

From: [Steve Horn](#)
To: [AGO - Info](#)
Cc: [Chaudoir, Merideth](#)
Subject: Steve Horn Vermont Public Records Law Request - 2/8/22
Date: Tuesday, February 8, 2022 8:00:21 AM

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

To Whom It May Concern:

Under the Vermont Public Records Law, §315 et seq., I request the following documents:

Any and all consumer complaints filed about the company AmeriGas submitted between October 1, 2021 through the date of the fulfillment of this request.

Any and all communications documents about, pertaining to, or with the company AmeriGas dated between October 1, 2021 through the date of the fulfillment of this request.

Definitions

“Any” and “all” mean all, each, any, and every. “Address” and “mention” mean relates to, refers to, contains, describes, embodies, mentions, constitutes, constituting, supports, corroborates, demonstrates, proves, evidences, shows and/or concerns.

“Document(s)” means any and all written, typed, printed, recorded or graphic matter, however produced, reproduced or stored, whether an original or a copy, and whether prepared, published or released by any person or entity, including but not limited to letters, reports, agreements, correspondence, intra-office or inter-office correspondence, telegrams, minutes or records of meetings, reports or summaries, expressions or statements, lists, drafts and revisions, invoices, receipts, original and preliminary notes, sketches, records, ledgers, contracts, bills of lading, bills, inventories, financial data, maps, memoranda, accounting and financial records, diaries, journals, calendars, statements, work papers, videotapes, photographs, pamphlets, brochures, advertisements, trade letters, press releases, drawings, recaps, tables, articles, summaries of conversations, computer cards, tapes, diskettes, or other means of electronically or magnetically maintaining information, and printouts.

The term “document(s)” also includes electronically stored data from which information can be obtained either directly or by translation through detection devices or readers; any such document is to be produced in a reasonably legible and usable form. The term “document(s)” includes all drafts of a document and all copies that differ in any respect from the original, including any notation, underlining, marking, or information not on the original. The term also includes information stored in, or accessible through, computer or other information retrieval systems (including any computer archives or back-up systems), together with instructions and all other materials necessary to use or interpret such data compilations.

If there are any fees for searching or copying these records, please inform me. However, I would also like to request a waiver of all fees in that the disclosure of the requested information is in the public interest and will contribute significantly to the public’s understanding of the retail residential propane sector and consumer protection issues therein. This information is being pursued as part of the newsgathering process in my capacity as a

reporter for *The Capitol Forum* and will not be used for commercial purposes.

The law requires a response to this request within 2 days, or within 10 days for extraordinary circumstances. If you expect a significant delay in fulfilling this request, please contact me with information about when I might expect copies or the ability to inspect the requested records.

If you deny any or all of this request, please cite each specific exemption you feel justifies the refusal to release the information and notify me of the appeal procedures available to me under the law.

Thank you for considering my request and please let me know if you have any questions in executing it. I look forward to hearing back from you.

Best,
Steve

Steven A. Horn
Energy Correspondent
[The Capitol Forum](#)
202-601-2306