

**In the matter of Janet Parks, Complainant vs. Missouri Gas Energy  
File No. GC-2011-0232**

**Third Request for Answers from MGE  
I would like to have your answers/statements by April 28, 2011**

**FILED**

**APR - 6 2011**

**Return answers to both:**

**Janet Parks  
302 Kimberly Dr.  
Belton, Mo. 64012**

**Missouri Public  
Service Commission**


**Missouri Public Service Commission  
PO Box 360  
Jefferson City, MO 65201-0360**

- 1. Do you asked for every customer's Social Security #'s prior to granting them your service?**
- 2. Do you have the actual bills for all dates that you claim that my mother and I owe? Also, is there a statute of limitation that applies to the bills that you are claiming is owed to you? If so, what is it?**
- 3. If you MGE had all of this negative information and outstanding bills for these other accounts that you claim belong to me ... Why did you give me service again?**

- 4. Why did you state that I did not send to you a copy of my SS card?  
Do you not have notations of it being received in your interoffice  
notes?**
- 5. Did you refuse at any time to talk with West Central MO  
concerning my bill?**
- 6. Did you at anytime tell me that you could not discuss any of those  
bills with me but, I would have to either pay them or you would  
turn my gas off?**
- 7. Did you tell Mr. Postman that I, posing as Elaine McCormick,  
had disclosed to you that I had cancer?**
- 8. Have you at anytime altered your notes in a deceitful way to make  
claim to issues that weren't true?**

9. **Why did you not offer to me assist me with payment help if you thought I owed these large outstanding amounts? (which I don't)**
10. **Where does the money that your customers donate to help the disabled, senior citizens and those in need pay there bills?**
11. **Why was Robert Allen refused service as a tenant of mine after saying that you would provide him service upon sending to you a copy of his lease and a copy of his Social Security card? Which he did.**
12. **Do you have anything other than my name as a "contact person" for my mother's account?**
13. **You claim that you have credit reports giving you proof of at least four other places in Kansas that I lived during this same period of time that you are claiming that I lived at 302 Kimberly Dr. I would like a copy of the actual report showing the addresses and the time that they claimed I lived at these places. Plus I would like to know how does one live at a PO Box (in the state of Kansas) that I shared with my mother and daughter?**

14. I would like to know how and why I was receiving extreme gas bills during the summer where the only gas used was for my hot water heater? How do you justify bills ranging from \$500 to \$1,000 in the summer for heating?
15. Did you request an additional \$1,000 from my checking account when sending an electronic money withdrawal to my bank.
16. Last but not least, what are you going by when you state that you "know" that I lived here prior to when I did move here? What exactly are you basing that on?



3/29/11