



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

CABLE TELEVISION

IN THE MATTER OF THE PETITION OF) ORDER OF APPROVAL
COMCAST OF SOUTH JERSEY, LLC. FOR)
PERMISSION TO RELOCATE A CUSTOMER)
SERVICE OFFICE IN THE TOWNSHIP OF)
WASHINGTON, COUNTY OF GLOUCESTER,)
STATE OF NEW JERSEY PURSUANT TO)
N.J.A.C. 14:18-5.1) DOCKET NO: CO08070490

(SERVICE LIST ATTACHED)

BY THE BOARD:

This matter considers a request by Comcast of South Jersey, LLC ("Petitioner"), a cable company holding a Certificate of Approval and conducting cable television business in the State of New Jersey and with its principal office located at 1500 Market Street, Philadelphia, Pennsylvania, for approval to close an office currently located at 1 Cable TV Lane, in the Sicklerville section of Washington Township, County of Gloucester, State of New Jersey and relocate it to a new location approximately one-quarter mile away at 3501 Route 42 in the Cross Keys Shopping Center, in the Turnersville section of Washington Township, County of Gloucester, State of New Jersey.

On July 10, 2008, Petitioner filed a verified petition, pursuant to N.J.A.C. 14:18-5.1, seeking Board approval for the change of location. Petitioner claims that the existing office, acquired from Lenfest Communications, Inc. in January 2000, is not ideal for customer service because of parking and accessibility concerns.

In support of its proposal, the Petitioner asserts:

1. The proposed location will provide more parking than is available at the current location. At the current office location, parking is shared by other businesses with four spaces reserved for Comcast customers. At the new office location, there will be 14 spaces reserved for Comcast customers, with additional parking and handicapped spaces shared with other businesses in the shopping center.
2. The total square footage will more than double from 1,200 square feet (half of which serves as the customer lobby) at the current location, to 2,800 square feet at the new location. Petitioner anticipates that the new customer lobby will be at least double the current office lobby and will provide adequate space to meet its staff's needs.

Petitioner indicates that no jobs will be lost as a result of the office relocation and no adverse impact is expected on the level of service provided to customers as a result of the change. Petitioner will transfer all existing personnel to the new office who will perform the same functions currently available at the existing location. There will be four cashiers who will be responsible for the in-person equipment exchanges and troubleshooting, in-person payment processing, change in service processing, installation and service call scheduling. Cashiers will be working in shifts guaranteeing at least two employees on duty throughout the workday. The current hours of operation will continue at the new location. The office will be open to transact business from 9:00 am to 7:00 pm Monday through Friday and from 9:00 am to 5:00 pm on Saturday.

As required by N.J.A.C. 14:18-5.1(c), Petitioner posted notice of the proposed change of location on June 14, 2008, at its current office located at 1 Cable TV Lane, Sicklerville. Notice was also published on June 14, 2008 in the "Courier Post" and on July 15, 2008 in the "Gloucester County Times", both newspapers of general circulation in Petitioner's service area. Both notices informed area subscribers of the proposal and their right to file written comments or objections with the Board. On June 11, 2008, Petitioner sent notice of its petition to the municipal clerks of affected municipalities in Buena Vista Township, Chesilhurst Borough, Folsom Borough, Monroe Township, Waterford Township, Washington Township, and Winslow Township to advise them of the proposed change in office location. Petitioner sent a second letter to the municipal clerks of the affected municipalities on August 22, 2008 and attached a copy of the customer notice which advised that comments could be submitted by July 16, 2008. Since the date identified for comment had passed, a further letter was sent on September 22, 2008 advising the municipalities that comments on this matter could be filed with the Board through October 22, 2008. No objections from either the affected municipalities or the subscribers served by the office in question have been filed.

The Board notes that the notices required by N.J.A.C. 14:18-5.1 occurred approximately thirty (30) days prior to the filing of the petition, and the municipal notice copy provided by Petitioner did not specifically inform the affected municipalities of their right or the timeframe to file comments or objections with the Board. Accordingly, Board Staff requested proof, in the form of an affidavit, that the municipalities were properly noticed of their rights to file comments or objections with the Board and that any objections received by Petitioner were provided to the Board. That affidavit was provided by the Petitioner on September 15, 2008.

The Division of Rate Counsel has not filed comments with the Board concerning this petition.

The proposed change in office location conforms to all existing franchise commitments and obligations contained in the system-wide franchise issued by the Board.

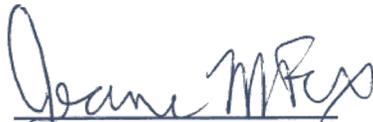
Accordingly, based upon the petition and supporting documentation, the Board HEREBY FINDS that the proposed change in office location will not adversely affect the subscribers in the system. Therefore, the Board HEREBY ORDERS that Petitioner's request for permission to close and relocate its customer service office located at 1 Cable TV Lane, Township of Washington, Sicklerville section, County of Gloucester, State of New Jersey, to a new location at 3501 Route 42, Township of Washington, Turnersville section, County of Gloucester, State of New Jersey, be GRANTED subject to the following conditions:

1. Comcast may not transfer operations or close its 1 Cable TV Lane customer service office until all construction at 3501 Route 42 has been completed, inspected by all applicable local code officials and approved as being in compliance with all applicable building/construction code requirements, and approved by the staff of the Office of Cable Television ("Staff") as outlined below.
2. Upon completion of construction of the customer service facility at 3501 Route 42 and upon receipt of all necessary building and occupation approvals, Comcast shall notify the Board's Office of Cable Television. Within ten (10) business days of receipt of notice, Staff shall conduct an on-site inspection to verify the status of the permits and the condition of the facility. Following inspection, the Office of Cable Television shall forward to Comcast via US mail and facsimile a letter setting forth either its approval of the construction or any concerns it may have.
3. In the event Staff identifies any concerns with the construction or permitting of the facility, Comcast shall address those concerns and give notice to Staff of such correction. Within (10) business days of receipt of the notice of correction, Staff shall issue a letter of approval or shall indicate any remaining concerns to Comcast via US mail and facsimile letter.
4. Upon receipt of the letter from the Office of Cable Television indicating its approval of the construction, Comcast may close its 1 Cable TV Lane, Sicklerville customer service office. Any transfer of operations or personnel prior to receipt of this approval from the Office of Cable Television will render null and void the approval granted in this order, and will subject Comcast to any and all appropriate action on the part of the Board.

5. The order will be null and void if Comcast does not complete the closing and relocation of its customer service facility within 180 days from the date of the issuance of this order.

DATED: 11/7/08

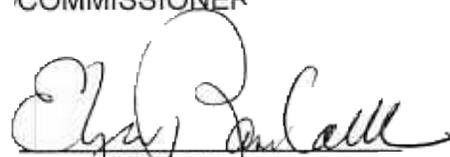
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BY:


JEANNE M. FOX

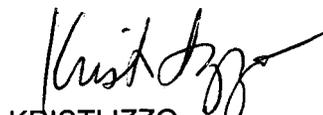

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JOSEPH L. FIORDALISO
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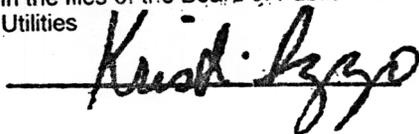

NICHOLAS ASSELTA
COMMISSIONER


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



**I/M/O THE PETITION OF COMCAST OF NEW JERSEY, LLC. FOR PERMISSION
TO RELOCATE A LOCAL BUSINESS OFFICE IN THE TOWNSHIP OF
WASHINGTON, COUNTY OF GLOUCESTER, STATE OF NEW JERSEY
PURSUANT TO N.J.A.C. 14:18-5.1 - DOCKET NO. CO08070490**

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