



Agenda Date: 10/5/10

Agenda Item: III E

STATE OF NEW JERSEY
Board of Public Utilities
Two Gateway Center, Suite 801
Newark, NJ 07102
www.nj.gov/bpu/

CABLE TELEVISION

IN THE MATTER OF THE PETITION OF COMCAST)
OF SOUTH JERSEY, LLC FOR PERMISSION TO CLOSE)
A LOCAL BUSINESS OFFICE IN THE TOWNSHIP OF)
MULLICA, COUNTY OF ATLANTIC, STATE OF NEW)
JERSEY, PURSUANT TO N.J.A.C. 14:18-5.1)

ORDER OF APPROVAL

DOCKET NO. CO10070503

Dennis C. Linken, Esq., Stryker, Tams & Dill, LLC Newark, New Jersey for Petitioner

(SERVICE LIST ATTACHED)

BY THE BOARD:

This matter concerns a request by Comcast of South Jersey, LLC ("Petitioner" or "Comcast"), a cable company holding Certificates of Approval and conducting cable television business in the State of New Jersey, with its principal office located at 1500 Market Street, Philadelphia, Pennsylvania, for approval to (i) close an office currently located at 3040 S. White Horse Pike, Mullica Township, County of Atlantic, State of New Jersey 08037 and (ii) redirect its customers to an existing Comcast office which is approximately 3.5 miles from the Mullica location. The existing Comcast Hammonton office address is 106 Fairview Avenue, Hammonton Town, County of Burlington, State of New Jersey 08037.

On July 29, 2010, Petitioner filed a verified petition, pursuant to N.J.A.C. 14:18-5.1, seeking Board approval to close a customer service office. Petitioner claims that the Mullica office, acquired from Sammons Communications of New Jersey Inc., in 1996, is no longer desirable, as it is infrequently utilized by subscribers.

Petitioner asserts that the closing of the Mullica office and redirection of subscribers to its Hammonton office are reasonable for the following reasons:

1. Customers will be adequately served by the Hammonton office that is located approximately 3.5 miles from Petitioner's Mullica Township office location.
2. The Hammonton office has identical customer services and similar parking as well as additional parking on the side of the building. Both addresses have a handicapped parking space.

3. The hours of operation for customers to seek assistance at the Hammonton office will be the same as the Mullica office.

Petitioner avers that no adverse impact is expected on the level of service provided to customers as a result of the change. The customer services include: processing applications for service, service inquiries and service call scheduling, bill payments, exchanges, pick-ups and collection of equipment, and complaint responses. The office will be open to transact business from 9:00 a.m. to 5:00 p.m. on Mondays, Tuesdays, Wednesdays, and Fridays, and from 9:00 a.m. to 7:00 p.m. on Thursdays.

As required by N.J.A.C. 14:18-5.1(c), Petitioner posted notice of the proposed change of location on August 6, 2010 at its Mullica Township office located at 3040 S. White Horse Pike. Notice was also published on August 13, 2010 in the Press of Atlantic City, a newspaper of general circulation in Petitioner's service area, informing area subscribers of the proposal and their right to file written comments or objections with the Board. Also, on August 5, August 25, and September 21, 2010, Petitioner sent notice of its petition to the municipal clerks of affected municipalities. The proposed office closing affects the following municipalities:

Bass River Township, Mullica Township, and Washington Township (Burlington County)

Each of the municipalities was sent notice of the proposed office closing. Objections to the proposed office closing were filed by the attorney representing the Township of Mullica via a letter dated August 26, 2010, and by three residential customers who allegedly use the office which Comcast is proposing to close.

Mullica Township objected to the closing based on its interpretation of the consent ordinance which stated that Comcast shall maintain a local business office or agent for the purpose of receiving, investigating and resolving all local complaints regarding the quality of service, equipment malfunctions, and similar matters. The three (3) subscribers commented generally objecting to traveling the extra 3.5 miles to the Hammonton office.

By letter dated September 2, 2010, Comcast filed its response to Mullica Township's objection, which cited the franchise documents and the State regulations governing office location and closings. Comcast contended that while they have agreed to a local office, its local franchises do not mandate that the local office be maintained at any particular location. Mullica Township did not reply to Comcast's position. A review of the relevant documents regarding the franchise agreements between Mullica Township and Comcast indicates that Comcast is not required to locate its office within Mullica Township and that Comcast is not precluded from closing its Mullica Township office and redirecting its subscribers who use such office to the Hammonton office approximately 3.5 miles away.

Regarding the three customer objections, a review of the franchise documents and applicable regulations indicates that while the trip to Comcast's Hammonton office would be longer, i.e., 3.5 miles, it is not unreasonable nor does it unduly prejudice the public interest.

By letter dated September 27, 2010, the Division of Rate Counsel filed comments in support of Comcast's petition.

Based on the aforementioned findings and the Board's review of the record, the Board has determined that the proposed change in customer service office location conforms to all existing

conditions regarding office location in the certificates of approval currently in effect for the systems served by the Petitioner and meets current regulations.

Accordingly, and based upon the petition and supporting documentation, the Board HEREBY FINDS that the proposed change in office location is not unreasonable, will not adversely affect the subscribers in the system, and will not unduly prejudice the public interest. Therefore, the Board HEREBY ORDERS that Petitioner is AUTHORIZED to (i) close its existing customer service office located at 3040 S. White Horse Pike, Mullica Township, New Jersey, 08037 and (ii) redirect its customers to its existing Hammonton office, subject to the following condition:

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

DATED: 10/5/10

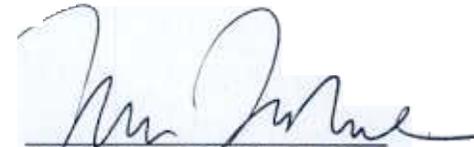
BOARD OF PUBLIC UTILITIES
BY:



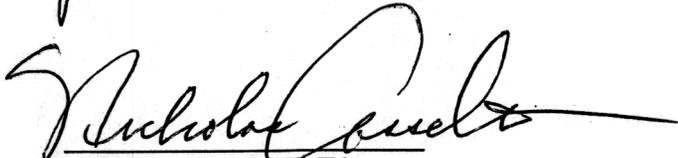
LEE A. SOLOMON
PRESIDENT



JEANNE M. FOX
COMMISSIONER



JOSEPH L. FIORDALISO
COMMISSIONER



NICHOLAS ASSELTA
COMMISSIONER



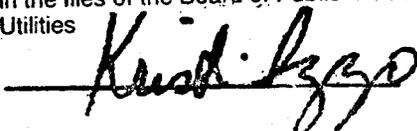
ELIZABETH RANDALL
COMMISSIONER

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



SERVICE LIST

**I/M/O THE PETITION OF COMCAST OF SOUTH JERSEY, LLC FOR PERMISSION
TO CLOSE A LOCAL BUSINESS OFFICE IN THE TOWNSHIP OF MULLICA, COUNTY OF
ATLANTIC, STATE OF NEW JERSEY
PURSUANT TO N.J.A.C. 14:18-5.1**

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Celeste M. Fasone, Director
Office of Cable Television
Board of Public Utilities
2 Gateway Center, Suite 801
Newark, NJ 07102

Dennis C. Linken, Esq.
Stryker, Tams & Dill, LLP
Two Penn Plaza East
Newark, New Jersey 07105

William H. Furlong, Bureau Chief
Bureau of Inspection & Enforcement
Office of Cable Television
Board of Public Utilities
2 Gateway Center, Suite 801
Newark, NJ 07102

Stephanie Brand, Director
Division of Rate Counsel
31 Clinton Street, 11th Floor
P. O. Box 46005
Newark, NJ 07101

Terry Priadka, Supervisor
Bureau of Inspection & Enforcement
Office of Cable Television
Board of Public Utilities
2 Gateway Center, Suite 801
Newark, NJ 07102

Christopher White, Esq.
Jose Rivera-Benitez, Esq.
Division of Rate Counsel
31 Clinton Street, 11th Floor
P. O. Box 46005
Newark, NJ 07101

Lawanda Gilbert
Legal Specialist
Board of Public Utilities
Two Gateway Center, Suite 801
Newark, NJ 07102

Nancy Wolf
Karen Marlowe
Office of Cable Television
Board of Public Utilities
Two Gateway Center, Suite 801
Newark, NJ 07102

Caroline Vachier, DAG
Alex Moreau, DAG
Division of Law
124 Halsey Street
P.O. Box 45029
Newark, NJ 07102

Norman L. Zlotnick, Esq.
Biel, Zlotnick & Feinberg
450 Tilton Rd., Suite 120
Northfield, NJ 08225

Steven Rastatter
Office of Cable Television
Board of Public Utilities
Two Gateway Center, Suite 801
Newark, NJ 07102