



Complaints

First Fuel & Heating Inc.

 1840 Rt 9H
Hudson, NY12534

 <http://www.firstfuelandpropane.com/>

 Email this Business

 (518) 828-8700

Complaint Type: Problems with Product/Service **Status:** Resolved

03/02/2018

In the contract it states that they can charge more per gallon if we don't order regularly. They are using this to price gauge us. They do not tell us when they will be making a delivery, they just deliver it when they want so we have no opportunity to find out what price they will be charging us. I believe that this is a dishonest practice that I feel should at least be registered for other people who might be considering doing business with them.

Complaint Type: Problems with Product/Service **Status:** Answered

01/16/2018

We have been with first fuel for 10 years and the prices keep going up when I asked about why nothing ever went down was told it is the convince of it. so I began looking into other companies and found out they are one of the highest priced companies. so I switched to a new company and called them to have them come get their tanks and she said I can not have a refund as per some contract that I have not seen in 10 years. then something about keeping the tanks for a year !!! what kind of business practice is this ? I just want our money back and be done with this outfit. they have no good answers and just want more money. so I am hoping you can figure this out and help us to be done with these people. just so you know I have been paying 360 dollars a year for propane that I only use for cooking!!!!the price for propane has never gone down in the 10 years I have been with this company ,only keeps going up....thank you

Complaint Type: Delivery Issues **Status:** Resolved

04/27/2016

On may 14, 2015 I purchased 500 gallons of propane from the company, First Fuel and Propane. that was to be used before 4/30/16. I paid a total of \$900. for the product which is indicated as a locked in price of \$1.799 per gallon. On January 29, 2016 I received a delivery of 346.4 Gallons. At the time of delivery I told the driver to deliver just 250 gallons so that I could receive another 250 Gallons later on in the season. There was a statement in the contract that a delivery request of less than 250 gallons would implement a delivery charge. The he driver refused to deliver that amount and stated he was required to fill the tank. I indicated I wanted just the 250 gallons to avoid a delivery charge for the next delivery of less than the required amount. On April 25, 2016 I contacted First Fuel and requested a delivery of the remaining amount of fuel which was 153.6 gallons. I was told that It would incur a charge of \$50 because I was not receiving 250 gallons. I told her that I re...

Complaint Type: Problems with Product/Service **Status:** Answered

03/29/2016

approx a month ago we changed oil companies because of the cost of propane was lower. First Fuel was not willing to refund the propane. There is no refund involved if they took their FULL propane tanks back. they claim that we never told them that we were changing companies and now they are charging us the full amount of propane that is in the tanks and \$178.28 for the return of their tanks. we told them that we would use the fuel first before they took the tanks but they claim that it is a health hazard to leave these tanks on our property and that they were not willing to let us use the fuel in the tanks because we hadn't paid for the fuel yet. No refund involved the way I looked at it since the fuel was still in the tanks. I feel that they have mistreated us. Their operations manager, Ryan L. was rude to me on the phone and had his man here to take the tanks unknown to us at the time. He even went on to say..like a child.. that we didn't even tell them we were changing compa...

Complaint Type: Problems with Product/Service **Status:** Answered

01/12/2016

I have a received a ** gas fill up on 12/28/15 for my 60 gallon tank of 39 gallons. I have a 5 year contract that will expire 03/2016. At the time of the fill up the cost of propane in this region was 2.22 per gallon. I was billed a rate of 7.89 per gallon, this is above a 300 % increase. I have called other customers and fuel delivery

services and this is a unheard of increase. Some customers are paying 1.95 for the same propane and others up to 4.50. When I called to question the increase in cost I was told they no longer delivery for cooking fuel only, but being I have a open account and delivery is only once a year they need to make up cost on my account some how. I can not return the tank as they also have a policy of " no fuel refund on a tank of fuel". I understand costs of insurance on their tanks , but all customers also have this, and such an increase in cost is "price gouging". My bill from last year was 143.00 less and at that time fuel costs were higher.

Complaint Type: Billing/Collection Issues **Status:** Answered

01/11/2016

I recently sold my house at *** ***** route ** ***** Ny. First Propane took a reading to estimate the amount of propane left in the tanks, at the point the new owners took possession. Both were half full. However they refused to allow the refund to be collected at the closing of the house. (The oil company allowed this). And now the gas has been used by the new owners or repossessed by First fuel. Now they want to bill 70 me for the tank removal.

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