

FILED²

Name: Janet Parks
Complainant

Case No.

Company Name: Resource Pros Energy
Respondent

Missouri Public
Service Commission

Complainant resides at 302 Kimberly Dr
(address of complainant)

Belton, Mo. 64012

1. Respondent, Missouri Gas Energy
(company name)
of P.O. Box 412662 K.C. Mo. 64141, is a public utility under the
(location of company)

2. As the basis of this complaint, Complainant states the following facts:

Please see attachment

3. The Complainant has taken the following steps to present this complaint to

See attachment

WHEREFORE, Complainant now requests the following relief:

Please see attachment

Dec. 30, 2010
Date

[Signature]
Signature of Complainant

Attach additional pages, as necessary.
Attach copies of any supporting documentation.

Considering the fact that MGE has put my life and health at risk I am requesting the following relief based on these additional facts and circumstances.

I returned home from having a mastectomy in temperatures at 11 degrees and no heat on in my home. Being a cancer/chemo patient, something as simple as a cold could kill me. MGE didn't care! With my bill being paid in full along with them stealing an additional \$1,000.00 from my account ... turned my gas off anyway and refused to turn it back on with me begging them. Also, my bank's president was on the line where MGE had three-wayed them. With the bank President telling them that MGE had indeed been paid with them requesting an additional \$1,000.00 electronic withdrawal from my account over the amount that I owed. After days of begging to have my gas turned back on ... they finally realize that they had made a mistake but lied anyway saying that my bank had made the mistake when the bank had supplied proof that it was indeed MGE. MGE caused other checks of mine to bounce by stealing the additional \$1,000.00 from me. After having to return to my checking account the additional \$1,000.00 MGE then added an additional \$2,000.00 worth of charges that are over 16 years old! Threatening to AGAIN disconnect my gas service if I did not pay! Demanding that I pay this amount but telling me that they could not discuss the bills that it represented with me or where they came from. Just that I'd have to either pay or have my gas disconnected. They refused to even tell West Central where the bills came from since they were trying to help me get this all straightened out. I refused to pay bills that didn't belong to me or that they couldn't discuss with me.

All of this because they are claiming that I am responsible from my mother's and her stepdaughter's bills. I don't know if MGE has allow somebody else to use my name for bills. 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 (not related to the chemo) and my hair has fallen 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. But 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 extremely depressed by all of this.

All of this because they are claiming that I am responsible from my mother's and her stepdaughter's bills. I don't know if MGE has allow somebody else to use my name for bills. But, it would seem to me that they would check and know who they are establishing service for as they have me now! 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 was. So, now they want me to pay for their mistake and I refuse!

1. MGE trespassed onto my property turning off my gas and removed my gas meter.
2. MGE evicted me from my home.
3. MGE has refused me gas service for no reason at all for four years.
4. MGE has hindered me from receiving income from my Mother-in-law quarters/Separate living space that I wanted to rent. I was to receive rent along with the help that I needed to maintain my home and lawn.
5. MGE as a result of refusing Mr. Allen service caused me to have to compensate Mr. Allen for the

lose of his job and not being able to take the job that he had moved here from Topeka, Kansas for.

6. Mr. Allen, after supplying his Social Security Card, proof of the job that he was leaving along with proof of his new job that he had moved here to take was refused Gas service for no reason at all. He gave all the information that MGE was requesting. I had to give to Mr. Allen his deposits back along with \$2,000 to be able to relocate back to Topeka. It was months before Mr. Allen was able to go back to work after resigning his previous job. MGE made a hardship for Mr. Allen as well. MGE's reason given for not allowing Mr. Allen gas service was that he had called them from my telephone!
7. Trying to maintain and protect my home in freezing weather became impossible. I have been hospitalized with pneumonia twice. I have to vacate my home. **EVICTED BY MGE!**
8. Cass county sent proof of when I took possession of my home. Upon MGE requesting a copy of My social security card. I sent it and MGE lied and said that I hadn't. I was still refused service. Even after resending it to them again.

All of this is covered in more details in my informal complaint against MGE. Nothing has changed other than MGE has further jeopardizing my health, suffering, pain, loss of income from my rental area, harassment, unconcern for my health condition or my cancer that has come back. The stress alone has prevented my healing. I am now facing another cancer and surgery. Here again in freezing temps and nowhere to go because I can't live in my own home. **I WANT TO RECOVER IN MY OWN HOME!!!**

After trying to work this out with MGE ... all attempts have failed. I have been met with harassment, disrespect, disregard and eviction from my home by MGE. I have contacted the Missouri Public Service Commission's office. I have followed all required steps with filing an informal complaint that was required. They have copies of details leading me to filing this formal complaint.

I have worked hard to buy and pay off my home. It is a very nice home but I have been denied the pleasures of it. I haven't been able to entertain company. Or see my grandchildren because of the cold in my home and the distance that MGE has forced me to live away from my home! MGE has robbed me of four years of my normal life. Forcing and reducing me to sleep on a sofa two and a half hours away from where I live. That person is now in a committed relationship and he doesn't want me sleeping on their couch any longer.

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 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 has grown back, I'm now plagued with alopecia due to the stress put upon me by MGE. How do you pay for the low self-esteem and feeling ugly that I have with these huge patches in my head? What price do you put on this?

My depression has led 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 home and family. My only outlet seems to be food. During the process of all of this I have gained 52 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—a two hour drive (even with gas being almost \$5 a gallon), paying to have my home maintained, snow removed etc. My pipes have frozen three times due to the lack of heat in my home. This was very expensive for the fact that they 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 been able to have the wall repaired that have been cut out. 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. 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. I just have to endure the pain and muscle spasms. What price do you put on enduring the pain that I have?

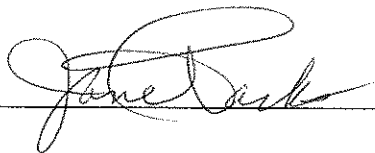
As I see it, basing my \$240,000.00 on my 15 year loan, which by the way my home is now paid in full, that would mean that per year I have paid \$16,000. Now multiplying this by the four years that you have denied me the use and pleasure of my home equals to \$64,000. I want to be compensated for those 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 recapture!!! 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 I won't have a bed to lay in while fighting for my life again, 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 am 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?

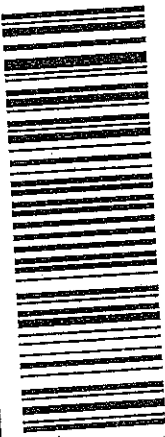
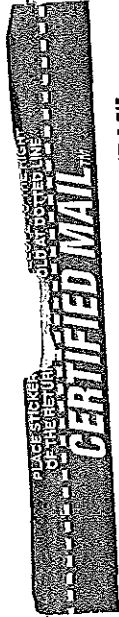
\$500,000.00 is a small amount to ask for. Considering all the stress, lying, disregard for my life, Mr. Allen losing his job and me loosing a tenant that would help me with maintaining my home and lawn etc. since I can no longer do these things for myself for. I have missed out having help for four years that I didn't have to. Not to mention having to abandon my beautiful home. Worrying if it is safe from thieves, freezing temperatures, fires etc.. Being so far away that I can't check on my own home! I can't believe that anyone would treat a disabled 66 year old senior citizen that is also battling cancer this way!!! I am asking and expecting to receive \$500,000.00 along with four years of free MGE gas service to compensate for the four years of service that I have been denied. In addition I am asking that all previous outstanding charges that have been billed to me be expunged. Also, I'd like a letter of apology from MGE. This is far below what I feel that MGE should pay, say and compensate me for. How much is four years of a human life worth? There is much more I could say but, I just want all of this over and to be able to return to my home and try to heal from all of this that MGE has put upon me. I want to once again wake up in my own bed HAPPY.

Janet Parks



1/5/11
January 5, 2011

JANET PARKS
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Baltimore, MD
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