

From: [AGO - CAP](#)
To: shorn@thecapitolforum.com
Subject: Public Records Act Request 2022-00990
Date: Friday, February 11, 2022 12:12:29 PM
Attachments: [2022-02-08 Horn PRA request.pdf](#)
[2022 02 11 Horn - Capitol Forum cost estimate.pdf](#)

Dear Steven Horn:

Please see attached in response to your Public Records Act request.

Sincerely,

Crystal Baldwin
Consumer Assistance Program
Office of the Attorney General
State of Vermont

Mailing Address:
109 State Street
Montpelier, VT 05609-1001

Phone: 800-649-2424

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CONSUMER ASSISTANCE PROGRAM
HOTLINE: (800) 649-2424
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ADDRESS REPLY TO :
Office of the Attorney General
ATTN: Consumer Assistance Program
109 State Street
Montpelier, VT 05609
Website: ago.vermont.gov
Email: AGO.CAP@vermont.gov

February 11, 2022

Via email to shorn@thecapitolforum.com

Steven A. Horn
Energy Correspondent
The Capitol Forum
Email: shorn@thecapitolforum.com

Re: Public Records Request 2022-00990

Dear Steven Horn,

I write in response to your Public Records Act request dated February 8, 2022, a copy of which is attached for your convenience.

You requested “[a]ny and all consumer complaints filed about the company AmeriGas submitted between October 1, 2021 through the date of the fulfillment of this request” and “[a]ny 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.”

To satisfy your request, with your October 1, 2021 to present date range specified, our office searched Complaint Intakes and CAP Matters “Complaint Against” field for “Amerigas” and rendered nine Complaint Intakes, with the likelihood of four files, and one CAP Matter, with the likelihood of two files. Additional searches within these records for “%Amerigas” in the description, “%Amerigas” in the “Company Name” field, “%Amerigas” in the “Title” field, “%Amerigas” as an “Entity” rendered no additional results. A search of the shared email inbox folder for “Amerigas” rendered 32 emails and the sent folder rendered 14 emails. In addition, two attorneys who support our propane compliance work within the Consumer Protection Unit searched their email and produced one email.

We estimate that searching for, reviewing, and redacting the files will come to approximately 640 minutes. Note that there is no charge for the first 30 minutes. At 610 minutes, billed at the lowest possible rate under the Secretary of State's fee schedule (\$.33 a minute), the cost of your Public Records Act request is an estimated \$210.30.

The Consumer Assistance Program (CAP) receives consumer complaints via our consumer hotline, standard web form, online scam form, email, and mail. These interactions are recorded as "Complaint Intakes" as well as the "Online Scam Form" with consumer complaints that enter our letter mediation program recorded as "CAP Matters." Complaint Intakes CAP Matters have a field labeled "Description", where staff take notes during phone calls, copy and paste email reports, view webform submissions, or copy and paste transcribed voicemail messages. This description field can be searched for key words. Additional entry fields are available to label consumer and business names, which can also be searched. All fields of the Online Scam Form are searched. CAP receives consumer complaint correspondence via and manages our informal complaint mediation service out of our shared email inbox. The inbox and sent items can be searched.

We attempted to contact you by phone to discuss search parameters and whether you would like to narrow your search request, however, have not connected with you at this time. Please reach out if you would like to narrow the search.

We ask that you confirm your willingness to pay the estimated cost before we proceed further with processing your request. Upon receipt of your check, the records will be made available for you. Checks may be sent to:

Attn: Charity Clark
State of Vermont
Office of the Attorney General
109 State Street
Montpelier, VT 05609-1001

Thank you for contacting the Vermont Attorney General's Office.

Sincerely,

Crystal Baldwin
Consumer Assistance Program
Office of the Attorney General
State of Vermont