



Agenda Date: 10/20/10  
Agenda Item: 7A

**STATE OF NEW JERSEY**  
**Board of Public Utilities**  
Two Gateway Center, Suite 801  
Newark, NJ 07102  
[www.nj.gov/bpu/](http://www.nj.gov/bpu/)

CUSTOMER ASSISTANCE

IN THE MATTER OF THE PETITION OF ROCKLAND )  
ELECTRIC COMPANY FOR APPROVAL OF THE )  
RELOCATION OF ITS SADDLE RIVER BUSINESS )  
OFFICE TO MAHWAH, NEW JERSEY PURSUANT TO )  
N.J.A.C. 14:3-5.1 (c) and (e) )      ORDER OF APPROVAL  
DOCKET NO. EE10070462

Edwin J. Ortiz, Vice-President, Customer Assistance, Saddle River, New Jersey, on behalf of  
Rockland Electric Company, Petitioner

Eric Hartsfield, Director, and Richard Lambert, Division of Customer Assistance, on behalf of the  
Staff of the Board of Public Utilities

Diane Schulze, Esq., Assistant Deputy Rate Counsel, Newark, New Jersey, on behalf of the  
Division of Rate Counsel

**BY THE BOARD:**

On July 8, 2010, Rockland Electric Company ("RECO" or "Petitioner") filed a petition with the Board of Public Utilities ("Board") pursuant to N.J.A.C. 14:3-5.1 (c) and (e) to relocate its current business office, which is located at 82 E. Allendale Road, Saddle River, New Jersey ("Saddle River Office") to One Lethbridge Plaza, Route 17 North, Mahwah, New Jersey ("Mahwah Office").

According to RECO, the Saddle River Office, which contains about 3,000 square feet and is located approximately ¼ mile from exits off Route 17 North and South and has an annual rental cost of \$75,000, suffers from traffic congestion as a result the traffic pattern from its exit as well as to its adjacent proximity to the local police department and a grammar school. In addition, this office is located in a multi-dwelling complex with design criteria required to duplicate that of residential condominium construction resulting in no roadside signage which makes finding the office somewhat challenging. RECO further noted that the Saddle River Office is presently staffed with three distinct yet complimentary departments: (1) New Construction Services; (2) Public Affairs; and (3) Economic Development. In addition, all personnel located at the site are available to assist customers who may walk in.

Petitioner went on to state that the proposed Mahwah Office, which will contain 2,172 square feet and have an annual rental of \$34,752, will have staffing levels that will be consistent with those at the Saddle River Office and will provide easier access for its customers as the office will be located on Route 17 North. RECO further noted that the Mahwah Office would be more centrally located within its service territory and more accessible by public transportation. Also, the office would have a reception area with customer information and be ADA compliant, as well as an area in which customers can contact Petitioner's Customer Service Call Center by phone. In addition, in 2011, RECO plans on installing a computer kiosk at the Mahwah Office which office will continue the current Saddle River Office weekday business hours of 8:00 AM to 4:30 PM.

After review of the entire record in this matter, including the comments filed on behalf of the Division of Rate Counsel ("Rate Counsel") under cover of letter dated August 30, 2010, the Board HEREBY FINDS:

- 1 On July 8, 2010, Rockland Electric Company submitted a request pursuant to N.J.A.C. 14:3-5.1 (c) and (e) to relocate its current business office from 82 E. Allendale Road, Saddle River, New Jersey to One Lethbridge Plaza, Mahwah, New Jersey;
2. RECO has fully complied with the provisions of N.J.A.C. 14:3-5.1(c) and (e), including: (1) mailing copies of the petition on July 9, 2010 to the clerks of the municipalities in Petitioner's service territory as well as to the Division of Rate Counsel; (2) providing customers and other interested parties with adequate notification of the proposed relocation by posting a Notice at the Saddle River office on July 8, 2010; and (3) upon the filing of its petition with the Board, causing newspaper publication of a copy of the Notice in the Bergen Record on July 9, 2010;
3. The closure of the Saddle River Office and its proposed relocation to the Mahwah site is reasonable and will neither unduly prejudice or inconvenience the public nor adversely affect the public interest; and
4. The recommended conditions contained in Rate Counsel's comments are reasonable, consistent with language contained in previous Board Orders dealing with office relocations, and will be set out below.

Based on the foregoing, the Board APPROVES the relocation of RECO's Saddle River Office, located at 82 E. Allendale Avenue, Saddle River, New Jersey, to its proposed Mahwah site located at One Lethbridge Plaza, Route 17 North, Mahwah, New Jersey subject to the following conditions:

- 1 Petitioner shall maintain the same hours of operation, staffing levels and level of service as are presently provided at its existing Saddle River Office;
2. This Order shall not be construed as directly or indirectly fixing for any purposes whatsoever the value of any tangible or intangible assets now owned or hereafter to be owned by Petitioner;
3. 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 Petitioner; and

4. RECO shall provide for automatic update for customer payments made "outside the normal course" (e.g., to avert service disconnections) immediately to ensure customer service is not disconnected when payment has been made.

The Board FURTHER ORDERS RECO to notify the Board's Division of Customer Assistance of the date of the closing of the existing business office and the date of the opening of the new business office not less than 48 hours before such events occur.

DATED: 10/20/10

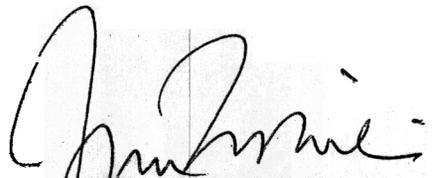
BOARD OF PUBLIC UTILITIES  
BY:



LEE A. SOLOMON  
PRESIDENT



JEANNE M. FOX  
COMMISSIONER



JOSEPH L. FIORDALISO  
COMMISSIONER



NICHOLAS ASSELTA  
COMMISSIONER

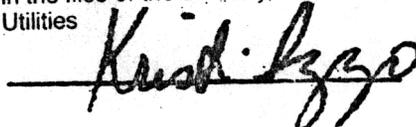


ELIZABETH RANDALL  
COMMISSIONER

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



**IN THE MATTER OF THE PETITION OF ROCKLAND  
ELECTRIC COMPANY FOR APPROVAL OF THE  
RELOCATION OF ITS SADDLE RIVER BUSNISS  
OFFICE TO MAHWAH, NEW JERSEY PURSUANT TO  
N.J.A.C. 14:3-5.1 (c) and (e)**

**DOCKET NO. EE10070462**

**SERVICE LIST**

Edwin J. Ortiz  
Vice President – Customer Service  
Rockland Electric Company  
The Commons  
82 East Allendale Avenue  
Saddle River, New Jersey 07458

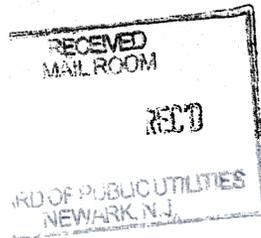
Eric Hartsfield, Director  
Richard Lambert  
Division of Customer Assistance  
Board of Public Utilities  
Two Gateway Center, Suite 801  
Newark, New jersey 07102

Diane Schulze, Esq.  
Assistant Deputy Rate Counsel  
Division of Rate Counsel  
31 Clinton Street  
P.O. Box 46005  
Newark, New Jersey 07101

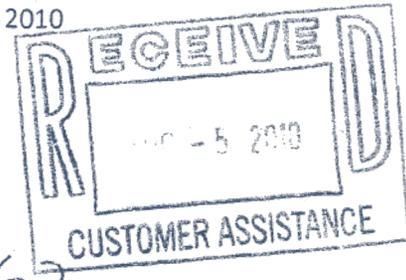


Rockland Electric Company

Rockland Electric Company  
The Commons  
82 East Allendale Road  
Saddle River NJ 07458  
www.oru.com



July 7, 2010



EE10070462

VIA EXPRESS MAIL

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

Dear Secretary Izzo:

Pursuant to the requirements of N.J.A.C. 14:3-5.1(e), Rockland Electric Company ("RECO" or the "Company") by this letter applies to the New Jersey Board of Public Utilities ("Board") for approval to relocate its current business office, which is located at 82 E. Allendale Road, Saddle River, New Jersey ("Saddle River Office"). The Company seeks to relocate its business office to One Lethbridge Plaza, Route 17 North, Mahwah, New Jersey ("Mahwah Office"). As discussed below, the relocation of the Company's business office is not unreasonable and will not unduly prejudice the public interest. Indeed, the relocation will reduce operating costs, maintain high customer service levels and provide a more central office location within the Company's service territory.

The Saddle River Office contains approximately 3,000 square feet and is located approximately ¼ mile from exits off Route 17 North and South. Rent is \$6,250 per month or \$75,000 annually. The traffic pattern from the exit, as well as the adjacent police department and grammar school can result in traffic congestion. The business office is located in a multi-dwelling complex with design criteria required to replicate that of residential condominium construction. No roadside signage is provided and finding the office can be challenging. The Saddle River Office is staffed with three distinct yet complimentary departments: New Construction Services, Public Affairs and Economic Development. All personnel are available to assist customers who walk in.

The Mahwah Office contains 2,172 square feet and is located on one of the state's major thoroughfares, Route 17 North, thereby providing easy access for the Company's customers. Rent is \$2,896 per month or \$34,752 annually. Staffing levels for the New Construction Services, Public Affairs and Economic Development Departments will be consistent with those at the Saddle River Office.

The proposed relocation from the Saddle River Office to the Mahwah Office will provide multiple benefits to the Company's customers. Relocating its business office will allow the Company to reduce its annual rent by \$3,354 per month or \$40,248 annually. The new business office site is more centrally located within the RECO service territory, which includes parts of Bergen, Passaic and Sussex Counties. The new business office location will be on one of the State's major thoroughfares, Route 17 North,

Honorable Kristi Izzo  
Secretary  
July 7, 2010  
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Island Road in Mahwah, for those customers who choose not to travel on the highway. Attached, for reference, are two illustrations. The first depicts a map of the RECO service territory highlighting its Western border, and illustrating the locations of both the current office (Saddle River) and the proposed office (Mahwah). The second illustration provides two (2) aerial views of the proposed office and adjacent thoroughfares.

The office configuration at the Mahwah Office will consist of a one-level workplace, located on the second floor within the building. Both elevator and stairwell access are available, and the building is handicapped accessible. The Mahwah Office will have a reception area, as well as an area where customers can contact the Company's Customer Service Call Center by phone if additional assistance is required. Also, a computer kiosk that will accept payments is planned for customer convenience. The reception area will also contain consumer information brochures regarding energy efficiency, consumer rights and responsibilities and Company programs.

Pursuant to the requirements of N.J.A.C. 14:3-5.1(e), the Company will be publishing a copy of the attached relocation notice in the Bergen Record on or about July 9, 2010. The Company will post a copy of such relocation notice at its Saddle River Office. In addition, the Company will send a letter and the attached relocation notice to the clerk of each of the municipalities in the Company's service territory.

The Company requests that the Board approve the relocation of its business office on an expeditious basis. Please contact me if you have any questions or require any additional information regarding this matter.

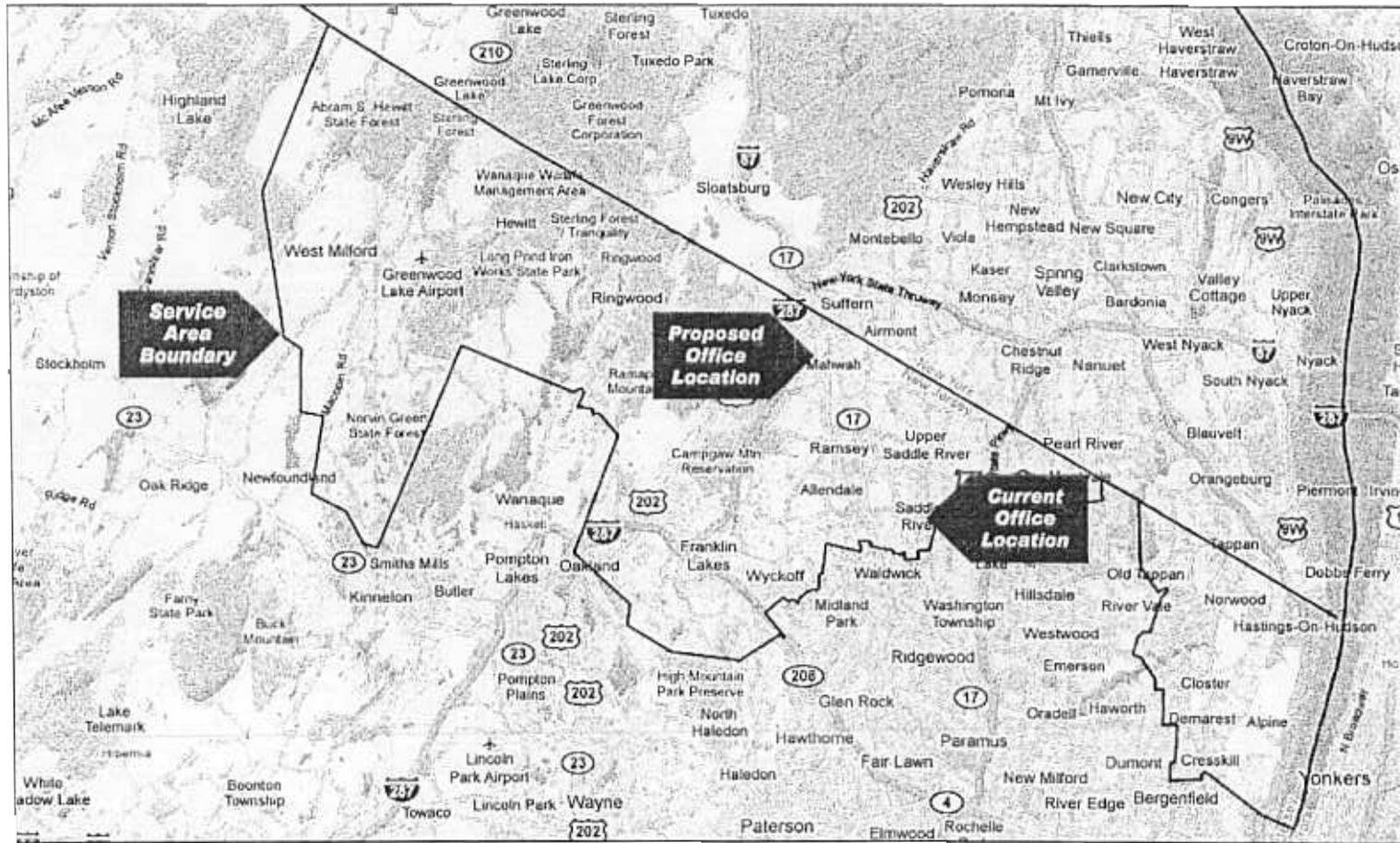
Sincerely,



Edwin J. Ortiz  
Vice President – Customer Service  
Phone: 845-577-3367  
Email: ortize@oru.com

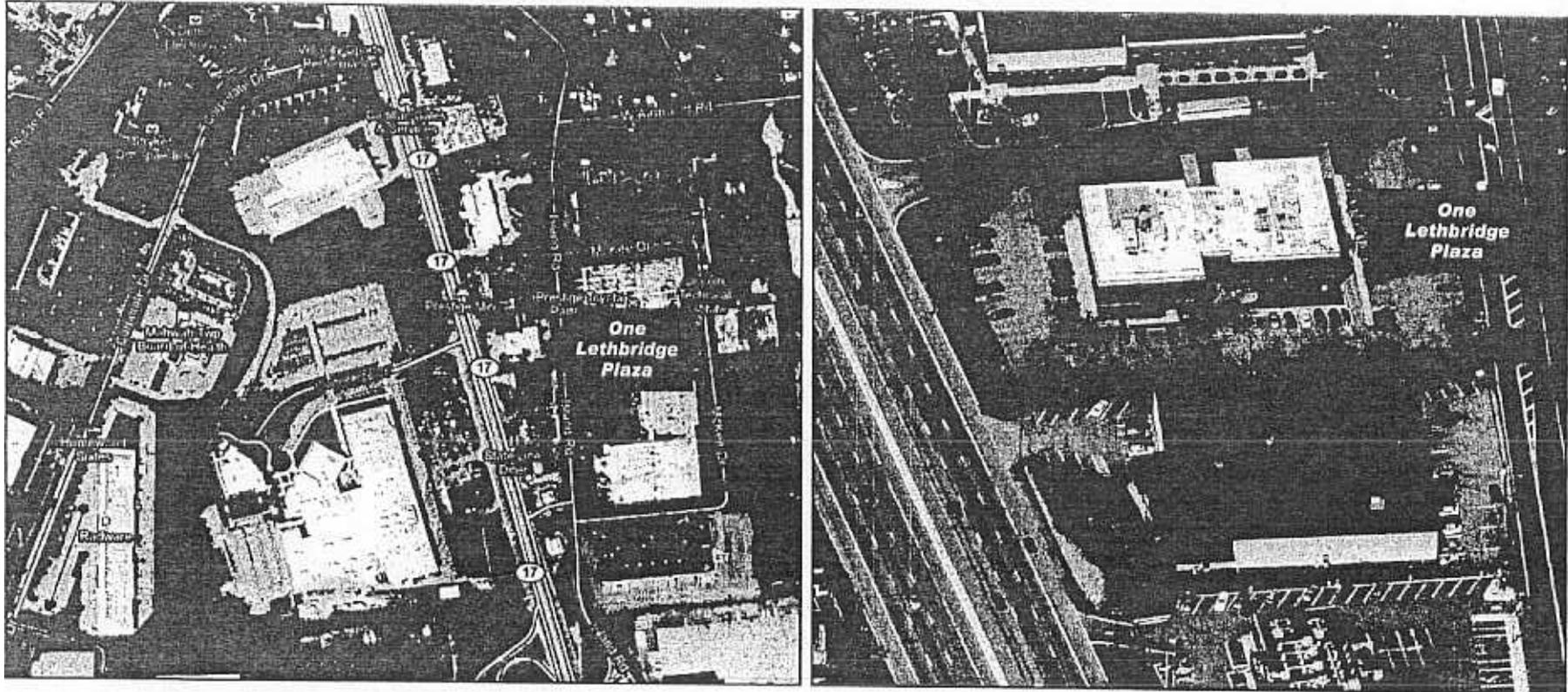
cc: President Solomon  
Commissioner Fox  
Commissioner Fiordaliso  
Commissioner Randall  
Commissioner Asselta  
Stefanie Brand, Esq.

# Rockland Electric Company Office Relocation from Saddle River to Route 17 in Mahwah



- Mahwah Township centrally located within Rockland Electric Company (RECO) service territory

## **Benefits of Rockland Electric Company Office Relocation from Saddle River to Route 17 in Mahwah**



- New Route 17 location will dramatically increase ease of access to customers
- Mahwah location will retain same New Construction Services, Community Relations and Economic Development groups with no reduction in staff
- More efficient use of space and lower lease rate will result in \$40,248 (53%) in annual rent savings

**PUBLIC NOTICE TO ROCKLAND ELECTRIC COMPANY CUSTOMERS**

**ROCKLAND ELECTRIC COMPANY**

**NOTICE OF PROPOSED BUSINESS**

**OFFICE RELOCATION**

**TO OUR CUSTOMERS:**

**TAKE NOTICE** that by letter dated July 7, 2010, Rockland Electric Company (“RECO” or the “Company”), a New Jersey public utility, applied to the New Jersey Board of Public Utilities (the “Board”) for approval to relocate its current business office, which is located at 82 E. Allendale Road, Saddle River, New Jersey (“Saddle River Office”), to a business office located at One Lethbridge Plaza, Route 17 North, Mahwah, New Jersey (“Mahwah Office”). This relocation will reduce operating costs, maintain high customer service levels and provide a more central office location within the Company’s service territory.

The proposed relocation from the Saddle River Office to the Mahwah Office will provide multiple benefits to the Company’s customers. The new business office site is more centrally located within the RECO service territory, which includes parts of Bergen, Passaic and Sussex Counties. The new business office location will be on one of the State’s major thoroughfares, Route 7 North, thereby providing easy access for the Company’s customers. The new office also can be accessed from Island Road in Mahwah, for those customers who choose not to travel on the highway. Staffing levels at the Mahwah Office for the Company’s New Construction Services, Public Affairs and Economic Development Departments will be consistent with those at the Saddle River Office.

Customers may submit written objections or other comments, regarding the Company's proposed business office relocation, with the Secretary of the New Jersey Board of Public Utilities at Two Gateway Center, Newark, New Jersey 07102 ATTN: Kristi Izzo. Any such written comments must be submitted by no later than close of business on Friday, August 6, 2010.

**ROCKLAND ELECTRIC COMPANY**

Dated: July 9, 2010