

**Subject:** FW: Electronic Service Copy - EC-2023-0433 - Staff Report (Public and Confidential)

**From:** Betty Bonacci [REDACTED]

**Sent:** Tuesday, August 29, 2023 6:48 AM

**To:** [REDACTED] <[REDACTED]>

**Subject:** Re: Electronic Service Copy - EC-2023-0433 - Staff Report (Public and Confidential)

Let this serve as a rebuttal to the Blue Springs Address that the bill was in my name and I never lived there. When this surprise balance appeared on my bill at my current residency and I called several times to dispute this balance.

I am requesting an order to have the recordings of these numerous calls be pulled and a copy provided to me. I am asking that the court order that Everygy provide to me a copy of all recorded calls pertaining to the address listed in Blue Springs. Because you will find that under oath the person stating that all I needed to do was provide proof is a lie. I did not because I lived with someone at that time of which I sent you a copy written by that individual verifying I did not reside in Blue Springs but rather Independence. Everygy said I had to "provide a utility in my name proving I did not reside at the address they are billing me for". I had nothing in my name they suggested I go to the Blue Springs police Department and file a police report of which I contacted the Blue Springs Police department and they were dumb founded as to what Everygy thought they were going to be able to do. When I called Everygy back again due to this response they then decided even a police report would not be sufficient!!! Pull the recorded calls you will find exactly what I am stating is true and infact they are lien again. This is criminal to lie under oath and Everygy needs to be reprimanded for such behavior!!! And I want all charges other than what I use removed from my bill immediately. They will not take what I have as proof considering 1) that was 7 or 8 years ago this occurred! 2) they have to prove that I owe the bill and they can't prove this address was set up by me like they say. 3) they have already proven themselves to be untrust worthy, deceitful etc. 4) I did not live at that address never lived at that address have given what ever proof I can and they have proven nothing but lies and here say. Therefore they must remove the amount they have no proof I set up (which I did not). And until they have evidence and not that verbal BS they keep lien about by law I don't have to pay it. I find it very disturbing that this commission's board does not see how these actions by this untrust worthy company is not very serious and is stealing from the consumer! This is a dis justice to the consumer who are forced to use this company and forced to pay charges they do not owe. And the commission's board who is put in place to over see these wrong doings do nothing. Please provide further correspondence in writing to my home address. Also include what all this paper work you sent is supposed to mean?

Thank you for your time,

Betty Bonacci  
[REDACTED]