



Commonwealth of Massachusetts
Executive Office of Housing and
Economic Development

Office of Consumer Affairs & Business Regulation: Division of Standards

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Office of Consumer Affairs and Business Regulation

- The Office of Consumer Affairs and Business Regulation is both the umbrella Office for five regulatory agencies, as well as directly administering several consumer-facing consumer protection programs which include: *Home Improvement Contractor; Lemon Law Arbitration; Data Breach Reporting; and Do Not Call Registry*
- The five regulatory agencies are:
 - Division of Occupational Licensure: through its boards & offices, licenses and regulates more than 500,000 individuals, businesses, and schools to engage in over 100 trades and professions
 - Division of Insurance: The primary mission of DOI is to monitor the solvency of its licensees to promote a healthy, responsive and willing marketplace for consumers who purchase insurance products.
 - Division of Banks: The DOB is the chartering authority and primary regulator for financial service providers. DOB's primary mission is to ensure a sound, competitive, and accessible financial services environment.
 - Department of Telecommunications & Cable: The DTC oversees the telecommunications and cable industries, working to ensure that residents receive high-quality communications services at just and reasonable rates while promoting sustainable competition in the communications marketplace.
 - Division of Standards: The DOS enforces accuracy requirements and other standards relating to weighing and measuring devices and their use in the sale of food, fuels and other products.

Division of Standards



The Division of Standards (“DOS”) is empowered by statute to annually test all weighing and measuring devices used in commerce. These include:

- automated cash registers and scales;
- gas station pumps; and,
- propane, motor fuel, and heating oil trucks meters.

In addition, DOS:

- Enforces laws governing retail pricing and price advertising and consumer purchases;
- Enforces procedural requirements for the sale and delivery of fuel oil, heating oil, and propane; and,
- Issues licenses or registrations to a variety of businesses, including retail sellers of motor fuel and lubricating oil.

Weighing and measuring device testing responsibilities are shared between the Division and municipalities. The Division’s compliance officers currently conduct device testing in 161 Massachusetts municipalities and oversee the device testing conducted by municipal sealers in the remaining 190 municipalities.

Division of Standards



Pursuant to G.L. c. 98, s. 29, DOS enforces the Commonwealth's weights and measures laws in accordance with guidelines issued by the National Institute of Standards and Technology ("NIST"), a division of the U.S. Department of Commerce.

In July 2022, the National Conference on Weights and Measures adopted testing and sealing provisions for EV charging stations (incorporated into NIST Handbook 44). This provision, Section 3.40, became effective as of January 1, 2023, and it includes:

- The sale of electricity via EV charging stations;
- Requirements for EV charging stations to indicate the electrical energy, unit price, and total price of each transaction;
- Establishing the allowable tolerances for the difference between the amount of electricity actually delivered compared with the amount charged for;
- EV charging stations must provide a receipt containing certain elements at the conclusion of each sale;
- Several design requirements, including rules requiring the production and retention of electronic audit trails.

DOS is the appropriate regulatory agency for the registration, inspection, compliance and enforcement of EV chargers; however, DOS will need statute updates as well as resources to meet this new legal affirmative obligation.