



Settlement Delivers Relief to 1,600 Lakes Gas Customers

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MADISON – Wisconsin’s Department of Agriculture, Trade and Consumer Protection (DATCP) and Department of Justice (DOJ) have reached a settlement with Lakes Gas Company to resolve complaints related to propane delivery fees charged to certain Wisconsin customers in the winter of 2013/2014.

The total settlement of \$86,686.20 includes \$71,686.20 in restitution to approximately 1,600 of the company’s customers and \$15,000 in forfeitures, fees and assessments.

Lakes Gas customers received restitution if they had a “pre-buy pricing agreement” and were billed an additional truck charge for one or more deliveries of propane from the company between January 22, 2014 and February 3, 2014. Lakes Gas handled distribution of the restitution funds to eligible customers.

According to the settlement, Lakes Gas will no longer bill Wisconsin residential customers who have pre-buy agreements for delivery fees above and beyond those stated in the pre-buy contracts. An exception may be made if language authorizing these delivery fees is included in a pre-buy contract.

In addition, Lakes Gas will modify its website to clarify that the company does not purchase in advance and store all of the gallons of propane that it sells to pre-buy customers.

By entering into the agreement, Lakes Gas does not admit that it has violated any laws or regulations of the State of Wisconsin.

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