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Thomas L. Mumaw
Senior Attorney
(602) 250-2052
Direct Line

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

July 7, 2010

Marc E. Stern
Administrative Law Judge
ARIZONA CORPORATION COMMISSION
1200 W. Washington
Phoenix, AZ 85007

Re: George Bien-Willner, 260 Café, and Sterling Hotel
Docket No. E-01345A-10-0136

Dear Judge Stern:

During the course of the Procedural Conference held in this matter on June 2, 2010, you instructed Arizona Public Service Company ("APS" or "Company") to suspend collection activities on the past due billings related to the 260 Café, which billings were subsequently transferred to Mr. Bien-Willner's account at the Sterling Hotel, for a period of 30 days past the then scheduled date of June 7, 2010. APS, in turn, committed to keeping you informed as to efforts to meet and resolve Mr. Bien-Willner's concerns.

Unfortunately, Mr. Bien-Willner's and Mr. Daniel Froetscher's (APS Vice-President of Energy Delivery) schedules would not permit a meeting prior to July 13, 2010. Thus, APS voluntarily extended the suspension of collection activities until after July 16, 2010. Attached is Mr. Froetscher's letter granting that extension. Subsequent to the July 13th meeting, the Company will submit a further update to this Commission.

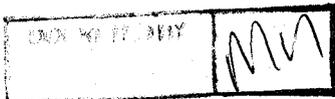
Sincerely,

Thomas L. Mumaw

Attorney for APS

Arizona Corporation Commission
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APS • APS Energy Services • SunCor • El Dorado • Pinnacle West Marketing & Trading, Co., LLC

Law Department, 400 North Fifth Street, Mail Station 8695, Phoenix, AZ 85004-3992
Phone: (602) 250-2052 • Facsimile (602) 250-3393
E-mail: Thomas.Mumaw@pinnaclewest.com

Cc: Docket Control
George-Bien-Willner
3641 North 39th Avenue
Phoenix, AZ 85004



A subsidiary of Pinnacle West Capital Corporation

Daniel Froetscher
Vice President
Energy Delivery

Tel. 602-250-3331
Fax 602-250-3701
daniel.froetscher@aps.com

Mail Station 9086
PO Box 53999
Phoenix, Arizona 85072-3999

June 21, 2010

Mr. George Bien-Willner
3641 North 39th Avenue
Phoenix, AZ 85004

*George -
Looking forward to
meeting with you and
hoping we can put these issues
to bed. Thanks for your interest
in finding a solution!
Daniel*

(via: azjobs@gmail.com)

Dear George:

My administrative assistant, Michelle, advises me that she contacted you on June 15th to schedule a time for us to meet as was agreed to at the conclusion of the June 2nd ACC procedural conference. Prior to scheduling this meeting, you requested that APS provide a letter assuring you that I have the authority to make final decisions at that meeting. By means of this letter, I am providing you that assurance.

Additionally, I understand the deadline agreed to by both parties after the ACC procedural conference was for APS to hold further collection activity on the unpaid balance of \$17,444.99 from the 260 Café until July 7th. However, our schedules present a challenge for meeting before that date. Therefore, I have requested the collection hold on the account be extended through July 16, 2010 in order to allow us time to meet and discuss your proposed resolution of your complaint.

George, I will reiterate my prior commitment to working cooperatively with you to resolve our concerns, and am very hopeful that we can proceed in that spirit when we meet. Michelle will be contacting you shortly to schedule a date and time for the meeting.

Sincerely,

DTF:ml



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