



DATCP Requesting Complaints from Customer's Gas Service, LLC Contract-Holders Facing Propane Delivery Issues

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MADISON – Some consumers in Northeast Wisconsin who have contracts for propane service from Customer's Gas Service, LLC (Amberg, WI) have been left out in the cold by the company. The Wisconsin Department of Agriculture, Trade and Consumer Protection (DATCP) has received reports that the company is not providing propane to customers with prepaid contracts and is refusing to provide refunds for unfulfilled services. Contract-holders with these specific delivery or refund issues are asked to file a formal written complaint with DATCP.

To file a complaint with DATCP:

- Visit datcp.wi.gov and fill out an online complaint form, *OR*
- Download a .pdf version of the form from datcp.wi.gov that can be completed manually and mailed in to the agency, *OR*
- Contact the Consumer Information Hotline at 800-422-7128 and request that a blank complaint form be sent to you by mail. Manually complete the form and mail it in to the agency.

In addition to the completed written complaint form, complainants are asked to provide a copy of their contract with Customer's Gas Service, any proof of payment documents and any delivery documents.

For more information, please contact DATCP's Consumer Information Hotline at 800-422-7128 or by email at datcph hotline@wisconsin.gov.

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