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June 10, 2009

Arizona Corporation Commission
DOCKETED

Lyn Farmer
Ernest Johnson
Arizona Corporation Commission
1200 W. Washington
Phoenix, AZ 85007

DOCKETED BY 

2009 JUN 10 A 11:57
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AZ CORP COMMISSION
DOCKET CONTROL

RE: APS Customer Service in Holbrook area
Docket No. E-01345A-08-0172

Dear Ms. Farmer & Mr. Johnson:

As follow up to letters sent to the ACC from Holbrook City Manager, Carlo Pilgrim and Walt's Hardware owner, Amber Hill, expressing concern about the lack of an APS business office in Holbrook, APS is providing additional information and an update on the Company's efforts to re-establish a customer service location in Holbrook.

APS has always maintained a presence in Holbrook serving our customers and supporting the community in various ways. When the APS business office was closed in 2007, the reason for the closure was reflective of the change in consumer payment trends, with more online and mail in payments, thereby less foot traffic to business offices.

After the office closure, Walt's Hardware agreed to be an APS payment center / business partner receiving compensation for each payment they processed. Subsequently, in March of 2009, Walt's Hardware requested increased compensation from APS for the payments they processed. APS and Walt's Hardware were unable to reach an agreement on this matter, and therefore the contract was terminated on April 15th, 2009.

Nonetheless, the expressed need for a business office was not minimized. Following the contract termination with Walt's Hardware; Pam Miranda, APS Customer & Field Services Section Leader and Cindy May, APS Community Development Manager, Northeast Division met with Mr. Pilgrim, then councilwoman Cynthia Stuart and councilman Kent Darris to propose a partnership with the city whereby APS would provide a part-time customer service associate offering full APS service to area residents in exchange for office space within city hall.

Comparatively, Walt's Hardware was just a payment station. This will be a full service office that can process connect and disconnect orders, make payment arrangements and assist customers with questions. The City of Holbrook building is located in downtown Holbrook across the street from the old APS office.

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The proposal was well received in large part because of the support from councilwoman Stuart and councilman Darris. At this time, APS has a verbal agreement with the City, and Terms of Occupancy and logistics are being drafted with hopes of being operational by July 2009.

If you have any questions regarding this information please contact Jennie Vega at 602-250-2038.

Sincerely,



Leland R. Snook

LRS/dst

Cc. Chairman Kristin Mayes
Commissioner Gary Pierce
Commissioner Paul Newman
Commissioner Sandra Kennedy
Commissioner Bob Stump
Amber Hill, Walt's Hardware