



STATE OF NEW JERSEY
Board of Public Utilities
Two Gateway Center
Newark, NJ 07102
www.nj.gov/bpu/

CUSTOMER ASSISTANCE

IN THE MATTER OF THE PETITION OF UNITED WATER)
NEW JERSEY, INC. FOR APPROVAL PURSUANT TO)
N.J.A.C. 14:3-5.1(c)(1) TO RELOCATE ITS CUSTOMER)
SERVICE CENTER AND NOTICE TO RELOCATE)
UNITED WATER'S CALL CENTER PURSUANT TO)
N.J.A.C. 14:3-5.1(e))

ORDER

DOCKET NO. WO08080594U

(SERVICE LIST ATTACHED)

BY THE BOARD:

On August 18, 2008, United Water New Jersey, Inc. (Company or UWNJ) filed a petition, pursuant to N.J.A.C. 14:3-5.1(c) and (e), to relocate its Customer Service Center (CSC) and Call Center from its current location at 190 Moore Street, Hackensack, New Jersey, to 65-69 DeVoe Place, Hackensack, New Jersey, a distance of approximately 1.46 miles.

UWNJ, in compliance with N.J.A.C. 14:3-5.1(c) and (e), provided customers and other interested parties with adequate notification of the pending relocation by: (1) mailing a copy of its petition to the Clerk of the City of Hackensack and to the Division of Rate Counsel; (2) posting a Notice of the proposed relocation on August 20, 2008, at the existing Hackensack site; and (3) publishing copies of the Notice in three area newspapers, namely the Bergen Record, the Newark Star Ledger, and the Herald News on August 20, 2008.

UWNJ stated the relocation of its CSC and Call Center is necessary because the existing office location is no longer suitable for the Company's employees and customers for reasons, including but not limited to, inadequate security, limited available parking and insufficient space for present employees. The Company further stated that no jobs will be eliminated as a result of the proposed relocation and that all services presently rendered at the current CSC and Call Center will be maintained. In addition, the forty-one customer service representatives employed at the existing CSC and Call Center will be transferred to the new location. UWNJ also noted that the hours of operation at the current location on Moore Street, which are weekdays from 8:00 a.m. to 4:30 p.m., will continue at the proposed new location on DeVoe Place. The Company asserted that the proposed relocation will enable UWNJ to provide all customer services from a single location and the new location will include a private interview room in which customers may discuss any billing issues or customer-related problems. The Company added that the current location on Moore Street does not have a dedicated room in which

customers may discuss billing issues. Instead, customers must discuss any billing issues or customer-related problems in the small reception area. The Company also noted that it had looked into several locations available in the Hackensack area and that the proposed site was the most appropriate and least costly facility in which to house their employees.

The Company indicated that the proposed CSC and Call Center, which as noted above would be located approximately 1.46 miles from the current site, is readily accessible via public transportation. UWNJ further noted that it will provide additional no-cost parking at DeVoe Place, with 109 general parking spaces. Currently, parking for customers at Moore Street is limited to three visitor spaces on-site and employees are required to park at a multi-story parking facility or in a secluded parking lot behind the building. The proposed DeVoe Place location will also be wheelchair accessible and have twenty-four hour surveillance with access to the building via a security gate, to ensure both customer and employee safety. Also, the Company asserted that the proposed relocation site provides a larger customer service area than is available at the current office.

UWNJ noted that as the owners of the DeVoe Place facility will be making capital improvements that will take approximately four months to complete, the Company plans to commence its relocation to the proposed site on or about February 1, 2009, and to have the new office at DeVoe Place open and in operation by March 1, 2009. During the relocation period, which should be completed within fourteen business days, UWNJ, through its vendor, will continue to maintain payment centers at numerous locations in an effort to continue to process all customer requests and payments. Furthermore, a drop box will be available for customer payments at the new location, and current information regarding payment centers and their hours will be maintained on the UWNJ Web site at: www.UnitedWater.com. The Company stated it would also maintain and provide toll free or local exchange telephone numbers for use by the general public and customers affected by the Moore Street Office closing and relocation. The phone number(s) have been posted in the Notice at the office locations and published in the newspaper notices.

UWNJ advised that in addition to customer service functions, call centers for the following water and sewer utilities will also be relocated to the proposed DeVoe Place site from the current Moore Street location: United Water Toms River, United Water Arlington Hills Sewer, United Water Princeton Meadows, United Water Great Gorge Sewer, United Water Vernor Sewer Transmission and United Water West Milford Sewer.

UWNJ stated that the DeVoe Place location will centralize all operations for New Jersey at one site and serve as a one-stop, all-inclusive facility for the Company's customers. Based on the justification for relocation provided in its petition, UWNJ asserted that the closure of the Moore Street office would not unduly prejudice and inconvenience the public interest and, accordingly, requested that the Board authorize the closure and relocation of its CSC and Call Center.

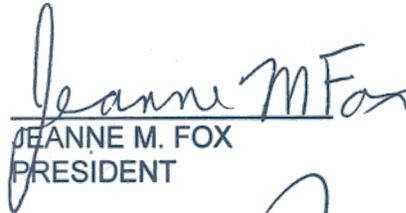
The Division of the Rate Counsel advised Staff on November 19, 2008, that it does not oppose the relocation, and that no correspondence has been received opposing the relocation from interested parties or customers. In addition, the Board would note that it has received no letters in opposition to the relocation from interested parties or customers.

After consideration of all information submitted in this matter, the Board HEREBY FINDS that UWNJ has satisfied all the requirements set out in N.J.A.C. 14:3-5.1 and that the proposed relocation is not unreasonable and will not unduly prejudice the public interest. Accordingly, the Board HEREBY APPROVES the request of United Water New Jersey Inc. as set out in its filed

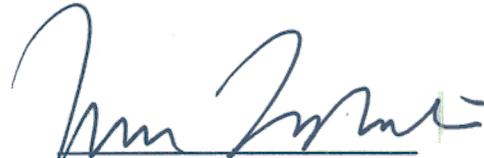
petition and AUTHORIZES the relocation of the Company's Hackensack Customer Service Center and Call Center currently located at 190 Moore Street, Hackensack, New Jersey, to 65-69 DeVoe Place, Hackensack, New Jersey.

DATED: 12/18/08

BOARD OF PUBLIC UTILITIES
BY:


JEANNE M. FOX
PRESIDENT


FREDERICK F. BUTLER
COMMISSIONER


JOSEPH L. FIORDALISO
COMMISSIONER

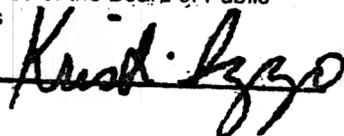

NICHOLAS ASSELTA
COMMISSIONER


ELIZABETH RANDALL
COMMISSIONER

ATTEST:


KRISTI IZZO
SECRETARY

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



United Water New Jersey Inc. Relocate
Call Center Pursuant to NJAC 14-3-5.1
(e) to 65-69 Devoe Place, Hackensack
BPU Docket No. WO08080594
SERVICE LIST

Stefanie A. Brand, Esq.,
Director
Division of Rate Counsel
31 Clinton Street - 11th Floor
P.O. Box 46005
Newark, New Jersey 07101

*Debra F. Robinson, Esq.
Managing Attorney Water &
Wastewater
Division of Rate Counsel
31 Clinton Street - 11th Floor
P.O. Box 46005
Newark, New Jersey 07101

Collin Bailey, Legal Associate
Division of Rate Counsel
31 Clinton Street - 11th Floor
P.O. Box 46005
Newark, New Jersey 07101

Kristi Izzo, Secretary
Board of Public Utilities
Two Gateway Center
Newark, New Jersey 07102

Maria Moran, Director
Division of Water & Wastewater
Board of Public Utilities
Two Gateway Center
Newark, New Jersey 07102

Dante Mugrace,
Chief-Bureau of rates
Division of Water & Wastewater
Board of Public Utilities
Two Gateway Center
Newark, New Jersey 07102

Eric Hartsfield, Director
Division of Customer Assistance
Board of Public Utilities
Two Gateway Center
Newark, New Jersey 07102

Julie Ford
Division of Customer Assistance
Board of Public Utilities
Two Gateway Center
Newark, New Jersey 07102

Elena Lihan
Division of Customer Assistance
Board of Public Utilities
Two Gateway Center
Newark, New Jersey 07102

Mary T. Campbell, Esq.
Corporate Attorney
United Water
200 Old Hook Road
Harrington Park, New Jersey 07640

**Receives all correspondence except
discovery.*

< Receives e-mail only.