



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 PUBLIC)
SERVICE ELECTRIC AND GAS COMPANY FOR)
APPROVAL OF THE RELOCATION OF ITS PATERSON)
CUSTOMER SERVICE CENTER FROM 100 HAMILTON)
PLAZA, PATERSON TO 301 MAIN STREET, PATERSON,))
NEW JERSEY, PURSUANT TO N.J.A.C. 14:3-5.1(c))

ORDER

DOCKET NO. EE08100948

(SERVICE LIST ATTACHED)

BY THE BOARD:

On October 30, 2008, Public Service Electric and Gas Company (PSE&G or Company) filed a petition, pursuant to N.J.A.C. 14:3-5.1(c), to relocate its Paterson Customer Service Center (CSC) from its current location at 100 Hamilton Plaza, Paterson, New Jersey, to 301 Main Street, Paterson, New Jersey, a distance of approximately 200 yards.

PSE&G, 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 Paterson and to the Division of Rate Counsel; (2) posting a Notice of the proposed relocation on October 29, 2008, at the existing Paterson site; and (3) publishing a copy of the Notice in area an newspaper, the Herald News, on November 2, 3, and 4, 2008. In addition, the relocation information will be included as a bill message for PSEG customers in the area and will be provided to local social and senior agencies so that these organizations can forward the information to their clients. All Company inquiry and collection telephone personnel will have the relocation information in order that they may direct customers to the proposed new location. PSE&G collection representatives working in the affected area will also notify customers of the proposed relocation and, in the event that they are unable to contact the customer and service is disconnected, the information regarding the new location will be left on the meter or under the resident's door.

PSE&G indicated that the relocation 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, limited available parking, lack of compliance features required by the Americans with Disabilities Act (ADA) 42 U.S.C.A. 12101 et. seq., intermittent heating and ventilation problems, an unresponsive landlord, 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 will be maintained. PSE&G also noted that the hours of operation at the current location at 100 Hamilton Plaza, weekdays from 8:00 a.m. to 5:00 p.m., will continue at the proposed new location at 301 Main Street, Paterson, which will be a walk-in CSC for service inquiries and bill payments.

The Company further indicated that the proposed new location will be wheelchair accessible, with access to the CSC by means of the building elevator. In addition, the new location will contain restrooms and a community room, features that are not available at the current location.

PSE&G stated that its current Paterson CSC provides billing and service-related assistance to customers that will be continued at the proposed new site. The Company further stated that, in terms of space, the proposed new office is a larger facility with a better space designed to facilitate customer traffic flow. PSE&G noted that, as the proposed new location is only about 200 yards from the current CSC, it will have access to the same bus routes. The Company also asserted that the new proposed facility will be more convenient for customers because it will provide free and ample underground parking, and that PSE&G will be able to provide enhanced customer service as the new facility will be staffed by two additional Company employees, a customer service representative and a teller. This will result in an on-site staff consisting of five customer service representatives, three tellers and one Supervisor.

PSE&G stated its intent to close its current Paterson CSC on Friday, December 26, 2008, and relocate and commence operations at the new site on Monday, December 29, 2008. The Company further noted that customers may also continue to make payments at all Western Union locations, with a \$1.00 service fee.

The Division of the Rate Counsel advised Board Staff on December 4, 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 PSE&G has satisfied all the requirements set out in N.J.A.C. 14:3-5.1(c) and (e), and that the proposed relocation is not unreasonable and will not unduly prejudice the public interest. Accordingly, the Board HEREBY APPROVES the request of PSE&G as set out in its filed petition and HEREBY AUTHORIZES the relocation of the

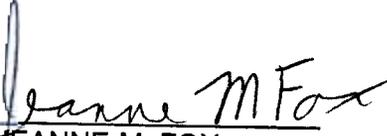
Company's Paterson Customer Service Center currently located at 100 Hamilton Plaza, Paterson, New Jersey, to 301 Main Street, Paterson, New Jersey.

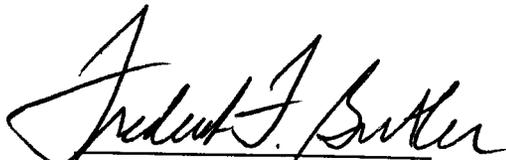
The approvals granted herein shall be subject to the following conditions:

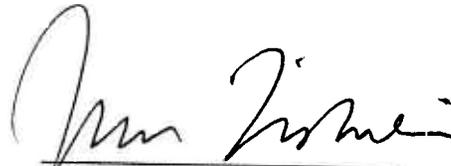
- 1) PSE&G shall maintain, at a minimum, the same hours of operation, staffing levels, and level of service as set forth in the Petition;
- 1) This Order shall not be construed as directly or indirectly fixing for any purposes whatsoever any value of any tangible or intangible assets now owned or hereafter to be owned by Petitioner;
- 2) This Order shall not affect nor in any way limit the exercise of the authority of this Board or of this State, in any future Petition or in any proceedings with respect to rates, franchises, service, financing, accounting, capitalization, depreciation, or any other matter affecting the Petitioner.

DATED: 12/18/08

BOARD OF PUBLIC UTILITIES
BY:


JEANNE M. FOX
PRESIDENT


FREDERICK F. BUTLER
COMMISSIONER


JOSEPH L. FIORDALISO
COMMISSIONER

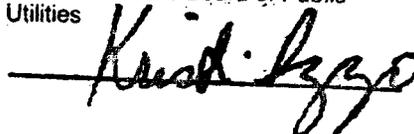

NICHOLAS ASSELTA
COMMISSIONER


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



**I/M/O THE PETITION OF PUBLIC SERVICE ELECTRIC AND GAS COMPANY FOR
APPROVAL OF THE RELOCATION OF ITS PATERSON CUSTOMER SERVICE CENTER
FROM 100 HAMILTON PLAZA, PATERSON TO 301 MAIN STREET, PATERSON, NEW
JERSEY, PURSUANT TO N.J.A.C. 14:3-5.1(c)**

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