not Good Enough"; presented to SIFO, the National Consumer Research Institute of Norway, June 13, 1991, Lysaker, Norway.
28. "Consumer Complaints for Fun and Profit," Annual Conference of the Canadian Printing Managers' Association, June 22, 1992.
29. "Defensive Marketing / Close to the Customer" presented to the Advanced Agriculture Leadership Program of the University of Guelph, April 24, 1993.
30. "Competition Policy and Consumer Protection in Canada" presented to a delegation from the Ministry of Finance, China: Toronto, November 1, 1995.

31. "Economic Incentives: Who Wins? Who Loses? Presented to the Science/Technology Business/Law Partnerships Conference, University of Waterloo, March 1, 1996.
32. "Economic Concepts in Consumer Protection" presented at the Indian Institute of Management on March 12, 1997, Bangalore, India and at Mount Carmel Institute of Management on March 13, 1997, Bangalore, India.
33. "Rules for the Global Marketplace, The Need for a Consumer-Sensitive Protocol," Invited presentation to the International Standards session at the 44th annual conference of the American Council on Consumer Interests held in Washington, DC March 25-28, 1998, Jeanne Banks, Convenor. Synopsis published in *Consumer Interests Annual*, Vol. 44, ACCI, Irene Leach, editor; Columbia, MO.
34. "Consumer Protection - At What Cost - And Who Pays?" Third Annual Forum on the Future of Financial Institutions, October 5, 1999, Toronto.
35. "Consumer Interest in Trade Agreements: What you see and what you get." Presented at the International conference on the global economy: Challenges and opportunities for the 21st century held at the Athens University of Economics and Business, August 25-27, 2000; Athens, Greece.
36. "The Consumer Interest in Trade Agreements: The WTO after Seattle." Presented at the International Conference on Trade, Competitiveness and Social Protection organised by HIVA - Katholieke Universiteit Leuven and Centrum voor Sociaal Beleid-UFSIA on 14 December 2000, in Leuven, Belgium and on December 15 in Antwerp.
37. "Consumer Policy as a Component of a Strategy for a Sustainable Market Economy." Syama Prasad Mookerjee Centenary Conference on Sustainable Economic and Political Reforms in the Information Age; held by the Social Science Council of India; January 15-7, 2001, India International Centre, New Delhi.
38. "The market for lemons in fact and theory," California State University at North Ridge, 24 June, 2004.
39. "Yin and Yang of International Trade Policy," Lecture to Faculty of Agricultural Economics, University of Georgia, March, 2007.

CONFERENCE PRESENTATIONS

1. "Labour Market Implications of Those Unsavory Aspects of Industrialization," Western New York Economics Association, October 24, 1970, Buffalo.
2. "Some Overvalued Aspects in the Theory of Optimal Urban Size: Expected Errors in Perception, or The Hide and Seek Problem," Southern Economic Association, November 4, 1971, Miami.
3. "Perception Errors and the Economics of Concealment," Canadian Economics Association, June 1973, Kingston.
4. "Fast Second as a Consumer Protection Policy," invited paper presented to the Conference on Patterns of Change in the Contemporary Caribbean, January 9, 1975, San Juan, Puerto Rico.
5. "Public and Private Sources of Information: Some Canadian Results," paper presented to the Conference of the American Council on Consumer Interests, April 20, 1978, Chicago.

6. "Market Responsiveness from Voltaire to Edgeworth to Consumer Search Capital," paper presented at the International Atlantic Economic Association conference, May 17, 1979, Vienna.
7. "Teaching Microeconomics in the 1980's," presented to the Annual Meetings of the Eastern Economic Association, May 8, 1980, Montreal.
8. "Consumer Search Capital: Essential Component of the Appropriate Technology Debate," paper presented to the 13th International Atlantic Economic Conference, Montego Bay, Jamaica, February 11-16; abstract in Atlantic Economic Journal, X, 3, 1982, p. 76.
9. Organized Workshop (with F. Van Raij, Erasmus University, Rotterdam) on Research Contributions on the Buyer-Seller Interface held at the European Institute for Advanced Studies in Management. Presented "Consumers Associations and Targets for Research at the Buyer-Seller Interface," at that Workshop, December 13-14, 1982, Brussels.
10. "Micro-economics of Consumer Theory and the Concept of Consumer Search Capital," paper presented to the Annual Meetings of the Canadian Economics Association, June 2, 1983 Vancouver.
11. "Basic Rights and Basic Wrongs: The Role of Consumer Search Capital in Developing Countries," paper presented at the World Congress of the International Organization of Consumers Unions, December 9-15, 1984, Bangkok.
12. "Opportunities Which Matter: From Appropriate Technology to Appropriate Research," paper presented to the Annual Conference of the American Council on Consumer Interests. March 27-30, 1985, Fort Worth.
13. "Consumer Reality and Free Trade: International Opportunities and Obligations," presented to the Conference on Canadian Agriculture in a Global Context by the Centre of Foreign Policy and Federalism, May 21-22, 1985, Waterloo.
14. "The Consumer Interest in Regulation and Deregulation." Conference held by the International Organization of Consumers Unions on Consumer Policy 2000; May 26-30, 1986, New York, N.Y.
15. "Effort-cost as the price of Learning" presented to the conference on Money and the Economy. Canadian Foundation for Economic Education, October 24, 1986, Toronto.
16. "The Economic Imperative to Conceal: Why Sellers Hide Information about Defects," presented at the 33rd Annual Conference of the American Council on Consumer Interests, April 2, 1987. Denver.
17. With S. Hall, "Financial Services in Canada: The Seller's Sizzle and the Consumer's Stake," lecture to a conference sponsored by the Institute for International Research, October 1987, in *Marketing Financial Services* by I.I. Research Corporation, Toronto.
18. "Consumers and the Goods and Services Tax: The Ugly Phase of Tax Reform." Invited lecture for the Annual Meetings of the Canadian Association of Business Economics, May 18, 1989, Ottawa.
19. "Hazardous Exports: The International Economics of Public Policy"; presented at the Annual Meetings of the Canadian Economics Association, June 3, 1991 in Kingston, Ontario.
20. "Who Uses the UN List of Banned Monocomponent Pharmaceuticals?" presented at the 13th Congress of the International Organization of Consumer's Unions, July 9, 1991,

- Hong Kong.
21. "International Trade in Theory and Practice: What Is the Consumer Interest?"; presented at the Esther Peterson Consumer Policy Forum of the 40th Annual Conference of the American Council on Consumer Interests, March 26, 1994, Minneapolis.
 22. "Appropriate Products in Economic Development," Presented at the Annual Meetings of the Canadian Association for the Study of International Development, 12 June 1994, Calgary, Alberta.
 23. "A Consumer Guide to Trade Agreements" presented at the 14th World Congress of the International Organization of Consumers' Unions, September 26, 1994, Montpellier, France.
 24. "This Deregulation May Be Hazardous to Your Health" invited for the deregulation session of the Annual Meetings of the American Council on Consumer Interests, March 29, 1996, Nashville.
 25. "The Consumer Interest in Quality" presented at the National Quality Conference by the National Quality Institute, Toronto, October 10, 1996.
 26. "Developing Institutions to Maximize Consumer Welfare: Are There Any Lessons From Canadian Experience?" Invited for the Commonwealth Conference on Consumer Protection held at the Consumer Education and Research Centre in Ahmedabad, India, March 2-7, 1997.
 27. "The Consumer Interest in Financial Sector Reform," presented at the Conference on Regulating International Banks in Canada, June 9, 1997, Sheraton Centre, Toronto.
 28. "The Future of the Canadian Financial Services Sector: Is there a Place for the Consumer?" presented at the Conference Board of Canada Forum on the 1997 Report of the Task Force on the Future of the Canadian Financial Services Sector, Toronto, June 25, 1997, Toronto.
 29. "Seven Deadly Sins Affecting Quality," session on Consumer Survey Results: What Does Your Customer Think of You? National Quality Conference of the National Quality Institute, October 29, 1997, Toronto.
 30. "Where is the Consumer in Trade Agreements? An Assessment of CUSFTA, NAFTA and the WTO." Congress XV of Consumers International, November 2, 1997, Abstract of presentation in Empowering Consumers in the 21st Century: *Actas Del Congreso*, Consumers International; p. 57, 122-3, Santiago, Chile.
 31. Discussant for four papers on Competition Policy (Assessing Proposed Bank Mergers in Canada), at the Annual Meetings of the Canadian Economics Association, Toronto, May 30, 1999.
 32. "Consumer Protection - At What Cost - And Who Pays?" Third Annual Forum on the Future of Financial Institutions, October 5, 1999, Toronto.
 33. "Why We Can't See the C in B2C." Presented at the Canada Electronic Conference Workshop held at Dalhousie University, May 7, 2000, Halifax.
 34. Frazer, M. B., R. W., Norman, R. P., Wells, W. P. Newman, D. D., Cole, M. S. Kerr, H. Shannon, L. R. Brawley, and R. R. Kerton, 2000. "Evidence-Based Ergonomic Changes," Fifth Annual Health Evidence Application and Linkage Network (HEALNet) Conference, (Best Poster Award for Research), Toronto
 35. "Consumer Policy as a Component of a Strategy for a Sustainable Market Economy."

- Presented at the Syama Prasa Mookerjee Centenary Conference on Sustainable Economic and Political Reforms in the Information Age; held by the Social Science Council of India; January 15-17, 2001, India International Centre, New Delhi.
36. "The Consumer Interest in Trade Agreements: Trade or Betrayed?" Presented at the 47th Annual Conference of the American Council on Consumer Interests: Washington, DC, April 7, 2001.
 37. "Challenges of the Real World; Balancing Incentives in Competition Policy. Presented at the Ivey School/Competition Bureau Conference on Competition Policy: Preparing for the Future, June 19-20, 2001. Toronto.
 38. "Quality in Markets, Quality of Life: The Role of Competition Policy in Trade." Presented at the Conference on Competition Policy and the Consumer Interest in the Global Economy, October 12-13th, 2001, Geneva.
 39. "Access to the IT Revolution: Opening Portals and Closing Doors," presented at a National Research Conference on Financial Services and Public Policy organized by the Schulich School of Business of York University, March 6-8, 2002, Toronto.
 40. "The Quality Strategy amid Scams and E-Lemons," presented at the International Conference on Quality and Innovation, sponsored by the Institute for Improvement in Quality and Productivity and the American Society for Quality, October 22, 2003, Waterloo.
 41. "The Role of Competition Policy in Trade Practice," held as part of the World Congress of Consumers International by the International Network of Civil Society Organizations on Civil Society's Role in Promoting Competition, October 17, 2003, Lisbon.
 42. 2005. "Canadians and Their Money; Impact of Financial Capability." Presented at A National Symposium on Financial Capability; June 9, 2005; Ottawa.
<http://policyresearch.gc.ca/doclib/FCAC/Session%203%20Bob%20Kerton.pdf>
 43. 2006. "Rating the Prospects for Consumer Organizations: National and International." Presented in the session on New Challenges and Responsibilities of the Consumer Movement at the 52nd Annual Meeting of the American Council on Consumer Interests in March 2006; Columbus.
 44. "Competition Policy and Quality in Economic Development," Presented at the IDRC session at the Annual Meetings of the Canadian Economics Association held in Vancouver, June 5, 2006.
 45. "Canada's MacKay Report and The Quality Strategy in the Financial Services Market" presentation for the Second Start-a-Bank Conference offered by Fasken Martineau, TELUS and BankNews Forum; November 7, 2007, Toronto.

PROFESSIONAL ACTIVITIES, PUBLIC INTEREST BRIEFS

1. Preparation and presentation of a brief on the Proposed Competition Act for the Consumers' Association of Canada (CAC) to the Ministry of Consumer and Corporate Affairs, December 1, 1971, Ottawa.
2. "Straight Talk on the Competition Act," Address to the National Meeting of the Consumers' Association of Canada, June 7, 1972, Vancouver.

3. Economic consultant for the Crown in the newspaper monopoly trial of the K.C. Irving Company, New Brunswick Supreme Court, June 6-7, 1974, Fredericton, N.B.
4. Witness before the House of Commons Committee on Finance, Trade and Economic Affairs on the Anti-Inflation Act, November 17, 1975, Ottawa.
5. Member of delegation for CAC appearing before the hearings of the Royal Commission on Corporate Concentration, May 14, 1976, Ottawa.
6. Presentation of brief by the Consumers' Association of Canada to the Cabinet of the Government of Canada, June 20, 1977, Ottawa.
7. Testimony on Bill C-42, "An Act to amend the Combines Investigation Act . . .," before the Standing Committee on Finance, Trade and Economic Affairs, June 21, 1977, Ottawa.
8. "Competition Policy," Interview on Radio Noon, CBC, Ottawa, July 22, 1980.
9. "Consumer Protection," interview over National Broadcasting System of Fiji, May 24, 1982.
10. "Drug Regulation in Canada," talk at a press conference on pharmaceutical marketing held at the Indonesian Press Office, August 13, 1982, Jakarta.
11. "Common Sense of Economics," lecture to the Rotary Club of Penang, August 25, 1982, Penang, Malaysia.
12. Resource/Benefit Analysis of the Activities of the Penang Association of Consumers, August 1982, pp. 5, Kuantan, Malaysia.
13. "Consumer Education and Training Centre: New Hope for Consumer Welfare," published lecture originally presented as guest of Karnataka Consumer Service Society, September 21, 1982, Bangalore, India. Similar talk as "New Hope for Consumer Action," to the Consumer Guidance Society of India, September 24, 1982, Bombay.
14. Member of the Ontario Task Force on the Deregulation of Trucking in Ontario, 1984-85.
15. Member of the Curriculum Committee of the Task Force for the Ontario Academic Credit (OAC) in Economics, Ministry of Education, 1984-86, Toronto.
16. Prepared the Consumers Association of Canada (Ontario) brief to the Ontario Commission on the Pricing of Multiple Source Products in the Ontario PARCOST/Ontario Drug Benefit Formulary (the Gordon Commission), May 1984.
17. Coauthored brief (with Robert Best) for the Consumers Association of Canada to the Canada Commission of Enquiry on the Pharmaceutical Industry (the Eastman Commission) August 1984, pp. 52. Oral testimony /presentation, November 1, 1984, Ottawa.
18. "The Consumer Interest in the Regulation of Banking" presented to the Society of Consumer Affairs Professionals, Sheraton Centre Hotel, February 19, 1985, Toronto.
19. Participated in the preparation of two briefs for the Consumers Association of Canada (Ontario) for the Ontario Task Force on Financial Institutions (the Dupré Commission), June 6 and May 10, 1985.
20. Coauthored and presented brief of Consumers Association of Canada on Financial Reform in Canada to the House of Commons Committee on Finance, Trade and Economic Affairs, Sept. 20, 1985, Ottawa.
21. "Disadvantaged Consumers from Bombay to Suva." Lecture to undergraduates at Cornell University, October 15, 1985, Ithaca.

22. Testified with the Consumers Association of Canada before the Legislative Committee of the House of Commons, Canada, on Bill C-22, an Act to amend the Patent Act. Ottawa, January 27, 1986, Ottawa.
23. CBC As It Happens. Debate/discussion on proposed changes to the Patent Act concerning pharmaceuticals.
24. "The Consumer Is King - Or Is She?" Noon Lecture Series, Kitchener Public Library, Sept. 15, 1986.
25. "The Economics of Lobbying" presented to PUEE Conference, August, 1986, Waterloo.
26. "Patent Policy," CBC Radio Noon: David Shatsky, February 19, 1986.
27. Invited to testify on Ontario Bills 54 and 55 on reimbursing prescription drug expenses, March 21. Legislative Committee on Health, Queen's Park. Re-invited, March 25, 1986.
28. "Patent Policy" on The Medicine Show, CBC National, April 16, 1986.
29. Contribution to preparation of brief on Consumers Association of Canada to the Special Legislative Committee on Bill C-22, November 1986. Presentation for the Consumers Association of Canada for the House of Commons Committee on Finance, Trade, and Economic Affairs on the topic of interest changes for credit cards, November 30, Ottawa. Presentation to Honourable Tom Hockin, Minister of State for Finance, Canada, on Budget and on Financial Sector Reform, December 1, 1986, Ottawa.
30. Testified on Bill C-22 (pharmaceutical patents) before the Special Senate Committee, May 5, 1987.
Testified on Bill C-22 before the Senate Banking Committee, October 1, 1987, Ottawa.
31. Testified with the Consumers Association of Canada before the House of Commons Committee on Finance, Trade, and Economic Affairs on tax reform proposals, October 6, 1987, Ottawa.
32. Presentation in Ottawa with the Consumer Association of Canada, "The Consumer Interest in the Proposed National Sales Tax"; (further discussion on CBC As It Happens and on CBC TV The Journal), March 22, 1989.
33. Testified on the proposed Goods and Services Tax before the House of Commons Committee on Finance, Trade, and Economic Affairs (Chair: D. Blenkarn), 18-9-1989.
34. "Consumer Complaints for Fun and Profit"; presented to the Society of Consumer Affairs Professionals, May 15, 1990, Toronto.
35. "The Use of Humour in the Classroom"; presented to the faculty members of Niagara College, June 7, 1990, Welland.
36. "The Use of Voluntary Codes in Consumer Protection"; a summary of a seminar held by Consumer and Corporate Affairs, Canada, March 15, 1991; Toronto, pp. 4.
37. "Developments in the Canadian Financial System" (coauthor). Submission to the Senate Standing Committee on Banking, Trade and Commerce by the Consumer's Association of Canada, March 21, 1995.
38. Main author of brief of the Consumers Association of Canada on Bill C-100 to Amend, Enact and Repeal Laws Relating to Financial Institutions invited by the House of Commons Committee on Finance, Trade & Economic Affairs (Peterson Committee), August 1995 and, with others, testified before the same Committee twice in 1996.
39. Co-presenter, first annual survey for a National Quality Index; research commissioned jointly by the Consumers Association of Canada and the National Quality Institute,

- National Press Club, Ottawa, June 17, 1996.
40. Invited to testify for the Consumers Association of Canada on the reform of banking and finance regulations, Senate of Canada Committee on Banking (Kirby Committee) Oct. 2, 1996.
 41. "Consumers and the Payment System," Chart Your Course for 2000: the Canadian Payments Association Conference, Halifax, June 15-17, 1997.
 42. "Prohibitive Tariffs: from Duopoly to Monopoly," Public interest brief to the Canadian International Trade Tribunal, An Inquiry under the *Special Import Measures Act* with respect to certain jarred baby foods originating in or exported from the United States of America, 8 pages; August 10, 1998. Testified before Tribunal, September 16, 1998.
 43. Submission to the Competition Bureau with respect to *Proposed Mergers Amongst Grocery Retailers in Canada* (with Michael Kelen), February; pp.25; Invited oral testimony presented in Ottawa / Hull, 4 March, 1999.
 44. "Where is the Consumer in Trade Policy?" / "Ou est le consommateur dans les affaires étrangères et le commerce international?" Presentation to the House of Commons Committee on Foreign Affairs and International Trade, Ottawa, March 4, 1999. www.parl.gc.ca/InfoComDoc/36/1/FAIT/Meetings/Evidence/faitev95-e.htm
 45. "Can a Dinosaur Dance? CAC Briefing Paper on Bank Mergers" testimony before the Standing Senate Committee on Banking Trade and Commerce, by teleconference, Thursday, November 28, 2002; Ottawa.
 46. "Thinking Big: The Consumer Interest in Bank Mergers", testimony before the House of Commons Committee on Banking Trade and Economic Affairs, January 30, 2003; Ottawa.

UNIVERSITY SERVICE

1. Chairman, Department of Economics, University of Waterloo, 1975-78
2. Acting Chairman, Economics, 1974-75, 1984-85, 1988, 1989-90
3. Deputy Chairman, Department of Economics, University of Waterloo, 1969-72; Associate Chairman, Undergraduate Affairs, 1987 - 88
4. Hagey Lectures Committee, 1975-77; Committee Chairman, 1976
5. Chairman, Canadian Studies Group, University of Waterloo, 1976-78
6. Arts Advisory Committee on Correspondence courses, Founding Acting Chairman, later member, 1972-1982, 1985 - 1988, 1992 -95.
7. University of Waterloo Representative to the Social Sciences Research Council, 1976-77
8. Editor, *Common Sense Economics*, 1973 - 88
9. President's Committee to Study a Potential Programme on Personnel and Administrative Studies, 1979-80
10. Member, Vice-President's Committee on Market Pressures, 1980
11. Elected to Senate, University of Waterloo, 1980-82, 1988-90
12. Member, Promotion and Tenure Committee, Faculty of Environmental Studies, 1980-81
13. Member, School of Accountancy Steering Committee, 1980-82, Member, Centre for Accounting Research, 1985 - 89; Committee on awarding the funded Chair in Management Accounting, 1988; Committee on the Award of Professorships, 1998.

14. Convener, Conference on Pre-University Education in Economics, Waterloo, August 1983, 1988, 1990.
15. Dean of Arts Nominating Committee, 1984
16. History Department, Chair Selection Committee, 1984
17. Faculty of Arts Promotions and Tenure Committee, 1984-86, 1992-95
18. Chairman, University of Waterloo Senate Committee on Market Differentials, 1984-85
19. Associate Dean of Arts for Undergraduate Affairs, August 1, 1985 - June 30, 1986
20. Committee for the Faculty of Arts Lecture Series, 1985
21. Chairman, University of Waterloo Committee to Review Policy 11 under Matthews-Dubinski Agreement, 1985-86
22. Member, University of Waterloo Institute for Improvement in Quality and Productivity, 1986. Member of the IIQP Committee to select a Director, 1988, 1991 and 1995; Member of the Research Grant Sub-Committee, 1989.
23. Member of the University of Waterloo Senate Committee to review the program in Canadian Studies, 1988-89
24. Member of the University of Waterloo Senate Finance Committee, 1988 - 89.
25. Member of the Committee to select a Dean of the Faculty of Mathematics, 1989-90.
26. Member of the Committee to select the Chair of the Department of Economics, 1990.
27. Member of the Senate Committee to review the Centre for Information Theory & Quantitative Economics, 1990.
28. Co-Chair, Human Resources Task Force of the University of Waterloo's Long Term Planning Committee, 1995.
29. Member of the University Committee for awarding the designation "Honorary Member of the University," 1995.
30. Member of the UW Community Campaign (Arts Representative), 1992- 93, 1997.
31. Member of the University Committee on Student Appeals, 1995-97.
32. Chair of the University of Waterloo Faculty Salary Committee, 1992, 1993, 1997.
33. Member, University Committee to Select a New President of the University of Waterloo, 1998.
34. Dean of the Faculty of Arts for the term July 1, 1999 to June 30 2006.

NATIONAL / INTERNATIONAL PROFESSIONAL SERVICE, PUBLIC INTEREST COMMITTEES

1. Elected to the Executive Council of the Canadian Economic Association, 1977-79
2. Elected to the National Board of Directors, Consumers' Association of Canada, 1974-76, 1976-78, 1979-82; 1994/5
3. Member of the Ontario Task Force on the Deregulation of Trucking, 1984-85.
4. National Chairman, Economic Issues Committee, Consumers Association of Canada, June 1985-1987
5. Member, Committee of the Ontario Ministry of Education to Draft the Ontario Academic Credit for Economics, 1985-86
6. Member, Ontario Legislative Committee to Compose the Code of Laws for the Marketplace, 1989, 1990. Member, Legislative Review Project of the Ontario Ministry

- of Consumer and Commercial Relations, 1991-92.
7. Chair, International Consumer Affairs Committee, ACCI, 1989-1992.
 8. Chair, Board of Directors of the North-South Institute, Ottawa, 1994-96; Member, 1987-96.
 9. Editorial board of the Journal of Consumer Policy, 1986 -- .
 10. Editorial Board of the Journal of Consumer Affairs, 1992--99.
 11. Member of the Graduate Committee of the Consumer Studies Department, University of Guelph, 1991 -1996.
 12. Canada Deposit Insurance Advisory Committee: Committee of the Deputy Minister of Finance to Review the CDIC (the Dodge Committee) 1992-94.
 13. Board of Directors of the American Council on Consumer Interests, 1995-97.
 14. Academic Advisor to India's national Institute for Consumer Studies, Bangalore, 1995--
 15. Research Coordinator for a half dozen research projects for the national Task Force on the Future of the Canadian Financial Services Sector. September, 1998.
 16. Public interest member for WTO Consultation Committee on the Department of Foreign Affairs and International Trade, Ottawa, 1999-
 17. Member / Investigator HEALNet (Health Evidence Application and Linkage Network) Centre of Excellence.
 18. Board of Directors of the American Council on Consumer Interests, 1995-97 and 2002-2005.
 19. President, American Council on Consumer Interests, 2003-04.
 20. Member, International Network of Civil Society Organizations on Competition (INCSOC), 2000 -.
 21. Member of the Board of Directors of the Canadian Foundation for Economic Education/ La Fondation canadienne d'éducation économique, 2005—
 22. Member of the Consumers Advisory Committee, Financial Services Commission of Ontario (FSCO), 2009 --