



Agenda Date: 9/12/08  
Agenda Item: 3A

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

**CABLE TELEVISION**

IN THE MATTER OF THE APPLICATION OF CSC	)	ORDER OF APPROVAL
TKR, INC. D/B/A CABLEVISION OF RARITAN	)	
VALLEY TO RELOCATE A LOCAL BUSINESS	)	
OFFICE PURSUANT TO <u>N.J.A.C. 14:18-5.1</u>	)	BPU DOCKET NO. CO08060438

(SERVICE LIST ATTACHED)

**BY THE BOARD:**

This matter considers a request by CSC TKR, Inc. d/b/a Cablevision of Raritan Valley ("Cablevision" or "Petitioner"), a cable company holding Certificates of Approval and conducting cable television business in the State of New Jersey, and with its principal office at 1111 Stewart Avenue, Bethpage, New York, for approval to close an office currently located at 499 Ernston Road, Borough of Sayreville, County of Middlesex, State of New Jersey and relocate it to a new location approximately 2.1 miles away at 2909 Washington Road, Borough of Sayreville, County of Middlesex, State of New Jersey.

By way of background, on June 27, 2008, Cablevision filed a verified petition, pursuant to N.J.A.C. 14:18-5.1, seeking Board approval of the proposed office closing and relocation. Petitioner asserts that the relocation is necessary because, among other reasons, its lease is expiring at the Ernston Road location and the Washington Road location will provide benefits greater than or comparable to the benefits at the current location.

In support of its proposal, the Petitioner asserts as follows:

- 1) The proposed location provides more parking than is available at the current location. At the current office location, parking is shared with other businesses with no spaces reserved for Cablevision customers. At the new office location there will be 12 spaces reserved for Cablevision customers, four of which are reserved for handicapped parking.
- 2) The total square footage of customer service space will increase by over 1,700 square feet from 1,140 square feet at the current location to 2,900 square feet at the new location. This will provide space for an additional customer service workstation to accommodate customer transactions, and is expected to result in improved waiting times.
- 3) The Washington Road location will be open six days a week, maintaining the same business hours as the current location.

- 4) The proposed location is readily accessible by public transportation, as is the current location.

Petitioner indicates that no jobs will be eliminated as a result of the proposed relocation. Petitioner employs six full time Customer Services Relations Coordinators at the current office to assist walk-in customers by taking payments; exchanging customer equipment; and receiving, investigating and resolving customer complaints. Following the relocation, Petitioner represents that all services and personnel presently available at the current office will be maintained at the new location. Similarly, the hours of operation at the current office will continue at the new location. The office will be open to transact business from 8:30 am to 5:30 pm on Monday, Wednesday and Friday; from 8:30 am to 8:00 pm on Tuesday and Thursday; and from 9:00 am to 5:00 pm on Saturday.

As required by N.J.A.C. 14:18-5.1, Petitioner posted notice of the proposed office closing and relocation on June 24, 2008, at its current office at 499 Ernston Road. Notice was also published on June 29, 2008 in the "Home News Tribune," a daily newspaper of general circulation in the Petitioner's service area, informing area subscribers of the proposal and their right to file written comments or objections to the Board. Also, on June 27, 2008, the Petitioner sent copies of its petition to advise the municipal clerks of the Boroughs of Sayreville and Matawan and the Townships of Aberdeen and Old Bridge of the proposed relocation.

Staff advises that no objections from any of the affected municipalities or subscribers served by the current office have been filed arising from Petitioner's notices. Likewise, no objection to the proposed office relocation was filed by the Department of the Public Advocate, Division of Rate Counsel.

Staff also advises that construction is needed at the Washington Street location before Cablevision can occupy the premises. While the Board understands the desire of Petitioner to ensure Board approval prior to expending the cost and effort necessary to complete construction, the Board must ensure that a customer service facility is open and operational during the course of the construction. Thus, the Board believes it appropriate to include conditions on the office closing to ensure that customers will continue to have seamless access to customer service during the transition period.

The proposed office closing and relocation conforms to all existing franchise commitments and obligations in the Certificate of Approval and municipal consent agreements for the municipalities served by the current office.

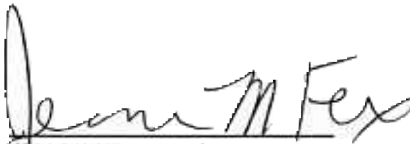
Accordingly, and based upon the petition and supporting documentation, the Board HEREBY FINDS that the proposed office relocation will not adversely affect the subscribers in the system. Therefore, the Board HEREBY ORDERS that Petitioner's request for permission to close and relocate its customer service office located at 499 Ernston Road, Borough of Sayreville, County of Middlesex to a new location at 2909 Washington Road, in the Borough of Sayreville, County of Middlesex, State of New Jersey be GRANTED subject to the following conditions:

Cablevision may not transfer operations or close its 499 Ernston Road customer service office until all construction at 2909 Washington Road has been completed, inspected pursuant to 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 499 Ernston Road and upon receipt of all necessary building and occupation approvals, Cablevision 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 Cablevision via U.S. 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, Cablevision shall address those concerns and give notice to the Staff of such correction. Within (10) business days of receipt of notice of correction, Staff shall issue a letter of approval or shall indicate any remaining concerns to Cablevision via U.S. mail and facsimile letter.
4. Upon receipt of the letter from the Office of Cable Television indicating its approval of the construction, Cablevision may close its 449 Ernston Road 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 Cablevision to any and all appropriate action on the part of the Board.
5. The order will be null and void if Cablevision does not complete the closing and relocation of its customer service facility within 180 days from the date of the issuance of this Order.

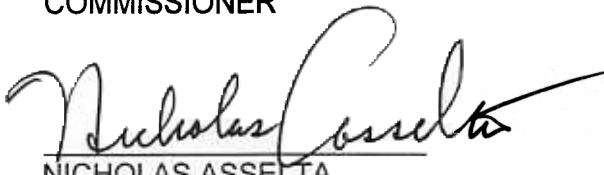
DATED: 9/15/08

BOARD OF PUBLIC UTILITIES  
BY:

  
JEANNE M. FOX  
PRESIDENT

  
FREDERICK F. BUTLER  
COMMISSIONER

  
JOSEPH L. FIORDALISO  
COMMISSIONER

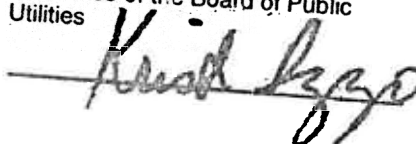
  
NICHOLAS ASSELTA  
COMMISSIONER

  
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



**IN THE MATTER OF THE APPLICATION OF CSC TKR, INC. D/B/A CABLEVISION OF  
RARITAN VALLEY FOR PERMISSION TO RELOCATE A LOCAL BUSINESS  
OFFICE IN THE BOROUGH OF SAYREVILLE, PARLIN SECTION,  
COUNTY OF MIDDLESEX, STATE OF NEW JERSEY  
PURSUANT TO N.J.A.C. 14:18-5.1**

**DOCKET NO. CO08060438**

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