

Mr. Steven R. Sullivan,

Every year I decorate my house for Christmas. I live in Taylorville, the Christmas Capital of Illinois, so it is expected of everyone to do some type of decorating for the season. This year I used over 20,000 light bulbs. You may have heard about my story in a newspaper or on the news. I was in the Taylorville Breeze Courier, the Southern Illinoisan, the front page of the State Journal Register, and also on WAND news as well as many radio shows.

The reason I am writing to you is because of some problems I have been having with AmerenCIPS. Last April I contacted CIPS to have a service upgrade for my house so I could keep expanding my light display. Initially CIPS said it would be okay if I did this upgrade, and I wouldn't have to pay for any of it. I met with the engineer to discuss the location of my installation. After we agreed on a place he gave me a specifications book and told me to call him back after I set up my electrical equipment, and then he would have the service hooked up. I did what he told me, but before I could call him to have the service drop attached, he contacted me and told me that his supervisor said that the installation was going to be classified as temporary and I would have to pay \$3,100 on top of the \$2,500 that I had already spent on electrical supplies. I couldn't take back the equipment that I had already purchased, and there was no way I could afford to complete the installation with enough money left for my lights. If I had not been told that CIPS wasn't going to charge me for the upgrade I would not have spent the money on the electrical equipment that the engineer told me I needed.

I tried many ways to resolve this problem, but I ended up having to go to court. I lost the claim because the judge said that CIPS couldn't be bound to an agreement made by one of its employees.

This has gotten a lot of attention from people all over Illinois. People in my community are outraged that CIPS would do something like this. Many have expressed their sympathy for my situation by writing me letters and calling. I have learned of other people who have had problems with CIPS similar to mine.

I know your company is big on public relations, I see commercials all the time that portray AmerenCIPS as a company that wants to help the community. Because of what your company has done to me in an effort to save money, the commercials have gone to waste. People in my community see AmerenCIPS as a monopolist corporation that makes its money by cheating customers. Because of your company I probably will not be able to put my lights up next year.

I have used a lot of time trying to get my money back from CIPS and I know that CIPS has wasted a lot of its time and money trying to fight me. I don't understand why you won't just give back my money and let me have the service upgrade for my lights. I'm sure that you have spent more money trying to fight this than the amount of compensation I'm asking for. I still have many options in pursuing this matter even further. Any direction I choose whether it be an appeal

or a formal complaint, will ultimately require your company to exhaust more time and money. There are many people following this situation and nothing would look better on your part than to just give me back my money and apologize. I'm sure that the papers would be glad to do an article telling how this all ended for the better.

Please let me know by January 15th if you would like to work something out, that is the deadline for my small claims appeal to be sent in.

I can be reached at:

Home (217)-824-6672 1312 Sportmans Dr. Taylorville IL 62568
Work / cellular (217)-820-6672
School (217)-824-2268

Thanks,
Jamal Shehadeh