Agenda Date: 4/29/13 Agenda Item: 3A

CARLE TELEVISION



## STATE OF NEW JERSEY

Board of Public Utilities
44 South Clinton Avenue, 9<sup>th</sup> Floor
Post Office Box 350
Trenton, New Jersey 08625-0350
www.nj.gov/bpu/

		CABLE TELEVISION
IN THE MATTER OF THE PETITION OF SERVICE	)	ORDER OF APPROVAL
ELECTRIC CABLE T.V. OF HUNTERDON, INC. FOR	)	
APPROVAL OF THE RELOCATION OF AN OFFICE	)	
WITHIN THE TOWN OF PHILLIPSBURG, COUNTY OF	)	
WARREN, STATE OF NEW JERSEY	)	DOCKET NO. CO13030184

#### Parties of Record:

Thomas C. Kelly, Esq., for Service Electric Cable T.V. of Hunterdon, Inc. Stefanie A. Brand, Esq., Director, New Jersey Division of Rate Counsel

### BY THE BOARD:

The matter concerns a petition by Service Electric Cable T.V. of Hunterdon, Inc., ("Petitioner" or "SECTV") for approval to relocate its customer service office currently located at 383 South Main Street, Phillipsburg, New Jersey 08865, Warren County, to a new location approximately 0.2 miles away at 37 Sitgreaves Street also in Phillipsburg.

On March 1, 2013, Petitioner filed a petition, pursuant to N.J.A.C. 14:18-5.1(c), seeking Board approval to relocate a customer service office. Petitioner initially sought expedited approval of this matter by the Board's March 20, 2013 agenda meeting, however, SECTV later agreed that it needed to give its customers a period of time to comment and since they would be moving on or about May 1, 2013, the Board's April 29, 2013, agenda meeting would be appropriate. Petitioner claims that the relocation of its present Phillipsburg office is a de minimus move and required because the existing property owner is selling the property and Petitioner must vacate the premises. Petitioner believes the new proposed office is appropriate and will serve the public interest for several reasons including:

- The new location will provide customers with the same hours of operation as the existing
  office.
- 2. The number of available parking spaces at the new location is sufficient for the amount of customers that currently come to the office.

- Customers will continue to be able to attend to their SECTV service needs at a local office.
- 4. The new office is approximately 0.2 miles from the current location and remains accessible by public transportation. Therefore the move will not create any transportation obstacles for its customers.

Petitioner indicates that no adverse impact is expected on the level of service provided to customers as a result of the change. The customer services will be provided through the same two (2) Customer Service Representatives at the existing Phillipsburg office. Customers can avail themselves of the same services that they currently receive such as: drop-off or exchange set top boxes; submit applications for SECTV service; make changes to existing SECTV service; present service inquiries; tender complaints; bill payments; and, schedule installations and service calls. The office will be open to transact business on Monday through Friday from 9:00am to 5:00pm, and Saturday from 9:00am to 1:00pm.

As required by N.J.A.C. 14:18-5.1(c), Petitioner posted notice of the proposed change of location on March 27, 2013, at its present office location. Notice was also published on March 6, 2013 in the Express Times, a newspaper of general circulation in Petitioner's service area, which notice informed area subscribers of the proposal and their right to file written comments or objections with the Board by April 6, 2013. Also, on March 1, 2013, Petitioner sent notice of its petition to the municipal clerks of affected municipalities in its service area. The office currently serves the following 12 municipalities: Alexandria Township, Alpha Borough, Bloomsbury Borough, Frenchtown Borough, Greenwich Township, Harmony Township, Holland Township, Kingwood Township, Lopatcong Township, Milford Borough, Phillipsburg Town and Pohatcong Township.

Each of the municipalities was sent notice of the proposed office closing. No objections from the affected municipalities or the subscribers served by the office in question have been filed.

By letter dated April 17, 2013, the New Jersey Division of Rate Counsel filed comments with the Board stating they do not oppose Verizon's petition.

Accordingly, and based upon the petition and supporting documentation, the Board <u>HEREBY FINDS</u> that the proposed change in office location will not adversely affect the subscribers in the system. Therefore, the Board <u>HEREBY ORDERS</u> that Petitioner's request to relocate its existing customer service office located at 383 South Main Street, Phillipsburg, New Jersey 08865, Warren County, to a new location approximately 0.2 miles away at 37 Sitgreaves Street also in Phillipsburg be <u>GRANTED</u>, also the Board <u>APPROVES</u> as within time, SECTV's posting of the notice on March 27, 2013 instead of simultaneously with the Petition on March 1, 2013, since its later posting caused de minimus harm, subject to the following:

SECTV must ensure that the new SECTV office has appropriate signage identifying it as a SECTV customer service office capable of providing the services described herein.

This Order shall be effective on May 9, 2013, however, SECTV is hereby permitted to relocate on May 1, 2013, inasmuch as it must vacate the premises it currently occupies on that date. This Order will be null and void if SECTV does not complete the relocation of its customer service facility and functions within 180 days from the effective date of this Order.

DATED:

4/29/13

BOARD OF PUBLIC UTILITIES

BY:

ROBERT M. HANNA

PRESIDENT

JEANNE M. FOX COMMISSIONER JOSEPH L. FIORDALISO COMMISSIONER

MARY-ANNA HOLDEN COMMISSIONER

Occident (das)

ATTEST:

KRISTI IZZO SECRETARY

HEREBY CERTIFY that the within decume.nt is a true copy of the original intention of the Board of Public intentions of the Board of Public intentions of the Board of Public intentions.

# IN THE MATTER OF THE PETITION OF SERVICE ELECTRIC CABLE T.V. OF HUNTERDON, INC. FOR APPROVAL OF THE RELOCATION OF AN OFFICE WITHIN THE TOWN OF PHILLIPSBURG, COUNTY OF WARREN, STATE OF NEW JERSEY

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