



ARIZONA DEPARTMENT OF WEIGHTS AND MEASURES

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Gasoline Industry Skimmer Procedure

This is a procedural guide for suspected Illegal Skimmers discovered attached to gasoline dispensers.

If you discover what is believed to be a skimmer; ***First and Foremost*** – **DO NOT TOUCH** the suspect device. We do not want to damage/contaminate the device.

Next, here are the steps we want everyone to observe and follow:

1. Immediately place an **“Out of Service”** bag over the dispenser nozzle; and then **LEAVE the dispenser alone**. This will give the appearance that the dispenser is having problems and is ‘down’ for service.
(NOTE: Do not allow any further continued use of the dispenser, NOR touch/tamper/etc.; any portion of the suspect device, NOR leave the dispenser panels open. If possible park an employee vehicle in front of the dispenser, limiting access. This is in case the Bad Guys are watching your location)
2. If possible; while the dispenser access panel is open; try **taking pictures of the device and dispenser** (use a camera, or a cell phone camera). Remember you need to tell a story with the photos. Fuzzy, indistinguishable photos will not be of help for identification or prosecution.
3. Immediately **Contact Weights & Measures** at 602-771-4920 and dwm@azda.gov and the **Local Police Department**, which will allow us time to get to your location.
NOTE: Weights & Measures works in conjunction with the Police and U.S. Secret Service.
4. Run a receipt for the last transaction(s) on that dispenser. (This will help establish a timeline of use)
5. Have the site **SAVE** all video from security cameras. This may help identify vehicle(s) and or person(s) involved in this criminal activity, and aid in prosecution.
6. Again – **DO NOT TOUCH** the suspect device;
DO NOT ALLOW ANYONE to use the dispenser.

NOTE: For Vapor Recovery RSRs: On Vapor Recovery Pretest Report Forms please indicate you have checked for skimmers. If discovered please follow the above procedure – if none found please indicate so on the pretest page.

The Department of Weights and Measures **“URGES”** all gasoline dispensing sites to make your site a **“Hard Target.”** This can be done by various methods, starting with:

- ❖ The use of **“Security Tape”** placed across the access points (i.e. from the Credit card reader access panel to the main dispenser cover).
- ❖ The replacement of manufacturer access keys with site specific keys. (Eliminate One Key can access All Dispensers).
- ❖ The addition of quality video monitoring equipment to monitor dispenser access; including **“blind spots”** and finally better observation in general by everyone.