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**Sterling International
3641 N. 39th Avenue
Phoenix, Arizona 85004**

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AZ CORP COMMISSION
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July 14, 2010

Marc E. Stern
Administrative Law Judge
Arizona Corporation Commission
1200 W. Washington St.
Phoenix, Arizona 85007

Arizona Corporation Commission
DOCKETED

JUL 19 2010

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Re: George Bien-Willner, Docket No. E-01345A-10-0136

Dear Judge Stern,

In accordance with your recent instruction, we have met with APS Senior management to explore potential solutions and answers to a variety of unresolved Sterling International/George Bien-Willner, APS account issues.

Although no definitive resolutions were immediately achieved, it would appear that some real progress was made on several items, with further insight and inquiry needed by APS to determine the facts in order to resolve expeditiously longstanding complaint issues.

We believe the cordial meeting was positive and constructive between the parties, and the outcome will require some additional fact finding which once completed, would then enable further communications between the parties in order to seek an appropriate resolution.

We will keep you informed of our progress in these matters.

Sincerely,

John J. Miranda, For: George Bien-Willner

CC: GBW/ APS files, Thomas L. Mumaw, Esq.