From: **WeightsMeasures** WeightsMeasures@TexasAgriculture.gov
Subject: RE: Weights & Measures Complaint — Walmart Store #131 (Mount Pleasant, TX) — Missing/Torn TDA Consumer Information Sticker; Self-Checkout Device Issues
Date: October 6, 2025 at 12:31 PM
To: Kyle Moring , WeightsMeasures WeightsMeasures@TexasAgriculture.gov

Good afternoon,

TDA has received your complaint and will assign an inspector to conduct a complaint inspection. Once the inspection has been completed and approved, we will notify you via email of the inspection results.

If you need anything else, please let me know.

Nathan Wilson
Coordinator for Weights & Measures & Egg Quality
Texas Department of Agriculture
TEXAS DEPARTMENT OF AGRICULTURE
COMMISSIONER SID MILLER

From: Kyle Moring <>
Sent: Monday, October 6, 2025 12:24 PM
To: WeightsMeasures <WeightsMeasures@TexasAgriculture.gov>
Subject: Weights & Measures Complaint — Walmart Store #131 (Mount Pleasant, TX) — Missing/Torn TDA Consumer Information Sticker; Self-Checkout Device Issues

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Good afternoon,

I would like to file a Weights & Measures complaint concerning Walmart Store #131, located at 2311 South Jefferson Avenue, Mount Pleasant, Texas 75455.

Issue 1 — Missing/Torn Consumer Information Sticker

At the self-checkout area, the scale at Register 29 displays a torn and illegible Texas Department of Agriculture Consumer Information Sticker, preventing customers from reading the device information. A photograph taken on October 6, 2025, at approximately 8:21 a.m. is attached.

Issue 2 — Persistent Technical/Mechanical Problems at Self-Checkout

I have repeatedly experienced and observed ongoing technical/mechanical issues at the self-checkout registers that appear to affect weighing and/or pricing accuracy (e.g., unexpected weight prompts, misreads requiring overrides, intermittent scanner/scale faults, and registers that have to be rebooted repeatedly). These issues have occurred consistently over the last several months, particularly at the self-checkout registers closest to the pharmacy (e.g., Registers 27 and 28).

Requested Action

Given the potential impact on weighing and pricing accuracy, I respectfully request that TDA initiate an inspection of the store's self-checkout devices and related weighing/pricing controls. Please notify me of the inspection results viaemail as soon as they are available.

Confidentiality Request

I request that TDA keep my identity confidential and not disclose it to Walmart Store #131 or its representatives. If records responsive to this complaint are requested under the Texas Public Information Act, please assert the informer's privilege and other applicable exceptions under Government Code § 552.101 (and related provisions) to withhold my identity. Please use my contact information solely for agency communications regarding this complaint.

Attachment: Photograph of the torn/illegible Consumer Information Sticker (October 06, 2025)

Respectfully submitted in good faith,

Kyle Douglas Moring