



THE COMMONWEALTH OF MASSACHUSETTS
OFFICE OF THE ATTORNEY GENERAL

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February 24, 2026

AmeriGas Propane Inc.
c/o Jillian Burstein, Esq.
Reed Smith LLP
10 South Wacker Drive
Chicago, IL 60606-7507

Re: AmeriGas Propane

Dear Attorney Burstein,

Over the course of this heating season, we have received a troubling number of complaints from Massachusetts consumers alerting us that AmeriGas has failed to deliver propane gas, causing their propane tanks to reach dangerously low levels or run empty. Consumers raise concerns that you have entered into contracts requiring consumers to rely exclusively on AmeriGas for propane, then failed to deliver propane, leaving consumers without heat or hot water thereby causing significant risk to their health and safety. We understand that your policies specifically prohibit these customers from obtaining propane from an alternative provider, even when your competitors might be able to timely provide your customers with desperately needed propane. When consumers have tried to reach your company for assistance with these urgent matters, they report waiting on hold for unreasonable lengths of time and/or ultimately receiving responses that do not resolve the issues at hand. Moreover, we are informed that customers have been charged emergency delivery fees even when their propane deliveries are only made urgent by AmeriGas's failure to deliver on schedule at an earlier date.

Many of AmeriGas's customers in the Commonwealth are elderly, live in rural or isolated areas, and have limited financial resources. Leaving them without home heat for days or weeks at a time is dangerous, unconscionable, and unacceptable. After contracting to be the exclusive provider for a product vital to these consumers' safety and wellbeing, failure to deliver propane as promised is unfair and may run afoul of Massachusetts laws, including the Consumer Protection Law (Mass. Gen. Laws c. 93A).

Upon receipt of this letter, we expect that you will immediately examine and remedy the problems in your operations within the Commonwealth to ensure timely and adequate delivery of propane to all of your Massachusetts customers without further disruption. Given the urgency of the situation, we request that you provide written documentation of your efforts to ensure Massachusetts consumers' reliable access to propane by Tuesday, March 3, 2026, and meet with

our Office at your earliest convenience thereafter to discuss your efforts and compliance with Chapter 93A.

We look forward to your response.

Sincerely,

A handwritten signature in black ink, appearing to read 'C. Glickler', written over a horizontal line.

Caroline Glickler

Matthew Lashof-Sullivan

Megan Barriger

Assistant Attorneys General, Consumer Protection Division

Office of Massachusetts Attorney General Andrea Joy Campbell

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