

Congress of the United States

Washington, DC 20515

December 19, 2025

Todd Vasos
Chief Executive Officer
Dollar General Corporation
100 Mission Ridge
Goodlettsville, TN 37072

Duncan MacNaughton
Chairman & Chief Executive Officer
Family Dollar
510 Volvo Parkway
Chesapeake, VA 23320

Mr. Vasos and Mr. MacNaughton,

We write to express serious concerns regarding a recent report which found that Dollar General and Family Dollar stores have failed a total of 6,400 price accuracy inspections across several states since January 2022.¹ These staggering numbers lead us to wonder how seriously your companies prioritize affordability, consumer transparency, and corporate ethics for the constituents we represent.

Americans are facing an affordability crisis. Recent data show that grocery prices have spiked almost 30 percent over the last five years², with the highest increases occurring in everyday goods like ground coffee, beef, and eggs.³ In the same time frame, median household incomes have been stagnant.⁴ These increasing costs are also being paired with the use of technology, such as electronic shelf labels, which are enabling price gouging by dynamically adjusting prices based on personal data like income, race, and gender. This upward cost pressure as a result of skyrocketing prices across sectors, including groceries, coupled with flat household incomes has squeezed working families.

Despite this challenging economic climate, a December 3, 2025, report in *The Guardian* found that the prices for household essentials listed on the shelves at your stores often are not the same as the prices of these items at checkout. Per the report, “some of the biggest flops include a 76% error rate in October 2022 at a Dollar General in Hamilton, Ohio; a 68% error rate in February 2023 at a Family Dollar in Bound Brook, New Jersey; and a 58% error rate three months ago at a Family Dollar in Lorain, Ohio.”

The report shows that these incidents are not isolated to a geographic area or to a handful of stores across the country. Instead, the scale of documented violations seems to be the result of systemic failure within your corporate operations, leading to customers overpaying for their groceries, potentially without knowing, at a time in our history when they can least afford it.

¹ [The Guardian, December 3, 2025.](#)

² [NPR, September 19, 2025.](#)

³ [CBS News, October 24, 2025.](#)

⁴ [Federal Reserve Bank of St. Louis, September 9, 2025.](#)

In addition to the affordability concerns widespread across our country, many of our communities suffer from a lack of grocery options within easy walking or driving distance. In many instances, the local Dollar General or Family Dollar is the only viable location to purchase everyday goods and groceries. Because your stores are often the sole option for essentials in underserved neighborhoods and rural communities, your companies occupy a unique position of trust and responsibility. It is deeply troubling to see that these limited options have been exploited to the detriment of working families as a result of negligent pricing practices or deceptive marketing.

Further, the report found that some of your stores refuse to honor the shelf price or provide refunds when errors are caught. In an effort to stymie consumer recourse, your mobile app terms of service force customers into arbitration, effectively blocking class-action lawsuits for small-dollar overcharges. This refusal to honor shelf prices coupled with forced arbitration agreements takes away virtually any possible course of action for customers who have been wrongly and unfairly overcharged at your stores.

In response to this deeply troubling report, we request responses to the following inquiries from each of your businesses in writing no later than January 10, 2026:

- Why have your stores' internal auditing systems continuously failed to detect pricing error rates of this magnitude before state inspectors arrive?
- What specific technological or procedural safeguards are you implementing to ensure the point-of-sale system automatically triggers a "stop-sell" or alert when a price change has not yet been physically verified on the shelf?
- What is your official corporate policy regarding "shelf price guarantees?"
- Do you acknowledge that systematic overcharging has a disparate impact on financially vulnerable populations?
- Did you consult consumer or outside stakeholder groups representing consumer interests in your app development?
- Do you plan to invest in additional pricing and shelf pricing technologies?
- What specific steps are you taking to provide restitution to communities where chronic overcharging has been documented?
- Will you commit to waiving mandatory arbitration for disputes involving pricing discrepancies so that consumers have a realistic path to legal recourse?

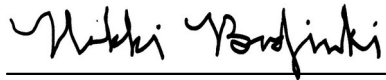
Additionally, we request the following documentation from each of your companies:

- All email communications, policies, or memoranda regarding price labelling practices from January 2022 to the present.

- All documents and communications related to the decision to require forced arbitration for app usage.
- All documents and communications regarding the financial impact of pricing errors, including any analysis of revenue generated from positive versus negative scan errors from January 2022 to the present.

Thank you for your attention to this matter and we look forward to your responses.

Sincerely,



Nikki Budzinski
Member of Congress



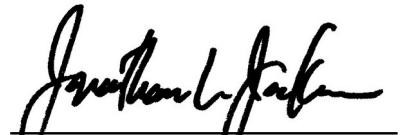
Dan Goldman
Member of Congress



Lateefah Simon
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Shontel M. Brown
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Jonathan L. Jackson
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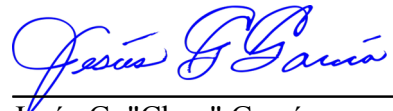
Andre Carson
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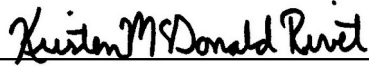
Rashida Tlaib
Member of Congress



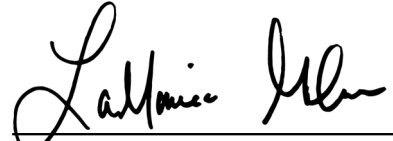
Greg Casar
Member of Congress



Jesús G. "Chuy" García
Member of Congress



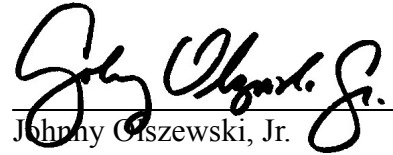
Kristen McDonald Rivet
Member of Congress



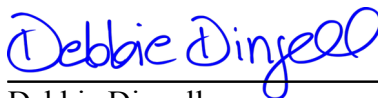
LaMonica McIver
Member of Congress



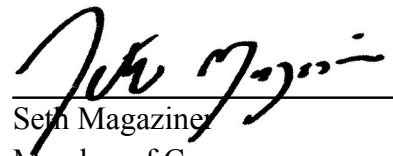
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Debbie Dingell
Member of Congress



Seth Magaziner
Member of Congress



Shri Thanedar
Member of Congress



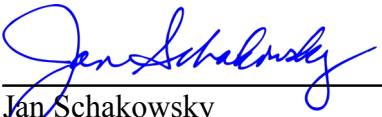
Delia C. Ramirez
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Jan Schakowsky
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Bill Foster
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Laura Friedman
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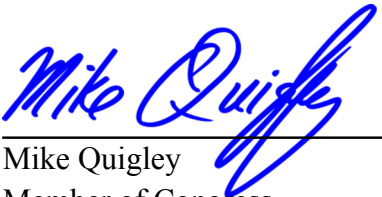
Dina Titus
Member of Congress



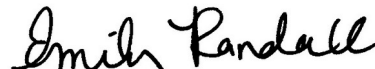
Robert Garcia
Member of Congress



Ilhan Omar
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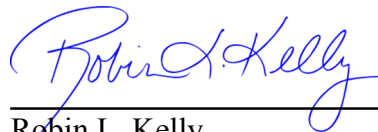
Mike Quigley
Member of Congress



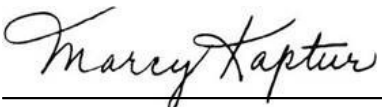
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