



Agenda Date: 9/16/10

Agenda Item: IIIH

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)	ORDER OF APPROVAL
OF CENTRAL NEW JERSEY II, LLC FOR PERMISSION)	
TO CLOSE A LOCAL BUSINESS OFFICE IN THE)	
TOWNSHIP OF FRANKLIN, COUNTY OF SOMERSET,)	
STATE OF NEW JERSEY PURSUANT TO <u>N.J.A.C.</u>)	
14:18-5.1)	DOCKET NO. CO10070498

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 Central New Jersey II, LLC ("Petitioner" or "Comcast"), a cable company holding Certificates of Approval and conducting cable television business in the State of New Jersey and with its principal office located at 1500 Market Street, Philadelphia, Pennsylvania, for approval to (i) close an office currently located at 100 Randolph Road, Franklin Township, County of Somerset, State of New Jersey and (ii) redirect its customers to an existing Comcast office which is approximately 5 miles from the Franklin location. The existing Comcast Hillsborough office address is 279 Amwell Road, Hillsborough Township, County of Somerset, State of New Jersey.

On July 28, 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 Franklin office, acquired from Patriot Media Holdings, LLC, in August 2007, is no longer desirable, as it is infrequently utilized by subscribers.

Petitioner asserts that the closing of the Franklin office and redirection of subscribers to its Hillsborough office is reasonable for the following reasons:

1. Customers will be adequately served by the Hillsborough office that is located approximately 5 miles from Petitioner's Franklin Township office location.
2. The Hillsborough office has identical customer services and easier parking as well as better positioned handicap parking, adjacent to the front door, versus across a parking lot at the Franklin office.

3. The hours of operation for customers to seek assistance at the Hillsborough office will be expanded and will be greater than the Franklin office hours. The Hillsborough office will also be remodeled by adding another customer service window to help serve the customers redirected from the Franklin office.

Petitioner indicates that no adverse impact is expected on the level of service provided to customers as a result of the change. The customer services include; in-person equipment exchanges and troubleshooting, in-person payment processing, change in service processing, installation and service call scheduling. The office will be open to transact business from 8:00 a.m. to 5:00 pm on Monday, Friday and Saturday, 8:00 am to 7:00 pm on Tuesday, Wednesday and Thursday, and between 11:00 am and 4:00 pm on Sunday.

As required by N.J.A.C. 14:18-5.1(c), Petitioner posted notice of the proposed change of location on July 29, 2010, at its Franklin Township office located at 100 Randolph Road. Notice was also published on August 5, 2010 in the Star Ledger and on August 6, 2010 in the Courier News, newspapers 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 2, 2010, Petitioner sent notice of its revised petition to the municipal clerks of affected municipalities. The Comcast of Central New Jersey II, LLC (Somerset System) encompasses the following municipalities:

Bedminster Township, Bernardsville Borough, Bethlehem Township, Branchburg Township, Chatham Township, Chester Borough, Chester Township, Clinton Town, Clinton Township, Delaware Township, East Amwell Township, Far Hills Borough, Flemington Borough, Franklin Township (Hunterdon County), Franklin Township (Somerset County), Harding Township, Hillsborough Township (Somerset County), Lebanon Borough, Long Hill Township, Mendham Borough, Mendham Township, Millstone Borough, Montgomery Township, Peapack and Gladstone Borough, Princeton Borough, Princeton Township, Raritan Township, Readington Township, Rock Hill Borough, Tewksbury Township and Union Township (Hunterdon County).

Each of the municipalities was sent notice of the proposed office closing. No objections from the affected municipalities or the subscribers served by the office in question have been filed.

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.

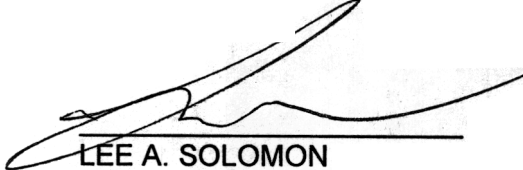
Accordingly, and based upon the petition and supporting documentation, the Board HEREBY FINDS that the proposed change in office location will not adversely affect the subscribers in the system. Therefore, the Board HEREBY ORDERS that Petitioner is AUTHORIZED to (i) close its existing customer service office located at 100 Randolph Road, Franklin Township, New Jersey, 08873 and (ii) redirect its customers to its existing Hillsborough office, subject to the following conditions:

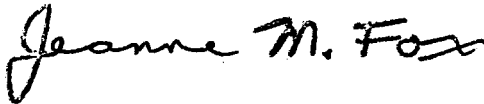
1. Petitioner shall ensure that customer services will not be impacted during the remodeling/expansion of the Amwell Road location.
2. Upon completion of the customer service expansion at the Amwell Road location, Comcast shall notify the Board's Office of Cable Television.

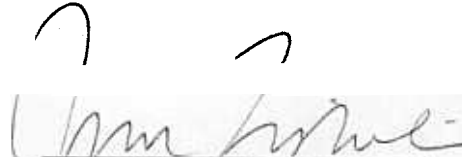
3. Petitioner shall, within 10 days of the Board's Order in this matter, provide any and all formal affidavits of newspaper publication, certification of mailing or distribution of the notice to municipalities and posting of the notice at the Franklin office, not previously provided in connection with this matter to the Board's Office of Cable Television.
4. 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.

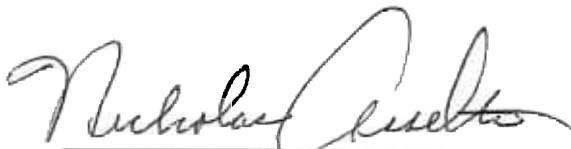
DATED: 9/16/10

BOARD OF PUBLIC UTILITIES
BY:



LEE A. SOLOMON
PRESIDENT


JEANNE M. FOX
COMMISSIONER

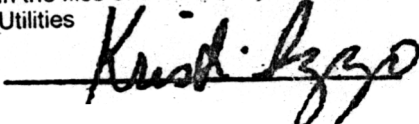

JOSEPH L. FIORDALISO
COMMISSIONER


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


KRISTI IZZO

SERVICE LIST

**I/M/O THE PETITION OF COMCAST OF CENTRAL NEW JERSEY II, LLC FOR PERMISSION
TO CLOSE A LOCAL BUSINESS OFFICE IN THE TOWNSHIP OF FRANKLIN, COUNTY OF
SOMERSET, 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
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
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
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
Newark, NJ 07102

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

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

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