



COUNTY OF LOS ANGELES

**ACWM**

*Department of  
Agricultural Commissioner/  
Weights & Measures*

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Agricultural Commissioner/  
Weights & Measures***

**Overview of Weights & Measures**

**Community Services Cluster Meeting  
September 24, 2025**



**Khoa Lam**  
Deputy Director  
Weights & Measures Bureau





# **Weights and Measures**

**Scale  
Division**

**Meter  
Division**

**Price  
Verification  
Division**

**Business  
Practices/  
Investigation  
Division**

**Metrology  
Laboratory**

# Weights and Measures

## Scale Division

Jewelry  
Markets  
Meat/Deli  
Shipping  
Recycling  
Industrial  
Vehicle

## Meter Division

Gas Stations  
Taxis  
Ambulances  
Submeters  
LPG / CNG  
Boat Docks  
EV Chargers\*

## Price Verification Division

Price accuracy  
  
Undercover  
Shoppers  
  
Lowest  
advertised  
price

## Business Practices/ Investigation Division

Wholesale QC  
Retail QC  
Test Purchase  
Test Sale  
Petroleum Inv.  
Weighmaster

## Metrology Laboratory

Calibration of  
field standards  
  
Mass & Volume  
  
NIST

# Weights and Measures

- **Ensures Consumers Receive Full Quantity**  
(weight, volume, dimension, or count) of commodities for which they pay
- **Ensures Shoppers Receive the Lowest/Correct Price**  
(advertised, posted, or quoted) for any item in the store
- **Checks Packages**  
for labeling/quantity accuracy
- **Conducts Inspections**  
(routine and investigative)
- **Protects Integrity**  
of the marketplace
- **Facilitates Fair Trade**  
of bulk commodities (weighmaster regulation, truck scales, shipping, logistics, etc.)



## Just the numbers...

**Los Angeles County:** Over **418,000** commercial W&M devices

- **32,000 Scales**
- **2,300 Water Vending Machines**
- **2,200 Taximeters**
- **63,000 Meters** (*Gas/Diesel Pumps, LPG, CNG, etc.*)
- **1,200 Odometers** (*Ambulances, Tow Trucks, etc.*)
- **317,000 Utility Submeters** (*Water, Vapor, and Electric*)
- **300 Measuregraphs** (*Fabric meters*)

**California:** ~2 million devices

- **130,000** (24.6%)
- **9,900** (23.2%)
- **5,500** (40.0%)
- **310,000** (20.3%)
- **5,000** (24.0%)
- **1.5M** (21.1%)
- **3,700** (8.1%)

**L.A. County is home to ~21% of commercial devices in the state**



# SCALES

Verify that commercial scales are:

- Type-Approved
- Properly Installed
- Meet Tolerances
- Operate “Correctly”

Conduct routine inspections

Investigate **all** complaints  
(Strive to do so within 24 hours)







# METERS

Ensure accuracy and “correct” conditions of commercial meters measuring any commodity.

Inspect: Gas Stations, Taxis, Utility Submeters, LPG, CNG, Fabric Measuring Devices, etc.

Soon, EV Charging Stations!





# PRICE VERIFICATION

## **Undercover Shopping:**

Verify consumers are charged the lowest advertised or posted price for any commodity

Unlawful for any person, at time of sale of a commodity, to: (I)  
Charge an amount greater than the price... that is then advertised, posted, marked, displayed or quoted for that commodity.





# BPI

## Business Practices/Investigation Division

Check packages for labeling and quantity accuracy

Ensure consumers are charged for the **commodity**... not the weight of packing or ice on meat or fish (glazing)

Conduct package inspections at retail and wholesale facilities





# METROLOGY LAB

## **Metrology:**

The scientific study of measurement

## **Legal Metrology:**

Application of legal requirements to measurements and measuring instruments

The practice and process of applying regulatory structure and enforcement to metrology



## Why It Matters

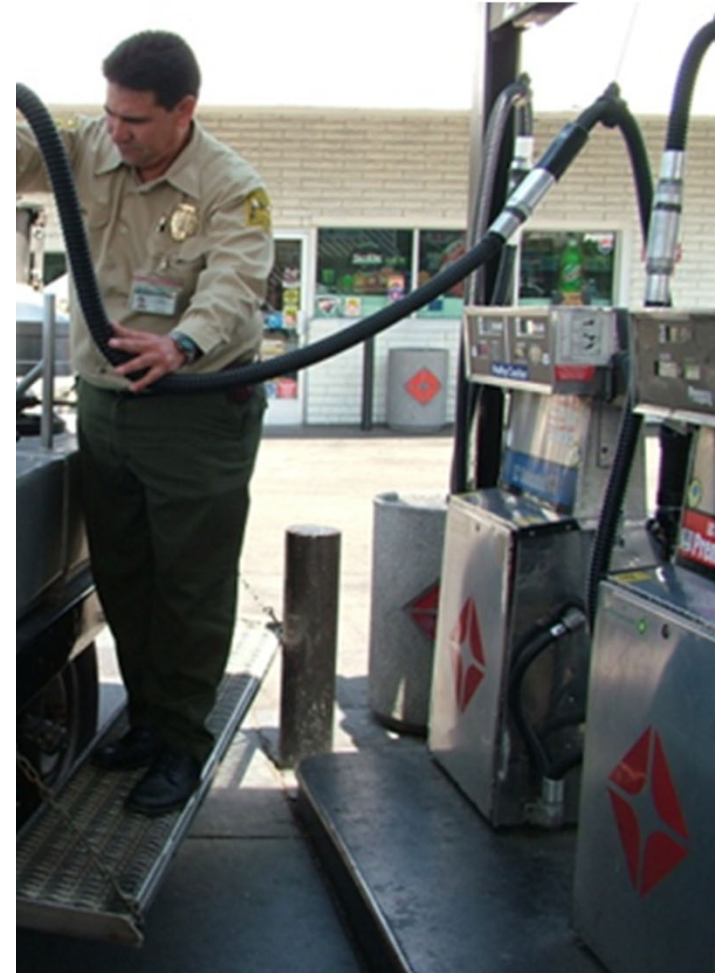
- **Protects both consumers and businesses**
- **Ensures fairness in the marketplace**
- **Provides confidence in accurate transactions**
- **Tied directly to consumer protection and public trust**
- **Our work protects billions of dollars in local commerce**





## Consumer Protection in Action

**Gas pump inspections  
uncover short deliveries,  
saving consumers  
thousands of dollars.**



## Consumer Protection in Action

**Grocery store scale errors were corrected to prevent overcharges.**



## Consumer Protection in Action



**Price verification makes required corrections to overcharges at retail checkouts for the lowest advertised or posted price.**



## Consumer Protection in Action

**Undercover test purchases  
replicate the customer  
experience on how the  
operators USE the scale.**



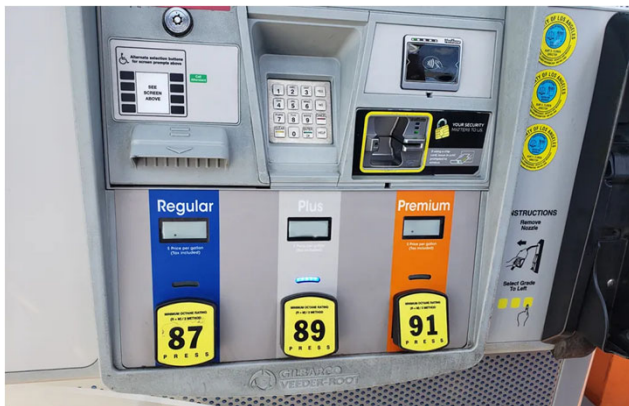
## Enforcement Actions

- **Administrative Penalties:** Notice of Proposed Action
  - Business & Professions Code § 12015.3
  - Authorizes Sealer to levy Admin. Penalty up to \$1,000
- **Criminal Prosecution:** Nearly all violations = Misdemeanor
  - Misdemeanors punishable up to \$1,000/count – Jail
  - Infractions punishable up to \$100/count
- **Civil Prosecutions:** Unfair Business Practices/False Advertising

# Enforcement Actions

## “Progressive Discipline” Approach

**Goal is always to achieve compliance,  
protect consumers, and ensure fair competition**



An aerial photograph of Los Angeles, California. The city skyline is visible in the background, featuring numerous skyscrapers. In the foreground, there is a large body of water, likely a lake or reservoir, with a prominent fountain spraying water upwards. The surrounding area includes residential buildings, palm trees, and a winding road.

**COUNTY OF LOS ANGELES**

**THANK YOU**

**Questions or Complaints**

**1-800-665-2900**