

TO: Mary/Consumer Services Coordinator/Missouri Public Service Commission
FROM: Janet Parks
RE: Revision of Formal Compensation Amount to MGE
Formal Complaint, GC-2011-0232, Parks vs. Missouri Gas Energy
DATE: February 8, 2010

FILED³

FEB 9 2011

Missouri Public
Service Commission

REVISED/ADDITION DEMAND FOR COMPENSATION:

Mary, I have made changes to the original that I have sent to you previously. Below are these changes. I pray that you will give fair consideration to what I have said here. I also ask that while you read the things that I have submitted that you put yourself or your own mother in my place. Please consider what it would be like for you to have to go through this terrible situations. Rather than being able to go home to your home, enjoy and be with your family, be able to turn your heat on and keep warm when the tempters are below zero in a declared a disaster area. Think of how you would feel after loosing your breast. Think of how it would be crying over the loss of your breast in a freezing cold house. Being tormented by MGE and their refusal to give you heat. What a combination to have to deal with. I am crying right now while typing and bringing back these memories. Losing my breast was devastation enough!

Think what it be like having to leave the comfort of your own bed and home and being reduced to having to sleep on the sofa where you really don't like or want to be in order to be warm. Four years of no family or friends of your own. Having to deal with allegations, tons of paperwork, back and force having to address lies rather than trying to deal with losing your breast, your health and the possibility that your cancer may come back. How do you as a woman grieve the loss of your breast while carrying the burden that MGE has placed upon you?

Considering my resent illness I have to reconsider the amount that I am asking to include the continuing damage to my lungs brought on for the fact that I have been forced to be in a cold home. This along with the continued disregards for my health and age while begging MGE to please turn my gas on each year. Their total disregard for me because they know that I have no other service available to me. So, they made me suffer in an attempt to make me pay a bill that did not belong to me.

As I sit here in this cold home that I have to return to to answer your letter that I received yesterday, I am crying from the pain of the cold and the pain of all that MGE that caused me to go through.

What price do you place upon that? I have struggle with this Mary. Nothing that MGE could pay me would replace what they have taken from me. The increased amount that I am now asking merely represents that I want to get their attention for what they have done to me and many many others! Some of whom I know. To be able to repair the damages done to my home due to no heat on, to be able to afford the therapy that I need to deal with the things that I have gone through. To be able to afford to try to put my life and body back in order. To compensate for the pain and suffering that has been put upon my by MGE for all of these years. So please take this into consideration as to why I have increased the asking amount from MGE.

I'm not sure that you received this and it has been revised. Would you please read and note the changes that I have made to the previous copy here:

After all of this MGE is claiming that I am responsible from my mother's and her stepdaughter's bills. I don't know if MGE has allow someone else to use my name for bills. Obviously they did not ask for any ID or proof of who the person was. So, now they want me to pay for their mistake and I refuse! But, it would seem to me that they would check and know who they are establishing service for. Even when establishing my service, I was never asked for my social security number or anything. If they had proof that I owed over \$2,000.00 of past due bills ... WHY did they establish service for me? Now all of a sudden they have found bills from over 17 years and want to make me responsible for! Obviously they did not ask for any ID

or proof of who the person(s) was. So, now they want me to pay for their mistake and I refuse!

The stress of all of this has caused me to have alopecia and my hair is falling out in large patches. I have gained weight that isn't good for my health due to my depression and food becoming my only friend. I am going to have to try to get my body back into a safe and healthy state. Over this period of time I have gain 60 lbs. I have sunk to the lowest level of depression. With so much upon me due to not being able to be in my own home has me in the pits of depression and I feel that I no longer have control of my own life and I'm so depressed by all of this. I don't know that I will ever be the person that I once was.

To even try to attempt to put my life in order is going to take years of treatment and therapy. Each of the treatments to attempt to repair the stress that has caused alopecia will take over \$200 per treatment weekly until my hair starts to grow back. It was devastating enough when I lost my hair to chemo. After my hair grew back I'm now plagued with alopecia due to the stress of MGE. How do you pay for the low self-esteem that I have with these huge patches in my head? I won't go out with my friends, go to church or date due to the shame of my hair and my weight gain. I can't even fit into my clothes. What price do you put on this?

My depression has lead me to a loss of interest in anything at all. I'm no longer interested in a social life because I am grieving the loss of my body, hair, home and family. My only outlet seems to be food. During the process of all of this I have gained 52 lbs (now 60 lbs). The bad thing about it is that I don't care! Everything that has had meaning to me has been taken away by MGE. What price do you put on this?

The added expense of having to travel back and forth to check on my home (even when gas went to almost \$5 a gallon), paying to have my home maintained, snow removed etc. My pipes have frozen three time due to the lack of heat in my home. This was very expensive for the fact that the froze in walls that were finished. My walls had to be cut out to fix this. This was very expensive and I still haven't be able to have the wall repaired that have been cut out. In addition to all of this my walls are cracking in several rooms of my home due to the lack of heat in the servers conditions of the winter. What price do you put on depreciating my home?

MGE has given me a sentence in solitary confinement. Punishing me for something that I did not do. I'm depressed every single day and want to go home. Being here has isolated me from my surroundings, my home, my family and friends. I am tired of being in a place that I don't like or want to be. There are smokers here and I very allergic to the smoke. MGE has forced me to have to live in this environment. I have a healthy smoke free home environment but I'm being denied it by MGE. I have had to tolerate this for four years with no reasonable solutions from MGE. I can't say enough how much I want to be in my own home and sleep in my own bed. My frail body suffering from arthritis can find no comfort sleeping on a sofa here nor at home in the cold. I just have to endure the pain and muscle spasms. What price do you put on enduring the pain that I have?

As I see it, basing my \$240,000.00 on my 15 year loan, which by the way my home is now paid in full, that would mean that per year I have paid \$16,000. Now multiplying this by the four years that MGE have denied me the use and pleasure of my home equals to \$64,000. I want to be compensated for those lost years. Years that I paid and wasn't allow to be there. The use of my home, the happiness for friends and family, holiday gatherings, BBQ's, Thanksgiving, Christmas dinners etc. is priceless! I will never get those years back!!! I am the oldest living relative in my family. I am the matriarch of our family. When family would come from out of town, ... my home would be the one opened to accommodate them. I have a five bedroom home. Family reunions and things family related would take place at my home. All of this has been taken away from me for four years now. A portion of my life that I have lost and can never re capture!!! I am almost 67 years old and may not have that many more years ahead of me. MGE took four years of what few years I have left from me. How do you put a price on this!?

I now have another cancer that I will have to address. The cancer and the fact that won't have a bed to lay in while fighting for my life not only frightens me but depresses me to the point that mentally and physically

I can't bring myself to address the cancer. How much more do I have to suffer at the hands of MGE. I'm now 66 years old. In fact in three more months I will be 67. My body can't tolerate the cold that is in my home. I have extremely bad arthritis and when I in my cold home my body actually becomes so stiff with pain that I can barely walk. I can't even stand being in there to maintain my home. What price do you put on being evicted from your home?

I am no longer the person that I once was before being evicted from my home by MGE. I have no interest in anything. I hate even having to wake up to have to face another day of this depression and the person that MGE has reduced me to. How do I rise above this? What price do you put on losing a part of myself?

I have also discovered that I am developing more health issues, damage to my body and lungs resulting from being in my home in the cold for long periods of time. For the fact that I don't know what the future holds for me, how I will care for myself and what will become of the health issues that have developed and are continuing to develop. This along with the additional 60 lbs weight gain that is now effecting my back and knees. The long duration of unsuccessful attempts to re-grow my hair. So, after carefully considering this I am now asking that MGE pays to me not \$500,000. But \$1,000,000. Which still to me is a small amount for which MGE has put me through both mentally and physically. With no guarantee that I will recover from any of this. They need to be held accountable for their actions Mary.

I will be sending this by way of a fax (573-526-1500) in order to make the deadline that you have given me. It will be sent from a fax that doesn't belong to me. So, there will be no information on the fax info that will be connected to me other than the heading here. My mail is checked for me daily. Your letter didn't arrive until February 7, 2011 considering the fact that you mailed it on a Friday February 4th. Factoring in the weekend it didn't arrive at my home until the 7th. I had to drive back to Belton from Topeka to answer it. The fax will meet your deadline but I will also send you a copy by mail. I don't have a telephone when I am not home so therefore, I did not receive your call. Please send to me an email and postal mail to confirm that you did receive this revision in a timely manor. Mary when I am away from home (due to not being able to stay in my own home) the best way to contact me is by mail. It is checked daily for me. Mary here is my email address ... Nxtdoornabor@yahoo.com Thank you and ...

Respectfully submitted,
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