

# 2026 Highlights



## Division of Trade and Consumer Protection

Micheal Domke and Joe Smith

DEPARTMENT OF AGRICULTURE, TRADE AND CONSUMER PROTECTION

March 5, 2026

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## 2025 TOP TEN COMPLAINTS



### Consumer Protection by the Numbers in 2025

- Complaints mediated: 11,884
- Contacts to Hotline: 20,000+
- Presentations given: 551
- Returned: \$4.2 million

Ranked Categories		Complaints
1	Landlord/Tenant	2,620
2	Telemarketing	1,283
3	Home Improvements	641
4	Telecommunications	633
5	Identity Theft	468
6	Medical Services	456
7	Motor Vehicle Repair	445
8	Motor Vehicle Sales	380
9	Travel	219
10	Major Appliances	158



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## BUREAU OF CONSUMER PROTECTION – OUTREACH

<u>Audience</u>	<u>2025 Totals</u>
Consumers	211
Seniors	228
Young Adults/Students	15
Businesses	24
Law Enforcement	2
Other	71
<b>TOTAL</b>	<b>551</b>



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## BUREAU OF WEIGHTS AND MEASURES STATISTICS – 2025

### Traditional Weights and Measures

- 214,511 Total Inspections Completed
  - Device (Scales, Gas pumps) – 47,818
  - Package Checking – 130,832
  - Price Accuracy – 33,436
  - LPG – 633
  - Vehicle Tank Meter – 470
  - Vehicle Scale – 654

### Metrology Laboratory

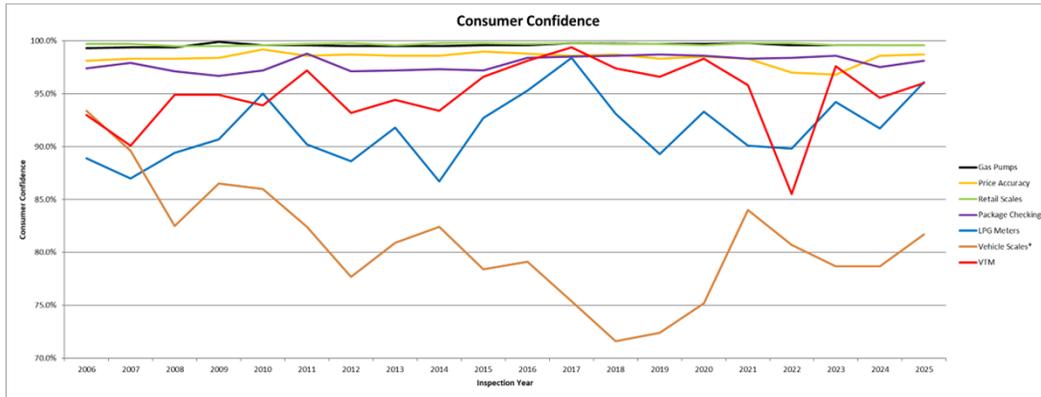
- 15,620 Total Standards Tested
  - Weight kits – 279
  - 50lb weights – 2724
  - 1000lb weights – 921
  - Volume – 260



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## WEIGHTS AND MEASURES CONSUMER CONFIDENCE 2006 – 2025



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## BUREAU OF WEIGHTS AND MEASURES STATISTICS – 2025

### Petroleum Storage Tanks

- 6,142 Total Inspections Completed
- 18,075 Total Tanks
  - 15,994 Underground
  - 2,081 Aboveground
- 2,569 Administrative Orders Issued
- 349 Red Tags Applied

### Fuel Quality Laboratory

- 7047 Field Screened Samples Completed
- 4,548 Laboratory Samples Tested
  - 22,313 Tests Conducted
- 98.7% Compliance Rate for Gasoline and Fuel Oils
- 35 Complaints Received



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## ENFORCEMENT HIGHLIGHTS

- Lumen Technologies, Inc. (formerly CenturyLink, Inc.)
- Mammoth Marketing Group, LLC.
- Wiechmann Enterprises, II, LLC.
- Nobleman, LLC.
- Dollar Tree, Inc.
- AmeriGas Propane, L.P.
- Ferrellgas, Inc.



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## Thank You!



Micheal Domke and Joe Smith

Division of Trade and Consumer Protection

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March 5, 2026

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