



## Help! I've got a Motor Fuel issue

TDLR regulates the quality of motor fuel as well as the accuracy of meters for motor fuels sold in Texas. TDLR also registers the facilities that sell motor fuels and the people who ensure that fuel pumps are operating accurately.

One of the best ways to protect yourself when you fill up your tank is to keep your receipt, which will have helpful information such as date, time, pump number and station location in case you need to file a complaint.

- **You received contaminated fuel or the wrong type of fuel.**

**You should:**

- Contact the gas station to report your issue and make a claim as soon as possible. Get the name of the person you talked to at the station.
- Take your vehicle to a reputable mechanic for a checkup. Be sure to save any receipts and invoices.
- Call your car insurance company to let them know what happened.
- File a complaint with TDLR: [www.tdlr.texas.gov/complaints/ComplaintForm\\_MotorFuel.aspx](http://www.tdlr.texas.gov/complaints/ComplaintForm_MotorFuel.aspx). Be ready to provide this information:
  - Date of incident, gas station pump number, the name and address of the gas station, and a description of what happened.
  - Supporting documentation including pictures and receipt.

- **You didn't receive as much fuel as you paid for or you were overcharged. You should:**

- Contact the gas station to report your issue and make a claim. Get the name of the person you talked to at the station.
- File a complaint with TDLR: [www.tdlr.texas.gov/complaints/ComplaintForm\\_MotorFuel.aspx](http://www.tdlr.texas.gov/complaints/ComplaintForm_MotorFuel.aspx). Be ready to provide this information:
  - Date of incident, gas station pump number, the name and address of the gas station, and a description of what happened.
  - Supporting documentation including pictures, and receipt.
- TDLR investigators will test the pump to determine whether it dispensed the correct amount of fuel.

### **Credit Card Skimmers**

Thieves sometimes attach payment skimmers on gas pumps to steal payment card information from customers when they purchase fuel.

#### *You can help Protect the Pump:*

- Be aware of your surroundings. Try to avoid using pumps that are out of the clerk's line of sight. Use a credit card, not a debit card if you don't pay with cash. Try to pay inside whenever possible.
- Check the pump for signs of tampering. Is the cabinet door loose? Is the card slot loose?
- If you see something out of the ordinary, tell the clerk and TDLR as soon as possible.

To file a complaint about credit card skimming at a fuel pump, please visit: [www.tdlr.texas.gov/complaints/ComplaintForm\\_MotorFuel.aspx](http://www.tdlr.texas.gov/complaints/ComplaintForm_MotorFuel.aspx).

## MOTOR FUEL METERING & QUALITY CONSUMER PROTECTION

## How the TDLR Consumer Complaint Process Works

Complaints are assigned to the TDLR Enforcement Division's intake section for review. An intake legal assistant performs research and analysis to determine whether TDLR has legal jurisdiction and whether there is reason to believe a violation may have occurred. During the review, the intake team may need to ask you for additional information before a case can be opened.

If the intake team determines that the matter is within TDLR's jurisdiction and that a violation may have occurred, we will open a case for investigation. A letter will be sent to the person who filed the complaint including the case number assigned for identification purposes and the name of the investigator who was assigned to the case.

The TDLR investigator will interview the person who made the complaint, the facility (or person) the complaint is about, and any pertinent witnesses, either by telephone or in person. The investigator will also gather copies of any documents relevant to the case. If necessary, the investigator may conduct an on-site investigation of the location where the alleged violation occurred.

After the investigation is complete, the investigator submits a detailed report of the facts to a prosecuting attorney who then determines the appropriate resolution of the case.

Report unlicensed activity or file a complaint:

<https://www.tdlr.texas.gov/complaints/>

