



CONNECTICUT CONSUMER PROTECTION MONTHLY NEWSLETTER

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SCAM ALERT

What it is: Toll Scams

How it works: Scammers send you a text or email informing you about an unpaid traffic toll that is due for payment.

Toll scams create a sense of urgency by pressuring you to pay immediately through suspicious links that could compromise your financial data and personal information.

How to protect yourself:

Never click on any unsolicited links sent to you by text or email.

Verify if the toll is legitimate by reaching out to your state's tolling agency by their online number, not the number provided in the text/email.

Report, block, or delete unwanted texts or emails to best protect yourself.

Did you know **Weights and Measures is the earliest form of consumer protection?**

"Weights and measures" is the practice of conducting an accurate reading, or measurement, of goods to create a fair marketplace for consumers and businesses. It ensures that a gallon of gas at the gas station or a pound of meat at the deli counter is exactly what you pay for.

The United States has a 225-year tradition of weights and measures, with the first related legislation signed into law by President John Adams on March 2, 1799. Around a century later, federal legislation was updated to "everything that man or animal eats and drinks."

In 1947, the Connecticut General Assembly created the Food and Dairy Commission which included Weights and Measures as one of three divisions.

Today, it is estimated that 50 percent of the U.S. gross domestic product and services involve the practice of weights and measures. The accuracy that a "gallon is a gallon" and a "pound is a pound" relies on each state's weights and measures program.

In Connecticut, the Weights and Measures Program now falls under DCP's Food and Standards Division and is responsible for conducting routine inspections and responding to consumer complaints to ensure fairness for consumers and businesses.

For example, the team uses an oil rack truck to travel to heating fuel terminals where gasoline, diesel, and heating oil are stored and tested before distribution. An additional truck is used to measure aviation gas and jet fuel at Connecticut airports.

The 7-member team regulates around 1,400 fuel stations, 600 heating oil dealers, and 3,044 locations with scales or other measuring devices.

Inside DCP's Metrology Lab in Windsor

Metrology is the study of weight and measures. In a lab, a metrologist provides measurement guidance to industry contributors, government agencies and educational institutions.



SPEAKING REQUESTS

Want DCP to speak to your organization, or table at your event? Contact Catherine Blinder at Catherine.Blinder@ct.gov to submit a request.

Contact Us

Connecticut Department of Consumer Protection

450 Columbus Boulevard,
Suite 901

Hartford, CT 06103-1840

Main Line: (860) 713-6100
(8:30 a.m. – 4:30 p.m.)

Consumer Complaint Center

(860) 713-6300

Toll Free: (800) 842-2649

8:30am-4:30pm

Email:

DCP.complaints@ct.gov

VISIT US ONLINE

CT.GOV/DCP

In other words, a metrologist “sets the standard” for the market so that a 20-pound propane tank is *actually* 20 pounds.

Other scales that are calibrated by inspectors include:

- Jewelry scales in pawn shops
- Produce or seafood scales at the grocery store (self-checkout)
- “Weigh-in” scales for boxing
- Truck scales

Properly calibrated truck scales signify to a driver the exact weight of the trailer. Trucks must remain below the allowed capacity for the brakes to work correctly, keeping drivers and our roads safe.

TIP: The next time you get gas, look for a royal blue “Department of Consumer Protection” inspection sticker on the pump.

Consumers with complaints related to weights and measures may email dcp.foodandstandards@ct.gov.

Betting on March Madness? Use responsible gaming tools to keep it fun. If you need help, we're here for you.

As the NCAA Men's and Women's Basketball tournaments continue, it's important to stick to the budget you set for yourself when March Madness began.

Utilize time and money limit settings in the apps, and only place wagers using apps or retailers licensed by the Department of Consumer Protection.

If you or someone you know is struggling with a gambling addiction, there are many great resources available.

- *The [Connecticut Council on Problem Gambling](http://www.ccp.org) offers trained Helpline Specialists who connect callers to free, immediate support & treatment options in Connecticut. Call them at 888.789.7777 or visit www.ccp.org*
- *The Department of Mental Health and Addiction Services (DMHAS) [Problem Gambling Services](http://www.dmh.org) can be reached at 860-344-2244.*
- *The National Problem Gambling Helpline is available at **1-800-GAMBLER** (1-800-426-2537)*
- *Gamblers Anonymous (www.gamblersanonymous.org)*
- *Gam-Anon (www.gam-anon.org) is a self-help organization for the spouse, family or close friends of compulsive gamblers.*

Have a tip we missed? A topic you want more information about? Send us an email at

DCP.Communications@ct.gov.