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Procedure for Filing a Petition for a Formal Hearing during COVID 19 Pandemic

Due to the COVID -19 pandemic, our procedure for filing a petition for a formal hearing has been amended under the authority of Executive Order 103. While under the Board's Rules of Practice, N.J.A.C. 14:1-1, et seq., you may file a petition, which is a request for a formal hearing, we recommend that you first try to resolve your issue through our informal complaint process that may be filed by contacting our Customer Assistance at 800-624-0241 or bpu.state.nj.us/bpu/assistance/complaints/. At the conclusion of your informal complaint inquiry, if you are still not satisfied, you may file a petition for a formal hearing. The petition, should include the basic facts of your case, and the relief requested and be clearly written in numbered paragraphs, and include a statement summarizing the type of assistance you may require. The petition, should be filed electronically with the Board at board.secretary@bpu.nj.gov. If you are unable to file electronically, you may submit your written petition to the Board Secretary at the address above, please note that written petitions may take longer to process as under Executive Order most Board staff are adhering to the public health emergency protocols and working from home. The Board's March 19, 2020 Order specified that collection of filing fees is suspended until NJPBU resumes normal operations. Suspended filing fees will be due at a future date to be determined by the Board.

Once your petition is filed at the Board's office, it will be given a Docket Number (case number). The Board's Secretary will send an electronic copy of your petition to each party in your formal request. You should include this assigned Docket Number on all future correspondence concerning your matter.

The Board will then review the matter to determine if it is a "contested case" (a case wherein the parties aren't able to resolve the disputed issue). A contested case may be heard by the Board or sent to the Office of Administrative Law (OAL), 33 Washington Street, Newark, New Jersey, 07102, for hearing before an Administrative Law Judge. The parties will be notified by the Board or the OAL of the date assigned for a hearing. Prior to any hearing, conferences may be scheduled by the Board or by the OAL, in an effort to identify the specific issues involved in your petition and to permit an opportunity for settlement.

Under the Board's Rules of Practice, no party, except an individual appearing on his or her own behalf or a principal of a close corporation, shall be allowed to participate in any proceeding before the Board unless he or she is represented by an attorney of this State.