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 14, 2025 at 10:46 AM
To: Kyle Moring
Cc: WeightsMeasures WeightsMeasures@TexasAgriculture.gov

Good morning,

I have added the additional information to the open complaint and informed the department inspector.

Thank you,

Nathan Wilson
Coordinator for Weights & Measures & Egg Quality
Texas Department of Agriculture

TEXAS DEPARTMENT OF AGRICULTURE
COMMISSIONER SID MILLER

From: Kyle Moring < >
Sent: Tuesday, October 14, 2025 10:37 AM
To: 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

WARNING: This email originated from outside of the Texas Department of Agriculture email system. DO NOT click links or open attachments unless you expect them from the sender and know the content is safe.

Good morning,

I submit the following supplemental evidence in connection with my Weights & Measures complaint concerning Walmart Store #131, 2311 South Jefferson Avenue, Mount Pleasant, Texas 75455.

Summary of New Evidence and Observations (October 14, 2025):

1. **Produce scales —** lopsided/off-level condition and disconnected cords. In the produce department, the scales are consistently lopsided (appearing off-level) and have disconnected blue Ethernet/data cords near the base, which raises concerns about proper installation, connectivity, and weighing accuracy. See **pages 2–5** of the attached evidence binder (photographs taken on October 14, 2025).

2. **Self-checkout Register 29 —** compliance sticker still not affixed/legible. As of my most recent visit, Register 29 still does not display an intact, legible Texas Department of Agriculture Consumer Information Sticker. The attached image of **page 1** of the self-checkout scanner/scale (taken on October 14, 2025) reflects this continuing condition.

Requested Action:

Please add these exhibits to the case file and include them in your inspection scope, with particular attention to the [illegible] connectivity and [illegible] of the produce scales and the absence of the required [illegible]

the leveling, connectivity, and accuracy of the produce scales and the absence of the required consumer information sticker at Register 29. Kindly notify me by email of the inspection results when available.

Attachments (PDF, 7 pages):

Evidence Binder — "2025-10-14 — TDA — Evidence Submission.pdf"

- **Page 1:** Self-checkout Register 29 scanner/scale—no intact, legible TDA consumer information sticker visible.
- **Pages 2–5:** Produce scales—photographs depicting scales that appear off-level and showing a blue Ethernet/data cord resting/disconnected near the base of the scale stand.
- **Pages 6–7:** Wider-angle views of the produce area for location context.

Confidentiality Request:

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

Thank you for your attention and for including this supplemental evidence in your investigation.

Respectfully submitted in good faith,

Kyle Moring

| _____ _____

On Oct 6, 2025, at 12:31 PM, WeightsMeasures <WeightsMeasures@TexasAgriculture.gov> wrote:

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

WARNING: This email originated from outside of the Texas Department of Agriculture email system. DO NOT click links or open attachments unless you expect them from the sender and know the content is safe.

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