



Congress of the United States
House of Representatives
Washington, DC 20515

January 27, 2021

Hugh Gallagher
President and Chief Executive Officer
AmeriGas, Inc.
460 North Gulph Road
Suite 100
King Of Prussia, Pennsylvania 19406

Dear Mr. Gallagher:

During the last week of December 2020, multiple AmeriGas customers in Frelinghuysen Township, New Jersey, which is in my Congressional District, were left with empty or near empty propane tanks. The households were forced to shut off heating for their homes on days that saw temperatures below fifty degrees Fahrenheit and nights that saw temperatures below freezing. I was informed that, despite calls to AmeriGas's customer service line, none of the households were able to receive immediate assistance, even as they were forced to take action to maintain their safety in the winter weather.

Although these customers did eventually receive propane deliveries, it is deeply concerning that they were required to wait in freezing homes with little information as to when they would be able to heat their homes again. While leaving families without the resources to heat their homes is intolerable in any winter, doing so during a pandemic that puts families in a position of either exposing themselves to a deadly virus or suffering in untenable temperatures, is unacceptable.

I ask that you provide me and the Mayor of Frelinghuysen, Chris Stracco, with a full explanation of why this failure in both service and customer service occurred, and your plans to prevent this from happening again in the future. I look forward to your prompt response on this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "J. Gottheimer".

Josh Gottheimer
MEMBER OF CONGRESS

Cc: Chris Stracco, Mayor of Frelinghuysen