

Township of Frelinghuysen  
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January 8, 2021

VIA E-MAIL & REGULAR MAIL

Ms. Brilynn Johnson  
Director of Industry & Customer Relations  
Amerigas Holdings, LLC  
P.O. Box 858  
Valley Forge, PA 19482

Re: Amerigas Failure to Adequately Supply Residents of Frelinghuysen Township, NJ

Dear Ms. Johnson:

I write to you today as Mayor of Frelinghuysen Township and on behalf of the residents of the Township, some of whom, including myself, are Amerigas customers. Frelinghuysen is a rural municipality consisting of approximately 24 square miles of farmland and exburbs approximately sixty miles west of New York City with a population of approximately 2,100. The only utilities provided to residents are electric, phone, cable TV in some places, and internet in some places. Virtually every resident is literally on their own when it comes to heating their residences.

During the last week of December, 2020, it appears that at least four families were literally left to fend for themselves. During this time, with the exception of Saturday, January 2, when daytime highs were in the 40s, daytime highs were in the 30s and nighttime lows were well below freezing.

One family's tank was empty and had no gas for two days until a delivery came on Sunday, January 3. It was only at that time it was discovered that the gas line was in fact broken and filling the empty propane tank made no difference until the line was repaired. That family lived in a house with no heat for in excess of two days.

It is my understanding that there were at least three other households, while their tanks were not at "empty," had tanks with dangerously low levels of propane. It is also my understanding that none, despite numerous calls to Amerigas, were given any assurances as to when a delivery would actually materialize. So rather than let their tanks "run dry," heat was turned off, or thermostats set to the bear minimum to conserve propane until a delivery materialized. Heating through fireplaces and electric space heaters resulted until a delivery came.

As an Amerigas customer, I can only specifically relate my own experience. From December 27, 2020 forward my wife had called Amerigas daily to report tank levels from 15%, 12%, to 8%, then to 4%, which is when we turned down the thermostats to 50 degrees from 60 degrees. We were told by Amerigas that we were one of four customers who would be delivered propane on December 30, 2020. I can only assume the other three include the one who ran dry, and the other two who were holding on with barely any propane. That delivery never materialized, and Amerigas could not tell us when a delivery was

forthcoming. I also note, that while heat was the immediate necessity, most residences heat water, cook, and dry clothes using propane.

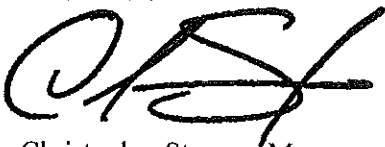
On January 3, 2021, when the aforementioned customer whose tank was at “empty,” received a delivery of propane, I was notified. I inquired of the Amerigas driver if my house and the others would be likewise taken care of. I was informed that my home was not on the delivery list. By then, my tank was at 2% (only because we had shut off one furnace, and set the thermostat on the other to 50 degrees). Nevertheless, and this is a credit to the driver and not to Amerigas, he filled my tank because he had propane to do so, and I provided him with my account information. We were finally contacted by Amerigas late in the evening on January 3 and told that a delivery would be made that evening. We would have been empty by the time the delivery arrived. Obviously, it was no longer necessary at that point.

I need not remind you that with regard to every one of these customers Amerigas has a contractual obligation to maintain propane at appropriate levels. Amerigas’s poor performance is unconscionable. The fact that Amerigas could not even tell its customers when a delivery was forthcoming is mind-boggling. These facts are more disconcerting because Amerigas is able to monitor the tanks remotely and at any given time has an accurate idea of the amount of propane remaining in a tank. The tanks involved should have all been topped off well before the holidays.

I therefore request, as Mayor of Frelinghuysen Township, a full and complete explanation of the deleterious conduct of Amerigas during the last week of December and the New Year period, and the reasons why, in 2021 in the United States of America, a large energy provider such as UGI Corporation cannot fulfill its contractual obligations to its rural customers to maintain their energy needs, especially in the winter.

I look forward to a prompt response. Myself and the Township Committee would welcome hearing an explanation virtually via Zoom at one of our next Township Committee meetings.

Very truly yours,

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

Christopher Stracco, Mayor

cc: Ms. Pamela Witmer, VP Governmental Affairs, UGI Energy Services (Via E-Mail & US Mail)  
NJ Division of Community Affairs, Office of Consumer Protection (Via E-Mail & US Mail)  
Congressman Josh Gottheimer (Via E-Mail)