

You should know...



North Dakota Public Service Commission

Issue WM-3, Updated April 2017



Filing A Weights and Measures Related Complaint

North Dakota Public
Service Commission

Commissioners:
Randy Christmann
Julie Fedorchak
Brian Kroshus

600 E Boulevard Ave.
Department 408
Bismarck, ND
58505-0480

Telephone:
701-328-2400

Fax:
701-328-2410

TDD/TTY:
800-366-6888

E-mail:
ndpsc@nd.gov

Website:
www.psc.nd.gov

North Dakota
LEGENDARY
Public Service Commission

HAVE YOU EVER:

- Bought 15 gallons of gasoline when your tank holds only 14 gallons?
- Sold 10 pounds of aluminum cans for recycling and been paid for only 7 pounds?
- Bought macaroni salad sold by weight and was charged for both the salad and the container?
- Bought an expensive steak at \$10.99 per pound and paid the same rate for the steak's container?
- Bought coffee beans sold by weight and was charged for the bag?
- Noticed that your "empty weight" isn't even close to your trucks GVW after dumping your grain?

If you answered "yes" to one or more of the above questions, you are in the right place.

This division investigates and resolves consumer complaints relating to weighing or measuring equipment accuracy. All complaints received by the Commission will become part of public record.

COMPLAINTS ARE ACCEPTED BY:

- Fax, 701-328-2410
- U.S. mail, North Dakota Public Service Commission, 600 E Boulevard Ave., Dept. 408, Bismarck ND 58505-0480
- e-mail sbauske@nd.gov

THE FOLLOWING INFORMATION IS NEEDED:

- Your name, address and telephone number
- The name and address of the business where the product was purchased
- Date of the incident
- Specific location of the device
- Commodity that was purchased
- Description of the incident

Complaint investigations are completed as soon as possible, not to exceed 45 working days. Upon request, the investigation results will be sent to you.

The reader agrees that use of this information is entirely at the customer's own risk. The Public Service Commission's services are provided "as is," without warranty of any kind, either expressed or implied, including without limitation any warranty for information provided through or in connection with this service.