

## WHEN BUYING GASOLINE, RECEIVE THE RIGHT AMOUNT

Our Weights and Measures officials routinely check all gasoline pumps for accuracy. They also check gasoline storage tanks to be sure that stations are selling the octane level advertised. If violations are found, the seller can be fined and the product removed.

### *What you can do:*

- Be sure you or the attendants are using the correct pump. The octane rating and the price per gallon or liter should be clearly marked on each pump.
- Be sure the pump is set to zero before any gasoline is pumped.
- Check the price by multiplying the number of gallons by the unit price. Be sure this shows as the total due or if you are pumping the gasoline stop the pump at exactly 10 gallon's to simply check the total for correctness. Example: 10 gallons x 1.349 per gallon = \$13.49.
- If you have a problem that is not resolved with the gas station, contact the Inspectional Services Department.
- Prior to use, make sure an official seal has been affixed on all weighing devices. This will affirm that the equipment was tested and found to be accurate.

To the residents and tourists of the City of Boston:

As Mayor of Boston, I am pleased that you have considered to shop at our local retail shops, supermarkets and gas stations. Boston has some of the finest shops in Massachusetts.

In our everyday life we encounter items being sold by weight, such as meats, fruits and vegetables, gas, home heating oil, firewood and even a taxi ride.

Weights and Measures play's an important part in our everyday lives. Our Deputy Sealers for the City of Boston are out every day making sure the consumer is getting what they pay for.

The Inspectional Services Department has written this pamphlet to help you, the consumer, know what to do on an everyday basis. Whether you are buying gas at a local gas station or shopping at our local retail stores, you should know they are looking out for you.

I hope we have provided you with all you need to know as a consumer and that your shopping experience is a pleasant one.

Sincerely yours,  
Mayor Michelle Wu

IF YOU HAVE ANY QUESTIONS OR NEED ASSISTANCE, PLEASE REACH OUT TO THE CITY OF BOSTON INSPECTIONAL SERVICES.

[boston.gov/isd](https://boston.gov/isd)  
[isd@boston.gov](mailto:isd@boston.gov)  
617-635-5300

# PROVIDING QUALITY SERVICES TO CONSUMERS



CITY of **BOSTON**  
5246-01



Inspectional Services

## WHEN YOU SHOP, RECEIVE THE RIGHT PRICE

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Electronic scanning is not foolproof, the wrong price can be charged. As a result our Weights and Measures officials often inspect stores randomly and unannounced to make sure their prices are correct. Because of these inspections the pricing error percentage continues to fall, but there are steps you, as a consumer, can do.

### *What you can do:*

- Watch the display screen for prices. If you think you're being overcharged, speak up. Ask about the store's policy on pricing errors, and ask the cashier to make the adjustment before you pay. Although some stores simply adjust the price, others deduct an additional amount. Still others offer the mispriced item for free.
- Bring a copy of the store's flyer or newspaper ad to the checkout counter.
- Consider jotting down prices or special sales as you make your way through the store. In grocery stores, you may want to use a pen or crayon to note the product prices on the packages.
- Check your receipt before you walk away. If you notice an error, ask the cashier to adjust the total. If you've already left the cashier's lane, see the store manager or department manager to correct any mistakes.
- If the problem is not resolved, contact Boston Inspectional Services.
- Prior to use, make sure an official seal has been affixed on all weighing devices. This will affirm that the equipment was tested and found to be accurate.

## WHEN YOU SHOP, RECEIVE THE RIGHT WEIGHT

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Pay only for the product and not for the packaging. When you buy meats or produce wrapped in packaged materials, you should pay only for the net weight of the product. If you buy potato salad at the deli counter you should pay only for the salad, not for the weight of the container.

In many stores, the electronic or computerized scales used at the check-out counter are set to automatically deduct the weight of the packaging. On other scales, the sales clerk must adjust the scale to manually deduct the packaging materials.

Scales must be placed so you can see the weight. If you are uncertain, ask to have the package weighed again before you buy. Ask if the weight of the packaging has been deducted.

Our Weights and Measures officials visit stores often to inspect and weigh prepackaged products. They also check the accuracy of the scales being used.

### *What you can do:*

- Watch the scale and the amount registered. The scale should be placed so you can see the weight, price and other information displayed.
- Make sure the scale shows a zero or minus sign before anything is weighed. Pay ONLY for the product, NOT for the packaging.
- If you have any questions about how a store weighs or measures products, ask the manager for information first.
- If the problem is not resolved, contact Boston Inspectional Services.

## WHEN BUYING HOME HEATING OIL, RECEIVE THE RIGHT AMOUNT

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Home heating fuel is sold by volume. Our Weights and Measures officials routinely inspect all oil meters for accuracy. When this product is delivered to your home, the seller must give you a "delivery ticket" at the time of delivery unless other arrangements are made in writing and prior to the sale.

### *What you can do:*

Check the delivery ticket, it should contain the following information.

- Serial number
- Date of Delivery
- Name and address of seller legibly recorded
- Name of and address of buyer legibly recorded
- The quantity of oil delivered mechanically printed on the ticket
- A sales sequence number mechanically printed
- The price per gallon
- The identity of the person making such delivery (may be drivers name, initials or code number)
- If you do not receive a ticket or if the ticket you receive is missing any of this information contact Boston Inspectional Services.
- Prior to use, make sure an official seal has been affixed on all weighing devices. This will affirm that the equipment was tested and found to be accurate.