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Consumer Protection Section

February 22, 2023

President Paul Ladner
AmeriGas Propane, Inc.
460 North Gulph Road, Suite 100
King Of Prussia, PA 19406-2815

Ms. Casandra Russo
Manager of Government & Industry Affairs
AmeriGas Propane, Inc.
Via email: casandra.russo@amerigas.com

RE: AmeriGas Propane's Failure to Service Consumers in Colorado.

Dear Mr. Ladner:

As snow and freezing temperatures continue in Colorado, many consumers have contacted the Colorado Attorney General with reports that AmeriGas Propane cannot or will not service its propane tanks. These complaints are from Coloradans all over the state—from Durango to Fairplay and Cahone to Divide. Consumers report being at “emergency levels” of propane for weeks, that their repeated calls to AmeriGas go unanswered, and that the company has left consumers without their primary source of heating in the winter months. At times, it appears that AmeriGas charges consumers extra fees for emergency deliveries—emergencies that AmeriGas itself created.

Your failure to provide propane is endangering Coloradans and placing minor children and elderly consumers at risk. These actions may also create a public nuisance and violate one or more provisions of the Colorado Consumer Protection Act.

Given your company's commitments to regular delivery and consumer satisfaction, we hope and expect that you are taking necessary steps to remedy this disturbing trend. As part of this work, the Attorney General requests that you meet with our attorneys to discuss your compliance with state law and the measures you plan to take to protect Colorado consumers.

As time is of particular concern, we ask that you respond by the close of business on March 1, 2023. Thank you for your time and we look forward to your response.

Please contact me immediately if you have any questions.

Sincerely,

FOR THE ATTORNEY GENERAL

s/ Abigail M. Hinchcliff

First Assistant Attorney General

Consumer Fraud Unit

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