

ARE YOU GETTING EVERYTHING  
THAT YOU PAID FOR?

IS THE SCALE WEIGHING  
CORRECTLY?

ARE YOU BEING CHARGED MORE  
THAN ADVERTISED?



### WHAT ARE SOME REASONS TO CONTACT THE DEPARTMENT?

- A gas pump or electric vehicle charger does not give you all the fuel you paid for, or you think the fuel is contaminated, or below the posted octane level.
- You have been charged more than the advertised price.
- You received less product than the label states.
- You notice deceptive packaging with regards to weight, quantity, volume, or measure.



If you notice that you are being overcharged for an item or receiving less product than you are being charged for, contact the San Mateo County Department of Agriculture/Weights & Measures.

Anonymous complaints about a business can be reported by phone or QR code:

English: 650-599-SCAN  
Spanish: 650-599-7483



### San Mateo County Department of Agriculture/Weights & Measures

- 📍 728 Heller St. Redwood City, CA 94063
- ✉ P.O. Box 999, Redwood City, CA 94064
- ☎ 650-363-4700
- ✉ [smateoag@smcgov.org](mailto:smateoag@smcgov.org)
- 🌐 [www.smcgov.org/agwm](http://www.smcgov.org/agwm)



# ARE YOU GETTING WHAT YOU PAID FOR?

San Mateo County  
Department of Agriculture/  
Weights & Measures





## WHAT WE DO

### Weighing and Measuring Devices

Weights and Measures inspectors test and certify all commercially used weighing and measuring devices for accuracy. This includes deli counter and check out scales at supermarkets, gasoline dispensers, propane dispensers, electric vehicle chargers, wire meters, cordage meters and non-utility submeters (electric, water and gas). Devices that do not pass inspection are taken out of service until repaired.

### Quantity Control

Packaged products are checked to ensure the amount inside matches what is printed on the label. Inspectors also check if there is anything misleading about how the product is packaged. This applies to both food and non-food items.

### Petroleum

Laws and regulations concerning labeling and advertising of petroleum products are enforced at gas stations to promote fair competition between stations and help customers to make an accurate value comparison. The department takes fuel samples on a complaint basis for contamination or incorrect octane levels.

### Price Verification

Retail stores with Automated Point-of-Sale (POS) systems are checked regularly to confirm the prices charged to the customer match the prices shown on signs, ads, or quoted. Automated POS systems include scanners or computer systems that use price look-up codes or descriptions to retrieve the prices for items.

Look for the Consumer Stickers at checkout:

## OUR MISSION

To ensure equity in the marketplace and fair business competition to foster consumer confidence.




**ATTENTION CONSUMERS**  
**ATENCIÓN CONSUMIDOR**



You are entitled to the lowest advertised or posted price offered by this store. For information or complaints, you may contact the San Mateo County Sealer of Weights and Measures. **(650) 599-SCAN**

Tiene derecho al precio más bajo ofrecido por esta tienda. Para obtener información o quejas, puede comunicarse con el Departamento de Pesas y Medidas del Condado de San Mateo. **(650) 599-7483**

Koren J. Widdel, Sealer  
smcgov.org/agwm | (650) 363-4700

