

Attorney General Jack Conway yesterday filed a complaint in Franklin Circuit Court against a Kentucky propane gas provider for alleged violations of the Kentucky Consumer Protection

Act. It also sought, and was granted, a restraining order to allow

customers of United Propane Gas, Inc. (UPG) and its 23 subsidiaries to

secure propane from another supplier without a written release from UPG

until February 3, 2014. A written release by a tank owner/supplier is

normally required by Kentucky law before another supplier is allowed to

fill the tank. The court's restraining order suspends that requirement

in this instance.

The action comes after the Office of the Attorney General received

complaints from farmers and residential customers of UPG in Western

Kentucky who were exhausting their propane supplies. When consumers

called the company, they had trouble reaching a representative or could

not secure a waiver from the company.

"The majority of propane companies, while facing shortages, are doing

the right thing," General Conway said. "They are working with customers

to make partial deliveries or provide waivers. This has not been the

case for UPG. It baffles me why a company would not put the needs of

its customers first, especially with the recent weather conditions we've

been experiencing in Kentucky. I appreciate the judge ruling on behalf

of consumers who need access to propane to heat their homes and operate

their businesses."