



CENSORED NAME DUE TO THREAT OF LEGAL ACTION AGAINST TCS

May 23, 2011

Dear Chamber Members:

I'm writing this letter to make our fellow chamber members aware of our experiences with the company **Big CO2**. They are a CO2 provider that we have been under contract to purchase our CO2 gas from for the last 7 or so years. At the time we contracted with **Big CO2** they were the only service provider to the Bolton Landing area.

I want to make you aware of the company's inability to adequately provide the service they claim to offer. For example, we have been allowed to run out of gas on four separate occasions in the last three years. And of course, this always happens at our busiest time. When we called to have the tank filled we were told it will be two to three days before a truck can be in the area. Imagine the scramble we have to make to get gas to all our service locations.

← FAR AWAY

When we called the company's customer service desk **Not in NY** we were repeatedly told that we don't need refills as often as we are requesting because our "annual volume didn't support the delivery". It took four instances of our running out of gas and near begging them to understand that we are seasonal and that our usage peaks at certain times during the summer. The customer service rep actually argued with us telling us we didn't need the deliveries as we were requesting them. Can you imagine?

In addition, the installation of the gas lines were so poorly installed that they repeatedly leaked gas due to cracks in the lines. While they did make most of the repairs, they would not credit us for the gas we purchased that leaked as a result. The last repair that was done (in July 2010) required a complete replacement of all the exterior lines because according to the field technician, "the lines were installed with too many coupled joints rather than a continuous run". According to the technician, the person who installed them was released from the company for his poor performance. As a result of this inadequate installation they agreed to waive all costs for the replacement.

In January this year a **Not in NY** customer service rep called us demanding a \$900 bill be paid for the replacement of the lines. When we tried to explain to her that the billing was incorrect and that those fees were waived, she argued to the point of hanging up on us. Not sure how one might call that a "customer service rep?"

This was the last straw. We started looking for another vendor for our CO2 and found it in **Tri-State Carbonation**. They now service the entire Lake George and Bolton Landing areas. Unfortunately, **Big CO2** will not release us from the contract we signed. They state that because the contract states that if they "remedy the problem within 30 days of notice" we cannot exit the contract. I guess it doesn't matter how many times they fall flat on their faces. The only way for us to exit this contract is to pay **Big CO2** a ransom of \$1,200. We have explained to **Big CO2** executives that we do not want to do business with them and that we are not at all happy with their service, yet they will not let us out of the contract without paying their ransom. The president of the company also will not respond to our written request nor phone calls as we've requested his involvement.

As a member of both the Lake George and Bolton Landing Chambers of Commerce we feel it's our duty to share our experience with each of you. We encourage you to consider **Tri-State Carbonation** when weighing your CO2 needs. You can reach our company at **Tri-State Carbonation at 866-SODA-GAS or by email info@tcsco2.com.**

Please feel free to contact me if you have any questions about how using **Tri-State Carbonation** as your CO2 source will benefit you.

  
John Davis

Business Manager,  
The Algonquin Restaurant

CC: President/CEO **Big CO2**  
Tri State Carbonation Services