



# CONNECTICUT CONSUMER PROTECTION MONTHLY NEWSLETTER

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## SCAM ALERT

**What it is:** Tax Refund Scam Alert

### How it works:

Scammers are sending fake texts and emails claiming you are owed a tax refund. This phishing message attempts to steal your personal identifiable information (SSN, bank account numbers).

### How to protect yourself:

The IRS will not contact or ask you for sensitive personal identification information over text or email. If you get one of these messages, don't click any links and delete them.

For tax-related matters, only use the IRS official website (ending with .gov)

### Did you receive this text?

Report the scam to Federal Trade Commission at [ReportFraud.ftc.gov](https://www.ftc.gov/report-fraud)

## DCP Helps Set the Standard

### Happy National Weights and Measures Week!

Did you know that the Department of Consumer Protection has a Food and Standards Division? More specifically, a Weights and Measures Program?

At DCP, our Standards Division helps to ensure that every pound at the grocery store and every gallon of gas is accurate.



### Weights & Measures Inspector

Meet Shay, a DCP Weights and Measures Inspector.

She is part of a 7-member team that inspects scales, meters, and measuring devices at grocery stores, gas stations, and fuel companies in Connecticut.

Routine inspections help consumers **and** businesses receive exactly what they are paying for.

### Who checks out the checkout counter?

Shay and her fellow inspectors conduct **Small-Scale Testing Inspections** to check that the scales at grocery store registers, including self-checkout, are accurate.

**How it works:** Inspectors will use a case of "standards." This is the exact weight set by the [National Institute of Standards and Technology](https://www.nist.gov/) (NIST). They will place a one-pound standard on the scale and see if it matches the displayed weight on the screen.

Inspectors will increase the weight on the scale and check that the scale is accurate. If there are discrepancies, the store manager is notified, and the scale must be calibrated.

**Did you know?** Around 50 percent of the U.S. gross domestic product and services involve the practice of weights and measures (NIST)



### SPEAKING REQUESTS

Want DCP to speak to your organization, or table at your event? Contact Erin Walsh at [erin.e.walsh@ct.gov](mailto:erin.e.walsh@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](mailto:DCP.complaints@ct.gov)

**VISIT US ONLINE**  
[CT.GOV/DCP](http://CT.GOV/DCP)

### Everyday items

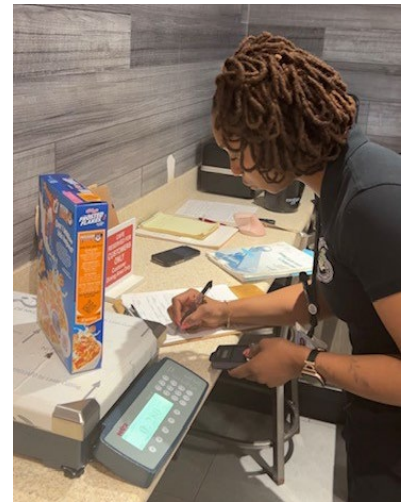
A **Retail Package Inspection** is used to check everyday products on the shelf that do not contain liquid. The objective here:

**Consumers are paying for the product, not the package.**

**How it works:** Inspectors will randomly select products off the shelf, weigh it, and record the weight.

They will dump out the contents and then measure the empty package.

Through calculations, the inspector can determine if the contents match the number advertised on the box. If the weights differ, the store is notified, and the item must be pulled from the shelf.



### BY THE NUMBERS - DCP STANDARDS TEAM INSPECTS

**1,400** fuel stations

**600** heating oil dealers

**3,044** locations with scales or other measuring devices

### Two recognitions, one message

During the first week of March, DCP celebrates National Weights and Measures and National Consumer Protection Weeks.

Weights and Measures is the earliest form of consumer protection in the U.S. with the first law passed in 1799.

As consumer protection agencies adapt to new technology, products, and services, the mission remains the same: creating a **fair** and **equitable** marketplace for businesses and consumers.

### Filling up your gas tank? Look for the DCP sticker



Next time you are at a gas pump, look for the DCP blue and white sticker.

This sticker tells you the last time a gas pump was inspected by a DCP Standards employee.

Gas pump inspections are done to confirm that the meter is accurate.

This ensures that if you are paying for 10 gallons of gas, you receive 10 gallons.

**Have a tip we missed? A topic you want more information about?**  
Send us an email at [DCP.Communications@ct.gov](mailto:DCP.Communications@ct.gov).