



Agenda Date: 3/6/23
Agenda Item: 7A

STATE OF NEW JERSEY
Board of Public Utilities
44 South Clinton Avenue, 1st Floor
Post Office Box 350
Trenton, New Jersey 08625-0350
www.nj.gov/bpu/

ALL UTILITIES

IN THE MATTER OF THE NEW JERSEY BOARD)
OF PUBLIC UTILITIES' UTILITY CUSTOMER BILL) ORDER UPDATING CUSTOMER
OF RIGHTS) BILL OF RIGHTS
)
) DOCKET NO. AX21091111

Parties of Record:

Brian O. Lipman, Esq., Director, New Jersey Division of Rate Counsel
Phillip J. Passanante, Esq., Atlantic City Electric Company
Deborah Franco, Esq., Elizabethtown Gas Company and South Jersey Gas Company
Joshua Eckert, Esq., Jersey Central Power and Light Company
Andrew Dembia, Esq., New Jersey Natural Gas Company
Matthew Weissman, Esq., Public Service Electric and Gas Company
John L. Carley, Esq., Rockland Electric Company
Debbie Albrecht, Esq., New Jersey American Water Company
Rodolphe Bouichou, Suez Water NJ, Inc.
Jay L. Kooper, Esq., Middlesex Water Company
Adam Burger, AQUA New Jersey, Inc.
David G. Ern, Gordon's Corner Water Company
John J. Brunetti, Midtown Water Company
David B. Simmons, Jr., Simmons Water Company
Gloria Stuart, Shore Water Company
John Cannie, Fayson Lakes Water Company
Wendy Stewart, Atlantic City Sewer Company
Steven M. Lubertozi, Montague Water Company
Jeffrey Fuller, Lake Lenape Water Company
Henry K. Schwarz, Mt. Olive Villages Water Company
Robert H. Oostdyk, Jr., Esq., of Murphy McKeon P.C., on behalf of the Borough of Butler
Peter J. King, Esq., King Moench et al, on behalf of the Dover Water Commission
Janine G. Bauer, Esq., AARP New Jersey State Office
David McMillen, Esq., Legal Services of New Jersey
Eric Miller, Esq., National Resources Defense Council
Renee Steinhagen, Esq., New Jersey Citizen Action
Peter Saharko, Esq., Verizon New Jersey
Pamela Sherwood, Esq., Brightspeed
Bradford Stern, Esq., Warwick Valley Telephone Company

BY THE BOARD:

BACKGROUND

On February 3, 1986, the New Jersey Board of Public Utilities (“Board” or “BPU”) established a Utility Customer Bill of Rights (“Bill of Rights”), which sets forth in plain language, the protections afforded to utility customers under the Board’s regulations.¹ The Board revisited those protections after Governor Phil Murphy (“Governor”) issued a series of Executive Orders² and legislation³ to address the significant economic impact the COVID-19 pandemic has had on the residents of the State of New Jersey (“State”).⁴

Accordingly, on September 14, 2021, the Board issued a revised Bill of Rights that reflected changes in the Board’s regulations and included additional consumer protections issued by the Governor.⁵ The Board then issued a clarifying order that incorporated language from P.L. 2021, c.97, which requires the utility companies (“Utilities”) to send a notice of customer protections to customers on a monthly basis until 18 months after the termination date of Executive Order 103 (“EO 103”) (“Customer Notice”).⁶

The Board has since made three (3) additional revisions to the Bill of Rights wherein it extended or removed various protections to conform to changes in the laws based on the evolving situation created by the COVID-19 pandemic.⁷ However, some of the protections reflected in the April Order and accompanying Bill of Rights (“April BOR”) have expired.

¹ In re Utility Customer Bill of Rights, BPU Docket No. CO8602155, Order dated February 3, 1986.

² All Executive Orders signed by Governor Murphy are published in the New Jersey Register and are also available online at: <https://nj.gov/infobank/eo/056murphy/>.

³ All legislation referenced in this order can be accessed online at: <https://www.njleg.state.nj.us/>.

⁴ On January 30, 2020, the International Health Regulations Emergency Committee of the World Health Organization declared the coronavirus disease of 2019 (“COVID-19”) a “public health emergency of international concern” (“COVID-19 pandemic”).

⁵ In re the New Jersey Board of Public Utilities’ Utility Customer Bill of Rights, BPU Docket No. AX21091111, Order dated September 14, 2021.

⁶ In re the New Jersey Board of Public Utilities’ Utility Customer Bill of Rights, BPU Docket No. AX21091111, Order dated October 6, 2021.

Executive Order 103 declared a State of Emergency and a Public Health Emergency.

⁷ In re the New Jersey Board of Public Utilities’ Utility Customer Bill of Rights, BPU Docket No. AX21091111, Order dated December 15, 2021.

In re the New Jersey Board of Public Utilities’ Utility Customer Bill of Rights, BPU Docket No. AX21091111, Order dated January 12, 2022 (“January 2022 BOR”). The Secretary of the Board issued an erratum on January 13, 2022 to include missing footnote language on the January 2022 BOR Order and its updated Bill of Rights.

In re the New Jersey Board of Public Utilities’ Utility Customer Bill of Rights, BPU Docket No. AX21091111, Order dated April 6, 2022 (“April Order”).

DISCUSSION AND FINDINGS

As discussed herein, the Board has issued multiple orders revising the Bill of Rights to reflect changes in protections afforded to customers resulting from the COVID-19 pandemic. The Board, however, notes those protections have expired. To ensure that the rights and responsibilities of utility customers and the Utilities are clear, the Board now **FINDS** it necessary to update the April BOR to reflect current law and regulations, as appropriate. Therefore, the Board **HEREBY REVISES** the April BOR as follows (“2023 BOR”):

1. You have the right to safe, adequate, and proper utility service if you are a qualified applicant.
2. You are not required to pay an unreasonable deposit amount in order to receive utility service.
3. You have the right to a “budget billing plan” with your utility company if you are a residential electric, gas, water, and/or wastewater utility customer. This is a plan that allows you to pay a set amount each month for a set period of time.
4. You have the right to at least one “deferred payment plan” per year with your utility company if you have an outstanding bill you cannot pay. This is a plan that considers your financial situation and allows you to make payments on the outstanding bill as long as you stay current with payments on any new charges.
5. You have the right to dispute a charge on your utility bill with the utility company. As long as you pay the amount not in dispute, your utility service may not be turned off while the utility company investigates the disputed charge.
6. You have the right to have your meter tested by your utility company free of charge once every 12 months if you think it is not working properly. You may request a BPU employee be there when the utility company is doing the test.
7. You have the right to at least 10 days written notice from your utility company before your utility service may be turned off for non-payment. Your service may be turned off after that time if you do not make a reasonable payment toward what you owe or if you do not agree to a payment plan with your utility company.
8. You have a right to reasonable advance notice from the utility company before your service can be suspended or turned off for reasons other than non-payment.
9. Unless there is a safety-related emergency, a utility company may not suspend or turn off utility service outside the hours of 8:00 a.m. and 4:00 p.m., Monday through Thursday.
10. Unless there is a safety-related emergency, a utility company may not suspend or turn off utility service on a Friday, Saturday, Sunday, a New Jersey State holiday or the day before a New Jersey State holiday, or if a valid medical emergency exists in your household.

11. If you are a customer eligible for protection under the Winter Termination Program, you have the right to utility services from November 15 to March 15. You must notify your utility company of your eligibility under this protection.
12. If you live in a multi-family dwelling unit, you have the right to receive notice if the utility company plans on turning off service to the building. The utility company must either post a notice in a common area and/or send the notice to you as an occupant of the dwelling.
13. If the amount of electricity, gas, water, or wastewater shown on your utility bill appears unexplainably high or suspicious, you have the right to have the utility company perform a “diversion of service” investigation on your behalf.
14. You have the right to continue receiving utility service as long as you pay the charges for the utility service you received. A utility company may not send you notice threatening to turn off your utility service based on extra charges.
15. You have the right to have your deposit returned to you once you close your account and the final bill is settled. The utility company must give you the choice between having your deposit applied to your account as a credit or as a separate check.
16. You should not be assessed a late payment charge on your residential customer utility bill.

This Order and the 2023 BOR supersede all previous versions of the Bill of Rights. The 2023 BOR herein is wholly consistent with existing Board regulations and its establishment does not create any new regulations nor does it change any existing regulations. See N.J.A.C. 14:3-7 et seq. To the extent there is ambiguity in this Order or a conflict exists between the Board’s Order and current law or regulations, the Board **HEREBY DIRECTS** the Utilities to comply with the current law or regulations. All protections granted by the Board through its regulations and reflected in this Order are **DECLARED** in full effect until the Board enters a new order.

Additionally, the Board **HEREBY ORDERS** the Utilities under its jurisdiction (to include in this case telecommunications companies) to continue to comply with the Notice Requirements, specifically, as follows:

1. Provide all current customers with a copy of the 2023 BOR in their next billing cycle. Current customers who receive a printed version of their bills shall be provided with the 2023 BOR in a printed format on a monthly basis. Current customers who receive their bills electronically shall be provided with the 2023 BOR electronically on a monthly basis. Regardless of which delivery method employed, all Utilities shall, on a monthly basis until 18 months after the termination of EO 103, provide the 2023 BOR to customers in a form and manner that would maximize receipt by the customers;
2. Provide all new customers with a copy of the 2023 BOR upon initiation of service;
3. For a municipality served by a local or public utility where the primary language of 10 percent or more of the population is a language other than English, the 2023 BOR shall be translated into the other language(s). Both the translated and English versions shall be provided to the customer on a monthly basis in a printed format if the customer currently receives bills in a printed format. For electronic billing customers, the monthly email shall

include a link to the translated version and English version of the 2023 BOR for those customers.

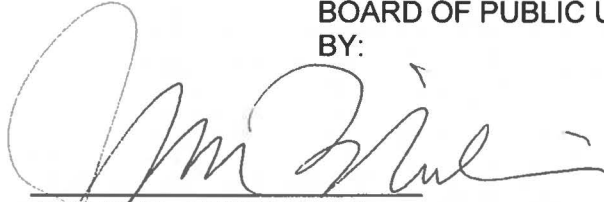
4. In addition to providing the 2023 BOR to the customer in an appropriate format and language, as appropriate, the 2023 BOR must also be prominently displayed on the Utilities' website, if applicable;
5. The Notice Requirements apply to all electric, gas, water, sewer, and incumbent local exchange telephone public utilities within the jurisdiction of the Board;
6. The Utilities shall report compliance with the Notice Requirements delineated in this order by March 29, 2023, detailing the method of distribution to customers and describing all changes made to billing and collections operations in compliance with applicable laws, and provide the Board with a copy of the English version of the 2023 BOR that was sent by the Utilities to the customers; and
7. For those Utilities required to provide a translated version of the 2023 BOR to its customers, a copy of the translated version shall also be included with the requirements set out in number 6 above.

Further, the Board **HEREBY ORDERS** the Utilities under its jurisdiction to continue to provide information regarding bill payment assistance programs such as the Winter Termination Program, Universal Service Fund, Fresh Start, Low Income Home Energy Assistance Program, Low Income Household Water Assistance Program, and any other utility assistance programs administered by the State in any communication the Utilities have with a customer in connection with an overdue utility bill consistent with P.L. 2022, c.4.

This Order shall be effective March 13, 2023.

DATED: March 6, 2023

BOARD OF PUBLIC UTILITIES
BY:



JOSEPH L. FIORDALISO
PRESIDENT

MARY-ANNA HOLDEN
COMMISSIONER

DIANNE SOLOMON
COMMISSIONER

ROBERT M. GORDON
COMMISSIONER

DR. ZENON CHRISTODOULOU
COMMISSIONER

ATTEST: 

CARMEN D. DIAZ
ACTING SECRETARY

I HEREBY CERTIFY that the within
document is a true copy of the original
in the files of the Board of Public Utilities.



IN THE MATTER OF THE NEW JERSEY BOARD OF PUBLIC UTILITIES' UTILITY CUSTOMER BILL OF RIGHTS

DOCKET NO. AX21091111

SERVICE LIST

<p>Board of Public Utilities 44 South Clinton Ave, 1st Floor P.O. Box 350 Trenton, NJ 08625-350</p> <p>Carmen Diaz, Acting Secretary board.secretary@bpu.nj.gov</p> <p>Taryn Boland, Chief of Staff taryn.boland@bpu.nj.gov</p> <p>Robert Brabston, Esq., Executive Director robert.brabston@bpu.nj.gov</p> <p>Stacy Peterson, Deputy Executive Director stacy.peterson@bpu.nj.gov</p> <p>Benjamin Witherell, Chief Economist benjamin.witherell@bpu.nj.gov</p> <p><u>Counsel's Office</u></p> <p>Michael Beck, General Counsel michael.beck@bpu.nj.gov</p> <p>Carol Artale, Deputy General Counsel carol.artale@bpu.nj.gov</p> <p>Steven Athanassopoulos, Legal Specialist steven.athanassopoulos@bpu.nj.gov</p> <p>Charles Gurkas, Paralegal charles.gurkas@bpu.nj.gov</p> <p><u>Office of Communications</u></p> <p>Peter Peretzman peter.peretzman@bpu.nj.gov</p>	<p><u>Division of Water and Energy</u></p> <p>Mike Kammer, Director mike.kammer@bpu.j.gov</p> <p>Malike Cummings, Deputy Director malike.cummings@bpu.nj.gov</p> <p>Bart Kilar bart.kilar@bpu.nj.gov</p> <p>Andrew Tuzzo andrew.tuzzo@bpu.nj.gov</p> <p>Kofi Ocansey kofi.ocansey@bpu.nj.gov</p> <p><u>Division of Cable Television & Telecommunications</u></p> <p>Lawanda Gilbert, Director lawanda.gilbert@bpu.nj.gov</p> <p><u>Division of Customer Assistance</u></p> <p>Julie Ford-Williams, Director julie.ford@bpu.nj.gov</p> <p>Rich Lambert richard.lambert@bpu.nj.gov</p> <p>Raymond Matos raymond.matos@bpu.nj.gov</p> <p>Maureen Clerc maureen.clerc@bpu.nj.gov</p> <p>Tony Iskander tony.iskander@bpu.nj.gov</p>
<p>Division of Rate Counsel 140 East Front Street, 4th Floor Trenton, NJ 08625-0003</p> <p>Brian O. Lipman, Esq., Director blipman@rpa.nj.gov</p> <p>Susan McClure, Esq. smcclure@rpa.nj.gov</p> <p>David Wand, Esq., Managing Attorney dwand@rpa.nj.gov</p>	<p>Brian Weeks, Esq. bweeks@rpa.nj.gov</p> <p>Robert Glover, Esq. rglover@rpa.nj.gov</p> <p>Debora Layugan dlayugan@rpa.nj.gov</p> <p>Susan Baldwin SM Baldwin Consulting 13 Church Hill Street Watertown, MA 02472 smbaldwinconsulting@gmail.com</p>

<p>Department of Community Affairs Division of Housing & Community Resources 101 South Broad Street Post Office Box 811 Trenton, NJ 08624-0811</p> <p>Janel Winter Director janel.winter@dca.nj.gov</p> <p>Fidel Ekhelar Director USF& LIHEAP Programs fidel.ekhelar@dca.nj.gov</p>	<p>Department of Law and Public Safety Richard J. Hughes Justice Complex Public Utilities Section 25 Market Street, P.O. Box 112 Trenton, NJ 08625</p> <p>Daren Eppley, DAG, Section Chief daren.eppley@law.njoag.gov</p> <p>Pamela Owen, DAG, Assistant Section Chief pamela.owen@law.njoag.gov</p> <p>Matko Ilic, DAG matko.ilic@law.njoag.gov</p>
--	---

Electric and Gas Companies

<p><u>PSE&G</u> 80 Park Plaza, T-5 Newark, NJ 07102-4194</p> <p>Matthew Weissman, Esq. Managing Counsel, State Regulatory matthew.weissman@pseg.com</p> <p>Danielle Lopez, Esq. Associate Counsel danielle.lopez@pseg.com</p> <p>Katherine Smith, Esq. Associate Counsel katherine.smith@pseg.com</p> <p>Michele Falcao Regulatory Case Supervisor michele.falcao@pseg.com</p> <p>Bernard Smalls, Paralegal bernard.smalls@pseg.com</p> <p>Caitlyn White Regulatory Case Coordinator caitlyn.white@pseg.com</p> <p>Claire Bartolomeo Payment Assistance Outreach claire.bartolomeo@pseg.com</p> <p>Rosa Pagnillo-Lopez rosa.pagnillo-lopez@pseg.com</p>	<p><u>NJNG</u> 1415 Wyckoff Road Post Office Box 1464 Wall, NJ 07719</p> <p>Andrew K. Dembia, Esq. adembia@njng.com</p> <p>Mark G. Kahrer mkahrer@njng.com</p> <p>Tina Trebino ttrebino@njng.com</p> <p>Susan Fastuca sfastuca@njng.com</p> <p>Maria Delaplain mdelaplain@njng.com</p> <p>Suzanne Bostwick sbostwick@njng.com</p> <p><u>JCP&L</u> 300 Madison Ave Morristown, NJ 07960</p> <p>Joshua Eckert, Esq. jeckert@firstenergycorp.com</p> <p>Leonard Howell, Supervisor Human Services lhowell@firstenergycorp.com</p> <p>Michael Connolly, Esq. Cozen O'Connor One Gateway Center, Suite 910 Newark, NJ 07102 mconnolly@cozen.com</p>
--	--

<p><u>Atlantic City Electric Co.</u> Pepco Holdings, LLC – 92DC56 500 N. Wakefield Drive PO Box 6066 Newark, DE 19714-6066</p> <p>Philip J. Passanante, Esq. philip.passanante@pepcoholdings.com</p> <p>Evalene Wright evalene.wright@pepcoholdings.com</p> <p>Alita Corbett atcorbett@pepco.com</p> <p><u>Rockland Electric Co.</u> Consolidated Edison Co. of NY 4 Irving Place New York, NY 10003</p> <p>John L. Carley, Esq., Associate General Counsel carleyj@coned.com</p> <p>Margaret Comes, Esq., Regulatory Associate Counsel comesm@coned.com</p> <p>David Braunftel, Customer Assistance Director – O&R braunfteld@oru.com</p> <p>Jade Fell, Customer Energy Services fellj@oru.com</p> <p><u>Borough of Butler</u> Robert H Oostdyk, Jr., Esq. Murphy McKeon P.C. 51 Route 23 South Post Office Box 70 Riverdale, NJ 07457 roostdyk@murphymckeonlaw.com</p> <p>James Lampmann, Borough Administrator 1 Ace Road Butler, NJ 07405 jlampmann@butlerborough.com</p>	<p><u>South Jersey Gas Company and Elizabethtown Gas Company</u> 520 Green Lane Union, NJ 07083</p> <p>Deborah Franco, Esq., VP, Rates, Regulatory & Sustainability dfranco@sjindustries.com</p> <p>Diana Donnelly, Director Customer Experience ETG ddonnelly@sjindustries.com</p> <p>1 South Jersey Place Atlantic City, NJ 08401</p> <p>Marissa Travaline, VP/Communications mtravaline@sjindustries.com</p> <p>Gina O'Donnell vodonnell@sjindustries.com</p> <p>Brian Jacobs, Director Customer Experience bjacobs@sjindustries.com</p> <p>Dominick Di Rocco, Esq. ddirocco@sjindustries.com</p>
---	---

Water/Wastewater Companies

<p>Gordon's Corner Water Company 27 Vanderburg Road Post Office Box 145 Marlboro, NJ 07746</p> <p>David Ern, President dgem@gordonscornerwater.com</p> <p>Eric Olsen eolsen@gordonscornerwater.com</p> <p>Aqua NJ, Inc. 10 Black Forest Road Hamilton, NJ 08691</p> <p>Lawrence Carson, President Lrcarson@aquaamerica.com</p> <p>Adam Burger Aburger@aquaamerica.com</p> <p>Kimberly Joyce kajoyce@aquaamerica.com</p> <p>Bill Packer wcpackerjr@aquaamerica.com</p> <p>NJ American Water Company One Water Street Camden, NJ 08102</p> <p>Cheryl Norton, Executive VP and COO Cheryl.norton@amwater.com</p> <p>Mark K McDonough, President Mark.mcdonough@amwater.com</p> <p>Debbie Albrecht, Esq. Debbie.Albrecht@amwater.com</p> <p>Stephen R Bishop Stephen.Bishop@Amwater.com</p> <p>Fayson Lakes Water Company John Cannie, President 160 Boonton Avenue Kinnelon, NJ 07405 flwc@optonline.net</p> <p>Montague Water Company Steven M. Lubertozi Senior Vice President, North Region Corix Group of Companies 500 W. Monroe Street, Suite 3600 Chicago, IL 60661 smlubertozi@uiwater.com</p>	<p>Middlesex Water Company 481 C Route 1 South, Suite 400 Iselin, NJ 08830</p> <p>Dennis W. Doll ddoll@middlesexwater.com</p> <p>Jay Kooper jkooper@middlesexwater.com</p> <p>Suez Water NJ, Inc. 461 From Road, Suite 400 Paramus, New Jersey 07652</p> <p>Alan Weland Alan.weland@suez.com</p> <p>Gary Prettyman Gary.prettyman@suez.com</p> <p>Rodolphe Bouichou Rodolphe.bouichou@suez.com</p> <p>Jim Cagle jim.cagle@suez.com</p> <p>Midtown Water Company 1655 US Highway 9 Old Bridge, NJ 08857</p> <p>John J. Brunetti, President JBrunetti@Brunetti.com</p> <p>William Iannacone, Tax Director Wiannacone@Brunetti.com</p> <p>Jennifer Zappola, Tax Manager Jzappola@Brunetti.com</p> <p>Shore Water Company 105-23rd Avenue South Seaside Park, NJ 08752 shorewaterco@gmail.com</p> <p>Gloria Stuart gloriafstuart@gmail.com</p> <p>Simmons Water Company David B. Simmons, Jr., President PO Box 900 Branchville, NJ 07826 dbsjr@simmonstransport.com</p>
---	--

<p>Lake Lenape Water Company Jeffrey Fuller, President 83 Eagle Chase Woodbury, NY 11797 JMF1294@yahoo.com</p> <p>Mt. Olive Villages Water Company Henryk Schwarz, President 200 Central Avenue Mountainside, NJ 07902 ZLN1@aol.com</p>	<p>Atlantic City Sewer Company 1200 Atlantic Avenue, Suite 300 Atlantic City, NJ 08401</p> <p>Wendy Stewart, President wstewart@acsewerage.com</p> <p>Carl Cordek cordekc@aol.com</p>
--	--

Municipal Water Utilities*

*The municipals listed are regulated only in terms of the customers served outside of the municipality's limits and only for service issues, if the rates are equalized. Currently, the NJBPU-regulated municipal water systems all have equalized rates.

<p>Village of Ridgewood 131 N. Maple Ave #5 Ridgewood, NJ 07450</p> <p>Richard Calbi, Director rcalbi@ridgewoodnj.net</p> <p>Heather Mailander, Clerk hmailander@ridgewoodnj.net</p> <p>Borough of Park Ridge Water Chris O'Leary, General Manager 53 Park Avenue Park Ridge, NJ 07656 Coleary@parkridgeboro.com</p> <p>Clinton Water and Sewer Utility Art Dysart, Superintendent 43 Leigh Street Clinton, NJ 08809 artdysart@clintonnj.gov</p> <p>Richard Phelan Public Works/Business Administrator Clinton Municipal Building 43 Leigh Street Clinton, NJ 08809 rphelan@clintonnj.gov</p> <p>Town of Dover Water Commissioners Andrew-Dujack, President 100 Princeton Ave Dover, New Jersey 07801</p> <p>John Gross, Interim CFO 37 North Sussex Street Dover, NJ 07081 jgross@doover.nj.us</p> <p>Peter King, Esq. King Moench Hirniak & Collins 51 Gibraltar Drive – Suite 2F Morris Plains, NJ 07950 pjk@kmhmlawfirm.com</p> <p>Town of Dover Water Robert Kinsey, Superintendent 37 North Sussex Street Dover, NJ 07081 rkinsey@doover.nj.us</p> <p>Collingswood Water Department Steve DiOrio, Superintendent 215 Hillcrest Ave Collingswood, NJ sdiorio@collingswood.com</p>	<p>Borough of Berlin Water Department John Allsebrook, Superintendent 59 South White Horse Pike Berlin, NJ 08009 dpwsupt@berlinnj.org</p> <p>Borough of Berlin Stacey DiVello, Finance 59 South White Horse Pike Berlin, NJ 08009 Treasurer@berlinnj.org</p> <p>Debra DiMattia, CFO 59 South White Horse Pike Berlin, NJ 08009 ddimattia@berlinnj.org</p> <p>Trenton Water Works Kristin Epstein, Assistant Director 333 Cortland Street Post Office Box 528 Trenton, NJ 08604 kepstein@trentonnj.org</p> <p>Maria Kelly Assistant Municipal Attorney City of Trenton 333 Cortland Street Trenton, NJ 08638 mkelly@trentonnj.org</p> <p>City of Bordentown Water Department Patricia McGowan, Water Clerk 324 Farnsworth Avenue Bordentown, NJ 08505 Pmcgowan@cityofbordentown.com</p> <p>City of Bordentown John J. Walls Water Treatment Facility Operator Jwalls@cityofbordentown.com</p> <p>Borough of Collingswood Kathy McCarthy, Revenue Collector 678 Haddon Ave Collingswood, NJ 08108 kmccarthy@collingswood.com</p> <p>Wildwood Water Utility Mike McIntyre, Director 3416 Park Boulevard Wildwood, NJ 08260 mmcintyre@wildwoodnj.org</p>
---	---

<p>AARP NJ State Office Evelyn Liebman, Directory of Advocacy 303 George St., Suite 505 New Brunswick, NJ 08901 ELiebman@aarp.org</p> <p>Janine G. Bauer, Esq. 101 Grovers Mill Road, Suite 200 Lawrenceville, NJ 08648 jbauer@szaferman.com</p>	<p>NJUA Richard Henning, President & CEO NJ Utilities Association 154 West State Street, 1st Floor Trenton, NJ 08608 rhenning@njua.com</p> <p>Legal Services of NJ David McMillan, Esq. 100 Metroplex Drive, Suite 402 Edison, NJ 08818 DMcMillin@lsnj.org</p>
<p>Affordable Housing Alliance 3535 Route 66, Parkway 100 Building 4 Neptune Township, NJ 07753</p> <p>Randi Moore, COO aha-coo@housingall.org</p> <p>Donna Blaze, CEO aha-ceo@housingall.org</p> <p>Kathy Kerr, Utility Programs Director aha-utilitydirector@housingall.org</p>	<p>Natural Resources Defense Council 40 West 20th Street New York, NY 10011</p> <p>Lawrence Levine, Esq., Director, Urban Water Infrastructure llevine@nrdc.org</p> <p>Eric Miller, Director NJ Energy Policy EMiller@nrdc.org</p>
<p>Anti-Poverty Network Renee Koubiadis, Executive Director 272 Dunns Mill Road, #327 Acme Commons Center Bordentown, NJ 08505 renee@antipovertynetwork.org</p>	<p>The Labor Management Fund of Operating Engineers Local 825 Gina Sullivan 65 Springfield Avenue, 2nd Floor Springfield, NJ 07081 GSullivan@elec825.org</p>
<p>NJ Citizen Action Beverly Brown Ruggia Financial Justice Program Director The Hahne's Building 625 Broad Street, Suite 270 Newark, NJ 07102 beverly@njcitizenaction.org</p>	<p>National Utilities Contractors Association Evan Piscitelli, Executive Director 3925 Chain Bridge Road, Suite 300 Fairfax, VA 22030 nucaofnj@gmail.com</p>

<p>Food and Water Watch Matthew Smith, NJ Director 100 Bayard Street New Brunswick, NJ 08901 msmith@fwwatch.org</p> <p>New Jersey Shares, Inc. Cheryl Stowell, CEO 4 Walter E Foran Boulevard, Suite 105 Flemington, NJ 08822 cstowell@njshares.org</p> <p>Cullen and Dykman LLP Bruce V. Miller One Riverfront Plaza Newark, NJ 07102 bmiller@cullenllp.com</p> <p>Sarmili Saha 80 State Street, Suite 900 Albany, New York 12207 ssaha@cullenllp.com</p>	<p>Utility & Transportation Contractors Association of NJ Dan Kennedy, Director P.O. Box 728 Allenwood, NJ 08720-0728 kennedy@utcanj.org</p> <p>NJ Department of Human Services Louise Rush, Division Director Division of Aging Services P.O. Box 715 Trenton, NJ 08625-0715 Louise.rush@dhs.nj.gov</p>
<p>Incumbent Local Exchange Telephone Providers</p> <p>Verizon New Jersey Peter Saharko, Esq. Managing Associate General Counsel One Verizon Way 04 Floor Room VC5 4 Basking Ridge, NJ 07920 Peter.saharko@verizon.com </p> <p>Ava-Marie Madeam Vice President, State Regulatory Affairs NY,NJ,CT 999 West Main Street, 3rd Floor Freehold, NJ 07728 Avamarie.p.madea@verizon.com</p>	<p>Alteva of Warwick LLC d/b/a Warwick Valley Telephone Bradford M. Stern, Esq. Rothfelder Stern, LLC 22 Lakeview Hollow Cherry Hill, NJ 08003 bstern@rothfelderstern.com</p> <p>Brightspeed Pamela Sherwood, Esq. Senior Regulatory & Compliance Counsel 1120 South Tryon St., Suite 700 Charlotte, North Carolina 28203 pamela.sherwood@Brightspeed.com</p> <p>Josh Motzer, Director Government Affairs 1120 South Tryon St., Suite 700 Charlotte, NC 28203 josh.motzer@brightspeed.com</p> <p>Ted M. Hankins, Regulatory Matters 1120 South Tryon St., Suite 700 Charlotte, NC 28203 Ted.hankins@brightspeed.com</p>

RESIDENTIAL UTILITY CUSTOMER PROTECTIONS

(Effective March 16, 2023)

Established by the New Jersey Board of Public Utilities (BPU)

If you are having trouble paying your utility bill or are at risk of having your service turned off, you may qualify for help through a utility payment assistance program administered by the State of New Jersey. Learn more by calling your utility company or dialing 2-1-1. Information on programs such as the Winter Termination Program and the Universal Service Fund is also available online at www.nj211.org/utility-assistance-programs. If you have questions or concerns about any of the rights explained in this document, call your utility company. If the utility company is unable to help you or if you have a complaint about your utility company, you can then contact the BPU Division of Customer Assistance at 800-624-0241 or online at <https://www.nj.gov/bpu/assistance/>.

1. You have the right to safe, adequate, and proper utility service if you are a qualified applicant.
2. You are not required to pay an unreasonable deposit amount in order to receive utility service.
3. You have the right to a “budget billing plan” with your utility company if you are a residential electric, gas, water, and/or wastewater utility customer. This is a plan that allows you to pay a set amount each month for a set period of time.
4. You have the right to at least one “deferred payment plan” per year with your utility company if you have an outstanding bill you cannot pay. This is a plan that considers your financial situation and allows you to make payments on the outstanding bill as long as you stay current with payments on any new charges.
5. You have the right to dispute a charge on your utility bill with the utility company. As long as you pay the amount not in dispute, your utility service may not be turned off while the utility company investigates the disputed charge.
6. You have the right to have your meter tested by your utility company free of charge once every 12 months if you think it is not working properly. You may request a BPU employee be there when the utility company is doing the test.
7. You have the right to at least 10 days written notice from your utility company before your utility service may be turned off for non-payment. Your service may be turned off after that time if you do not make a reasonable payment toward what you owe or if you do not agree to a payment plan with your utility company.
8. You have a right to reasonable advance notice from the utility company before your service can be suspended or turned off for reasons other than non-payment.

9. Unless there is a safety-related emergency, a utility company may not suspend or turn off utility service outside the hours of 8:00 a.m. and 4:00 p.m., Monday through Thursday.
10. Unless there is a safety-related emergency, a utility company may not suspend or turn off utility service on a Friday, Saturday, Sunday, a New Jersey State holiday or the day before a New Jersey State holiday, or if a valid medical emergency exists in your household.
11. If you are a customer eligible for protection under the Winter Termination Program, you have the right to utility services from November 15 to March 15. You must notify your utility company of your eligibility under this protection.
12. If you live in a multi-family dwelling unit, you have the right to receive notice if the utility company plans on turning off service to the building. The utility company must either post a notice in a common area and/or send the notice to you as an occupant of the dwelling.
13. If the amount of electricity, gas, water, or wastewater shown on your utility bill appears unexplainably high or suspicious, you have the right to have the utility company perform a "diversion of service" investigation on your behalf.
14. You have the right to continue receiving utility service as long as you pay the charges for the utility service you received. A utility company may not send you notice threatening to turn off your utility service based on extra charges.
15. You have the right to have your deposit returned to you once you close your account and the final bill is settled. The utility company must give you the choice between having your deposit applied to your account as a credit or as a separate check.
16. You should not be assessed a late payment charge on your residential customer utility bill.