



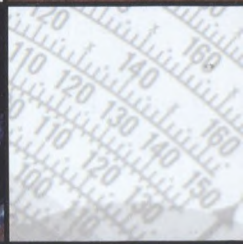
Measurement  
Canada

Mesures  
Canada

An Agency of  
Industry Canada

Un organisme  
d'Industrie Canada

# Fair Measure for All



Fair Measure  
For All



La mesure juste  
pour tous

Canada

Whether buying electricity to light a home, or gas to heat it, gasoline for an automobile, or meat or produce in a grocery store, almost every Canadian is a consumer. And when people shop or pay their utility bill, they can feel confident that they have received the amount they are paying for because businesses and retailers are required to measure their products and services accurately.

## Our Mission

Measurement Canada ensures equity and accuracy where goods and services are bought and sold on the basis of measurement, in order to contribute to a fair and competitive marketplace for Canadians.

Measurement Canada has sole jurisdiction with respect to the administration and enforcement of the *Weights and Measures Act* and the *Electricity and Gas Inspection Act*. In the course of administering these statutes, Measurement Canada provides a wide variety of services — all designed to ensure that the marketplace functions fairly.

## Essential to Society

Throughout history, laws have been passed proclaiming that there should be truth and accuracy in weights and measures when goods are traded. Today, all industrialized countries have a government organization responsible for monitoring measurement accuracy, demonstrating the importance societies place on the integrity of measurement to a nation's economic health and prosperity.

Canada is no exception. The federal government has ensured fair measure in the marketplace for more than 120 years. Prior to Confederation, each



province had its own system of weights and measures. Some mass and volume standards remain from that era, and date from as early as 1795 and 1825 in Lower Canada and Upper Canada respectively.



With Confederation, this important function came under the exclusive domain of the new federal government, and the first *Weights and Measures Act* of Canada was passed in 1872. This was followed by the *Gas Inspection Act* of 1873 and the *Electric Light Inspection Act* of 1894. Together, these three statutes form the foundation for fair and accurate measurement of goods and services in Canada.

## Keeping Pace with Innovation

Throughout the 20th century, the science of measurement (*metrology*) and the laws and regulations that govern it (*legal metrology*) have evolved. So has Measurement Canada, which became a special operating agency of Industry Canada in 1999. This change provides us with greater flexibility to conduct our business and achieve our goal of client-oriented program delivery with an increased emphasis on service, quality and accountability for results.

## Our Business: Trade Metrology

With regional and district offices across Canada, and its headquarters laboratory test facilities in Ottawa, Measurement Canada provides services to ensure that consumers and businesses alike can make measurement-based transactions with confidence. These services include:

- **Calibration of Measurement Standards**

Measurement Canada calibrates and certifies standards of mass, length, volume, pressure, temperature and various electrical quantities, so that measurement in domestic and

international trade will be uniform. These standards form the basis of all trade measurement in Canada.

- **Approval of Measuring Instruments**

Measurement Canada tests prototype measuring instruments (scales, electricity and natural gas meters, gasoline pumps) for compliance with legislated requirements to ensure they are capable of measuring accurately under normal conditions of use and throughout their service lifetime, and approves them for retail and commercial use.

- **Inspection and Certification**

Measurement Canada's inspectors inspect and certify thousands of weighing and measuring devices, and verify millions of electricity and gas meters to ensure that they maintain their accuracy and are not used fraudulently. In addition, inspectors check goods and services that are traded on the basis of measurement to ensure they are accurately measured.

- **Dispute and Complaint Investigation**

Measurement Canada investigates complaints from those who suspect they have received inaccurate measurement. This service provides consumers and businesses with an avenue of recourse in circumstances where they are dissatisfied with the results of their measurement transaction.

- **Accreditation**

Measurement Canada delegates to qualified organizations the authority to perform the inspection of measuring instruments on its behalf. It also audits these organizations to ensure that government standards are met.

# Fair Measure: It's *Your* Responsibility Too

We all play a part in ensuring fair measure in the marketplace. Measurement Canada contributes to a fair and efficient marketplace by monitoring and regulating trade on the basis of measurement. Businesses and consumers contribute to this work by reporting any suspicions of inaccurate measurement. These efforts, combined with the honesty and integrity of vendors and retailers, instill confidence in Canadians that they are receiving the goods and services for which they have paid.

## For More Information

For more information, contact the Measurement Canada office nearest you. We are listed in the blue pages of your telephone directory, under "Industry Canada" in the Government of Canada section.

Or visit the Measurement Canada Web site (<http://mc.ic.gc.ca>).

©Her Majesty the Queen in Right of Canada  
(Industry Canada) 2000

ISBN 0-662-64729-7

Cat. No. C2-471/2000

52992B



10%  
post-consumer  
fibre

The photographs used in this brochure are for purposes of illustration only and should not be taken as an endorsement of the Government of Canada.

INDUSTRY CANADA / INDUSTRIE CANADA



220564