Measurement Canada (MC), an agency of Innovation Science and Economic Development Canada, is responsible for ensuring the integrity and accuracy of measurement-based trade transactions in Canada, thereby protecting the marketplace interests of businesses and consumers alike. Safeguarding the fairness and competitiveness of the Canadian marketplace depends on the effective administration and enforcement of the Weights and Measures Act (WMA) and Regulations, and the Electricity and Gas Inspection Act (EGIA) and Regulations.

Businesses and energy service providers must ensure that:

- all scales, gas pumps, electricity and natural gas meters, and other measuring devices used in measurement-based financial transactions comply with the applicable acts, regulations and specifications; and
- any goods or services bought or sold on the basis of measure meet all applicable accuracy and labelling requirements outlined in the WMA and Regulations.

MC will take corrective action for issues such as the following:

- a measuring device is measuring inaccurately
- a business or energy service provider is using an unapproved or uncertified measuring device
- a measuring device is not used correctly
- the stated quantity of a measured product is inaccurate
- an MC inspector is not given access or reasonable assistance to carry out an inspection

MC uses a graduated enforcement approach to resolve instances of measurement inaccuracy and to ensure the stated quantity of measured products is accurate:

**Notice of non-compliance:** Issued if a scale, gas pump or other measuring device does not meet the requirements of the WMA, Regulations or specifications, but does not warrant removal from service. Once a notice of non-compliance is received, the device must be brought into compliance and in some cases recertified within 14 days of receiving the notice.

**Device removal from service (seizure):** If the notice of non-compliance is not acted upon or the measurement error is significant and results in consumers receiving inaccurate measure, the device may be removed from service. The device must be repaired and approval must be obtained from MC to have it returned for use in measurement-based financial transactions.

**Product seizure:** Groups of packaged products (commodities) can be placed under seizure if the quantity is not accurately stated.

**Notice of infraction:** Issued when a scale, gas pump or other measuring device is measuring accurately, but is used incorrectly, or when an MC inspector is not given access or reasonable assistance to conduct an inspection. A notice of infraction may be accompanied by an information letter or a warning letter.

**Information letter:** Sent to a device owner to inform them of an issue with the device or measured product (commodity) and to ask them to fix the issue.

**Warning letter:** Issued to a device owner to remind them to fix the issue with their measuring device. The owner is requested to submit an action plan to MC showing how they will resolve the issue. Should the problem remain uncorrected, MC will take more severe enforcement actions such as having the device removed from service, issuing an administrative monetary penalty (AMP) or prosecution.

**Violation warning:** Advises the device owner or operator that a violation under the WMA, EGIA or associated regulations has occurred and that an AMP is about to be issued. The device owner or operator may avoid the penalty if the violation is corrected immediately.

**Notice of violation:** Sent to a person, most often a trader or a device owner, to inform them that an administrative monetary penalty has been issued following a violation of specific sections of the WMA or EGIA or their associated regulations. The penalties range from $250 to a maximum of $2,000 per violation.

Court-imposed fines under the WMA and the EGIA have increased up to $10,000 for minor offences and up to $25,000 for major offences. A new fine for repeat offenders of up to $50,000 has also been introduced.