

A black and white photograph of a man in a light-colored short-sleeved shirt and trousers standing next to a large Toledo platform scale. The scale has a circular dial with the word "TOLEDO" at the top and "100 POUNDS - HONEST WEIGHT" around the bottom. In the foreground, there are several metal crates stacked on a pallet. The background shows the interior of a large building with a corrugated metal roof.

# 2024 Lake County Weights & Measures Report

**Providing Consumer Protection and  
Equity in the Marketplace**



## FY 2022/2023 Weights and Measures Statistics

Weights and Measure Expenditures	\$180,100.00
Weights and Measures Revenue	\$92,558.00

Total Employees*	6
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\* *Employees also work in agricultural programs*

Total Weights and Measures Program Hours	2,507
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Businesses Inspected (unique locations)	231
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Total Inspections Performed (devices)	1048
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Consumer Concerns Investigated	19
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### Devices Registered in Lake County

Gas Pumps	778
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Counter and Computing Scales	176
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Large Capacity Scales	57
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Propane Meters	60
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Electric Meters	1658
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Vapor Meters	1653
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Cannabis Scales	51
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Notices of Violation Issued	27
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### Common Violations:

- Weighing/Measuring equipment not maintained accurately by a business
- Required signage or labeling missing or illegible
- Sub-metered bills inaccurate or missing information
- Customer not able to see price or weight of item displayed at time of purchase

# Scales

There are many types of commercial scales in Lake County; big or small we test them all. Every commercial scale must be tested once a year. Different specialized standards (certified weights) are used to test different capacity scales. For testing large capacity scales such as vehicle scales at rock quarries, wineries, packing sheds and waste management facility's, we use a crane truck designed to carry large cast iron weights. Small capacity scales such as those at farmers markets and grocery stores are tested using a weight kit consisting of smaller weights. When a scale passes inspection we place an official Lake County seal on it proclaiming it's accuracy. If a scale fails then we attach a red tag, taking it out of service until it is repaired.





# Scales—What the Consumer Should Know

## **Weight Display**

You are entitled to see the weight of the item you are purchasing.

The weight display/indicator must be visible to both the customer and the operator.



## **Are you Paying for the Packaging?**

It is unlawful to sell any commodity by weight without subtracting the weight of its container, wrapper or non-consumable material such as packaging.

**Scales must be “tared” to deduct the weight of such materials so the customer pays only for the net weight of the product. Examples:**

- Deli take-out containers
- Paper or plastic wrappers
  - Bags
- Plates and utensils at food counters



# Gas Pumps

Lake County has (33) gas stations and approximately 778 retail fuel meters (gas pumps). These meters are required to be tested and sealed on a yearly bases. In order to complete our inspection, ten gallons is delivered into certified provers (test measures) to determine if the gas pump has delivered an accurate amount of fuel. Fuel meters that pass inspection are sealed with an official Lake County seal. Meters that do not pass inspection are red tagged and taken out of service until they are repaired.



<p>STATE OF CALIFORNIA DEPARTMENT OF FOOD AND AGRICULTURE DIVISION OF MEASUREMENT STANDARDS</p> <p><b>This Device is OUT OF ORDER</b></p> <p>NO. _____</p> <p>DATE _____ OWNER / USER _____ CITY _____ STATE _____ ZIP _____ DEVICE _____ MODEL NO. _____ SERIAL NO. _____ OFFICIAL _____ REMARKS _____</p> <p>NO. _____</p> <p>DATE _____ OWNER / USER _____ ADDRESS _____ CITY _____ DEVICE _____ MODEL NO. _____ SERIAL NO. _____ 46-013 (REV. 2/79)</p>	<p><b>This Device is OUT OF ORDER DO NOT REMOVE THIS TAG</b></p> <p>DO NOT USE OR DISPOSE OF THIS DEVICE SUBJECT TO SEIZURE IF NOT CORRECTED WITHIN 30 DAYS (SECTIONS 12507 AND 12509 B &amp; P CODE)</p> <p>THE ABOVE DEPARTMENT SHALL BE NOTIFIED WITHIN 24 HOURS AFTER COMPLETION OF REPAIR WORK (SECTION 12515 B &amp; P CODE)</p> <p>AUTHORIZED REPAIRMEN MAY REMOVE THIS TAG AFTER REPAIRS AND RETURN IT WITH PLACED IN SERVICE REPORT (SECTION 12509 B &amp; P CODE)</p> <p>REPAIRMAN NO. _____ DATE _____ SIGNATURE _____ OFFICIAL _____ REMARKS _____</p>
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**California law  
requires that:**

**Free air and water  
must be available to  
customers who  
purchase gasoline or  
diesel fuel.**

**Gas stations must  
provide refueling  
service to disabled  
persons except  
during hours when  
they are understaffed.**

If required services are not advertised or offered or you suspect a pump is not operating correctly, please call us at (707) 263-0217.



# Fraud Alert!

## Credit Card Skimmers

Be on the lookout for credit card skimmers. If you see something suspicious or you know when and where your card may have been compromised, please notify Lake County Weights and Measures or local law enforcement.



Be on the lookout for broken security seals or unusual looking card readers.



# Propane

Liquified petroleum gas (LPG) is a popular fuel in Lake County. It is sold by the gallon at retail establishments such as gas stations, hardware stores and convenience stores. It is also delivered to businesses and homes and sold by the gallon from delivery trucks. Lake County Weights and Measures tests both the meters you see at retail establishments as well as the meters found on delivery trucks. Testing these devices requires special equipment and training. There are approximately (35) stationary retail propane meters and approximately (25) propane delivery trucks in operation in Lake County as of 2023.





## Price Accuracy

It is against California law for a business to charge more than the store's posted or advertised price. Customers are entitled to the lowest advertised or posted price for any item offered for sale by a store. When prices change it is the store's responsibility to make sure the price advertising changes too.

Lake County Weights and Measures conducts spot inspections on businesses to ensure that barcode scanners are charging customers the posted price. Consumers are encouraged to report, to our office, overcharges or instances where a store refused to honor the lowest advertised or posted price of a product.

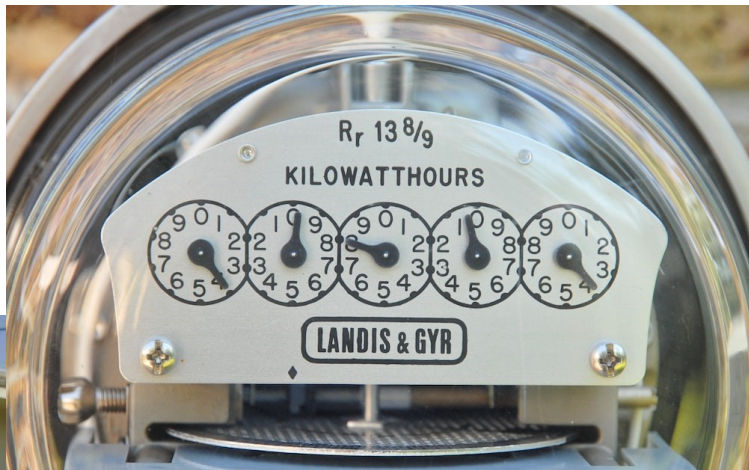


**By law there is no such thing as an expired sale sign. If a sale sign is still up that is the price that the consumer is entitled to pay by law.**



## Sub-Meter Billing

There are many mobile home parks, apartment buildings and other residences in Lake County where utilities are sub-metered. These residences have either electric meters, gas meters or both that are owned and operated either by the owner of the park or the gas company. These devices must be tested for accuracy and sealed by Lake County Weights and Measures inspectors every (10) years. Our office has a specialized lab and equipment to do this testing.



## Sub-Meter Billing

The many sub-metered residences in Lake County rely on their landlords or on-site managers to read utility meters and calculate utility bills. Reading meters and calculating bills can be challenging, due to older meters and complex, frequently changing utility rates. Lake County Weights and Measures inspectors respond to billing complaints related to misread meters, miscalculations, discounts not being applied and incorrect rates. Tenants of sub-metered properties are encouraged to reach out to our office if their bills are not providing enough information to calculate the utility bill or if the amount appears abnormal from their normal usage.





# Lake County Department of Agriculture and Weights & Measures

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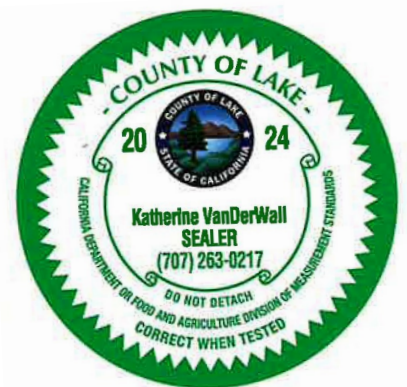
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