



COVID-19 FAQs

Updated August 19, 2020

Staff of the New Jersey Board of Public Utilities (“NJBPU” or “Board”) has created this Frequently Asked Question (FAQ) guide to assist the community while we navigate the developing situation related to the COVID-19 pandemic.¹

For the benefit of the public, we encourage the cooperation of all parties with business before the Board to assist with implementing measures necessary for continuing Board operations during this time.

Note: This FAQ should be read in conjunction with Governor Murphy’s [Executive Order 142](#) dated May 13, 2020, the Board’s [May 20, 2020 Order](#), and the Board’s emergency order on process and procedure issued on March 19, 2020 in Docket No. EO20030254 (“March 19 Order,” available [here](#)), as well as the Board’s rules, regulations, and governing statutes. NJBPU Staff will continue to update this FAQ as conditions warrant.

General Information

Q: Is the New Jersey Board of Public Utilities still open?

A: Yes. While the NJBPU offices are physically closed to the public, NJBPU Staff is still conducting its business remotely.

Q: I do not have the ability to electronically file my papers. What do I do?

A: If you do not have access to email, you may contact NJBPU’s Customer Service hotline at 800-624-0241. Please leave a voicemail and a member of our Staff will return your call shortly.

NJBPU Staff will not process paper filings and no action will be taken on them until after the COVID-19 crisis has abated.

Q: Can I fax my paperwork to the Board?

A: No. NJBPU cannot accept fax filings or submissions at this time due to remote work conditions.

Q: I have questions about a form or other NJBPU document. What do I do?

A: NJBPU Staff is still performing its functions remotely and are accessible via email at Customer.Assistance@bpu.nj.gov, or leave a message at **800-624-0241** and a member of our Staff will return your call shortly.

¹ This guidance is not intended to provide legal advice.



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Q: Will routine on-site inspections still take place?

A: Routine on-site inspections are permitted subject to certain safety and social distancing requirements consistent with Governor Murphy's [Executive Order 142](#) dated May 13, 2020.

Q: What is the protocol for marketing and on-site visits?

A: Consistent with Governor Murphy's [Executive Order 142](#) dated May 13, 2020, energy-related door-to-door or in-person marketing may be conducted subject to certain safety and social distancing requirements. Door-to-door sales typically refers to residences.

Q: I am a party to an action before the Board. Will I still receive a paper copy of the Board Order?

A: No. At this time Board Orders will only be served to parties electronically via the Service List.

Q: How will public hearings be conducted?

A: Staff is working to coordinate remote telephonic public hearings. The call-in information will be included in the Public Notice for the matter, to ensure that public participation is seamless.

Division of Audits:

Annual Report/

Gross Intrastate Revenue Statements & Assessment Payments

Q: What if I couldn't file the Annual Report that was due by March 31, 2020 due to COVID-19?

A: If your business has been impacted by COVID-19 and you were unable to file by the deadline as a result, you may request a thirty-day extension. Please send your request to the Board Secretary at board.secretary@bpu.nj.gov and copy the following NJBPU Division of Audits Staff members:

- alice.bator@bpu.nj.gov
- william.foley@bpu.nj.gov
- naren.ravaliya@bpu.nj.gov

Please include an explanation of how your company was impacted by COVID-19.



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Q: Can I file my Annual Report electronically?

A: Yes. Please email the Annual Report to the Board Secretary at board.secretary@bpu.nj.gov and copy the following Division of Audits Staff:

- alice.bator@bpu.nj.gov
- william.foley@bpu.nj.gov
- naren.ravaliya@bpu.nj.gov

Electronic filings will be accepted as though submitted in paper form. A confirmation email will be sent upon receipt and will be considered as timely filed when received. NJBPU Staff will notify you of any deficiencies.

Q: Can I receive an extension to file the Gross Intrastate Revenue Statement that was due by June 1, 2020?

A: At this time, the Gross Intrastate Revenue Statement was still due on June 1, 2020.

Q: Can I file my Gross Intrastate Revenue Statement electronically?

A: Yes. Please email the Gross Intrastate Revenue Statement to the Board Secretary at board.secretary@bpu.nj.gov and copy the following NJBPU Division of Audits Staff members:

- alice.bator@bpu.nj.gov
- william.foley@bpu.nj.gov
- naren.ravaliya@bpu.nj.gov

Electronic filings will be accepted as though submitted in paper form. A confirming email will be sent upon receipt and will be considered as timely filed when received. NJBPU Staff will notify you of any deficiencies.

Q: I did not receive an extension and cannot submit my paperwork or the associated fees before the deadline. Will I be penalized?

A: The Board considers extenuating circumstances when evaluating appropriate penalties for late filings. If your company has been impacted by COVID-19, you may still seek an extension by emailing board.secretary@bpu.nj.gov with a copy to tps.pricelink@bpu.nj.gov. Please be sure to include an explanation of how your company was impacted by COVID-19. The Board's March 19 Order specified that collection of filing fees is suspended until NJBPU resumes normal operations. Suspended filing fees will be due at a future date determined by the Board.



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Q: How do I pay the invoice received from NJBPU regarding assessment fees for the 2021 fiscal year?

A: You may continue to mail your payment of the assessment to the Board at 44 South Clinton Avenue, 9th Floor, Post Office Box 350 Trenton, New Jersey 08625-0350 until further notice. Electronic payments are not available at this time.

Licensing & Registrations

Q: Can I file my Licensing or Registration Applications or Licensing Annual Information Update Forms electronically?

A: Yes. You may file your Licensing or Registration Applications or Licensing Annual Information Update Forms electronically by e-mailing board.secretary@bpu.nj.gov. Electronic filings will be accepted as though submitted in paper form. A confirming email will be sent upon receipt which will reflect the official filing date for your submitted applications/forms. In addition to e-mailing the Board's Secretary, you must also e-mail the tps.pricelink@bpu.nj.gov. NJBPU Staff will notify you of any deficiencies.

Q: How do I pay my Licensing/Registration Applications or Licensing Annual Information Update Forms fees?

A: The Board's March 19 Order specified that collection of filing fees is suspended until NJBPU resumes normal operations. Suspended filing fees will be due at a future date determined by the Board.

Q: Will I be penalized for filing my application or annual information update forms beyond my expiration date or anniversary date?

A: The Board considers extenuating circumstances when evaluating appropriate penalties in late filings. If your company has been impacted by COVID-19, you may provide this explanation at the time you submit the necessary paperwork.