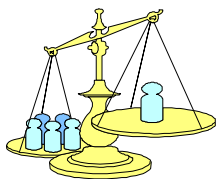


SPOTLIGHT ON WEIGHTS & MEASURES

SONOMA COUNTY SEALER OF WEIGHTS AND MEASURES



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May 2003

Editor C.R. Caporale

COMPLAINTS

Twelve complaints were received this month: six gasoline dispensers, two high electric bills, one short measure, one short weight, one scanning overcharge, and one Weighmaster complaint.

DEVICES

Five of the six device complaints were consumers who believed they were charged for more gasoline than their tank capacity. After testing the pumps, four were found to be correct. The fifth pump had a coaxial hose leak that allowed the gasoline to leak back into the vapor recovery system. After the nozzle shut off, the meter would register additional product on the readout.



A complaint was received the price advertised on the price sign was \$0.02 per gallon less than the pump price. The station was checked, and the manager said he forgot to change the sign because the prices were rapidly changing. A warning was issued.

The two electric meters were tested and found to be accurate.

QUANTITY CONTROL

An investigation was made on a complaint received that olives from a salad bar appeared to be short weight.



Inspectors made several test purchases from the salad bar, as well as bulk candy. The items were reweighed and it was determined that no tare was taken at the register. A Notice of Violation was issued and a fine is being processed.

A short measure complaint was received from a customer that purchased shredded bark. The bark was measured and found to be short .7 cubic yards. The dealer was contacted and the customer was reimbursed for the shortage.

A scanner audit was performed at a crafts store in response to a consumer complaint that they were overcharged on items marked with a 30% discount sign. A total of 30 sale items, with different discount percentages, were scanned and all items scanned at the correct price.

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WEIGHMASTER

A grape grower complained that he did not receive payment for grapes he delivered to a winery. A county and state investigator conducted an investigation. The Weighmaster records were audited and the grower's delivery certificate was found. The winery manager explained the winemaker who had received the grapes was no longer there and had left without completing the accounts payable paperwork. The manager is in the process of resolving the problem.



CONSUMER CORNER

Q: Do sale price signs need to have dates on them?

A: *There is no law that requires dates on a sale sign. For example, a store that is discontinuing an item may post a clearance sale sign until the item is sold out.*

Q: If the expiration date on a sale price sign has passed, but the sign remains posted, does the store have to honor the sale price?

A: *Yes, because the lowest price on the item, shelf, or sign must be honored regardless of the date.*



CONSUMER TIP

When purchasing gasoline, check your receipt to

be sure the price per gallon and gallons purchased match the pump register. Also, make sure the advertised price is the same as the price per gallon on the pump.