

Jortner, Wayne

-----Original Message-----

From: Ramona Godfrey [mailto:ramona853@myfairpoint.net]

Sent: Friday, October 30, 2015 10:21 AM

To: Jortner, Wayne

Subject: Response re: "Concerned about your utility rates?"

Good morning, Wayne,

This is my experience:

In May of 2013 I received a bill for propane from Blue Flame in Waterbury, VT, my usual supplier. The cost per gallon was \$4.83, an increase of \$1.73 from my January delivery. I had received no notice of this increase. When I phoned to complain, I was told that Blue Flame had been bought out by Amerigas and this increase was perfectly legal. They told me that this wouldn't have happened if I'd signed a contract with them to avoid price fluctuations depending on the "going market value".

I contacted four other propane dealers. Each told me that their per gallon price had not exceeded \$3.68 during that time period. So obviously Amerigas had NOT based this pricing on any fluctuation in "the going market value" as they had stated.

I verified that with the VT Office of the Attorney General that fuel suppliers have the right to charge whatever they want. But they are required to inform me in advance of significant increases. Having received no such notice, I filed a formal complaint (# 2013-0194).

The Attorney General's office was apparently unable to help me. They resolved my case after one letter from Amerigas in which Amerigas blatantly lied about notifying me in advance and about extending to me a "one time discount price". In my opinion, the Amerigas letter also lies about the justifications for their high rates; they claim their overhead costs and customer services are beyond what local suppliers offer; the latter is definitely not true and the former certainly shouldn't be!

The AG apparently didn't require Amerigas produce copies of the documentation Amerigas claims to have sent me. I did not receive any such documentation; yet I received their BILLS promptly for years at this same address.

I hope this example helps to soon change and enforce laws to prevent this criminal activity in the future.

I thank you and everyone helping you for your time and effort on my behalf!

Ramona Godfrey