

W-01303A-09-0343  
SW-01303A-09-0343



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Sheila Stoeller

From: mikesouris@aol.com  
Sent: Monday, October 04, 2010 2:52 PM  
To: Mayes-WebEmail  
Subject: An accident with punitive results

**ORIGINAL**

Dear Commissioner Mayes,

My name is Mike Souris, and I reside full time in Flagstaff, and have a second home in Anthem. This past Friday, I received my monthly water bill from Arizona American Water. I almost fainted, when I saw that the amount due was \$485.00, especially since no one has been at the house for several months. I contacted a neighbor, who went to our house and discovered a leak in the drip system, then immediately turned off the water.

Today I called Arizona American Water and explained what had transpired. I acknowledged that it was through no fault of theirs, but an untimely accident, and was there anything they could do to adjust the bill. The rate structure is tiered to encourage conservation, along with sewer fees as a percentage. I asked if there was anyway possible they could charge me at the lower level, since this was accidental. I received a prompt "no".

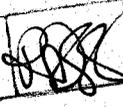
I bring this to your attention, because Arizona American Water is asking for a dramatic increase in their rate structure. What happened to me is terrible, and I am saddled with a humbling fee. This same malfunction could happen to anyone, and if a new rate structure is approved, then some unlucky person may receive a bill two or three times what mine was.

You may want to take this unfortunate situation under consideration when you are considering their request.

Respectfully submitted,

Mike Souris

Arizona Corporation Commission  
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