0000054034

ORIGINAL

4710

WS-01303A 02-0867
WS- 01303A 02-0868
WS 01303A 02-0869
WS-01303A-02 - 0870
W-01303A02-0908

**From:** Bob Golembe <poocha@cox.net>
**To:** ACC_DOMAIN.ADMIN_PO(MSpitzer)
**Date:** 11/5/03 8:56PM
**Subject:** AZ-American Water Bill

Dear Chairman Marc Spitzer,

Thank you for chairing tonight's meeting in Anthem. It was also a pleasure meeting you and learning that Elliot Spitzer is your cousin.

I believe that a company's image is depicted by their communication process. In the case of AZ-American Water Co., I ask that you please view the attached water bill (jpeg file), and note the yellow highlighted figures. This shows the dollar amount in US Currency rate per thousand gallons of water. While I am not an accountant, I believe there are too many significant digits in the rate figure of "$2.00000" as well as the number of gallons "3.00". Typically, two dollars is expressed to the nearest penny or "$2.00" vs. "$2.00000". In a similar manner, the reported reading for gallons of water is to the nearest thousand. Consequently, "3.00" is misleading in that they don't bill or read to the nearest one-hundredth of a gallon. The correct figure is "3".

I offer this document to your office to show how sloppy or incompetent AZ-American Water Co. is regarding billing and the use of significant digits. It leaves much to be desired.

Thank you,

Robert Golembe
2816 W. Plum Hollow Drive
Anthem, AZ 85086

623-55-9771

Arizona Corporation Commission
DOCKETED
NOV 1 0 2003
DOCKETED BY

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## Customer Account Information

**For Service To:** ROBERT GOLEMBE
2816 W Plum Hollow Dr
**Account Number:** 23-0144513-2
**Premise Number:** 23-0054537

## Billing Period & Meter Information

**Billing Date:** Oct 14, 2003
**Billing Period:** Sep 11 to Oct 10 (29 days)
**Next reading on/about:** Nov 11, 2003
**Rate Type:** Residential

**Meter readings in current billing period:**
Meter Number 48666920 is a 1-inch meter.

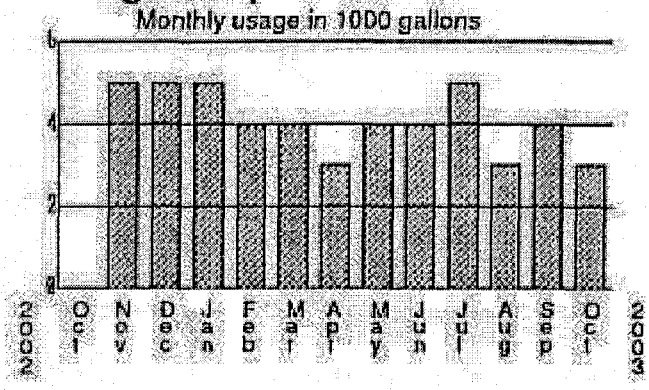
| | |
|---|---|
| Present-actual | 57 |
| Last-actual | 54 |
| T-gal used | 3 |

Pd. ✓#1194
10/23/03

## Billing Summary

| | |
|---|---|
| **----------Prior Balance----------** | |
| *Balance from last bill* | $66.68 |
| *Payments as of Oct 14, 2003. Thanks!* | -66.68 |
| **Total prior balance, Oct 14, 2003** | .00 |
| **----------Current Water Charges----------** | |
| *Basic Service* | 32.00 |
| *Water Volume ($2.00000 x 3.00)* | 6.00 |
| **Total water charges, Oct 14, 2003** | 38.00 |
| **----------Current Wastewater Charges-----** | |
| *Sewer Service* | 16.00 |
| *Per Unit ($2.00000 x 3.00)* | 6.00 |
| **Total wastewater charges, Oct 14, 2003** | 22.00 |
| **--Governmental Assessment Charges---** | |
| *Acc Assessment Fee* | .13 |
| **Total Surcharges, Oct 14, 2003** | .13 |
| **----------Taxes----------** | |
| *State Tax* | 2.13 |
| *County Tax - Maricopa* | .27 |
| *Water Use Tax* | .02 |
| **Total taxes, Oct 14, 2003** | 2.42 |
| **----------TOTAL AMOUNT DUE----------** | $62.55 |

## Water Usage Comparison




## Messages to you from Arizona American

** Customers: if your service has been scheduled for termination, please do not put payment in drop boxes. All delinquent payments need to be made at the local office in order to cancel the scheduled termination of service. Thank You!*
** Arizona-American takes great pride in the water we deliver to you. Our water meets or exceeds all standards. For more information, please visit us at www.azamwater. com.*

**From:** "Valerie Davis" <val@mpc-contracting.com>
**To:** ACC.UTIL(mailmaster)
**Date:** 11/6/2003 10:36:32 AM
**Subject:** Anthem Water Rate Meeting

Thank you so much for coming to Anthem and listening to our concerns about the pending water rate increase. I feel that you will make a fair and informed decision regarding this matter. I came away from the meeting last night impressed with not only my community, but the commission as well.

Thank you

Valerie Davis
40710 N Boone Lane
Anthem, AZ 85086

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