



STATE OF NEW JERSEY
Board of Public Utilities
44 S. Clinton Avenue – P.O. Box 350
Trenton, NJ 08625
www.nj.gov/bpu

CABLE TELEVISION

IN THE MATTER OF COMCAST OF MEADOWLANDS,) ORDER
LLC REQUEST FOR WAIVER, AS WITHIN TIME, FOR THE)
EMERGENT CLOSING OF A CUSTOMER SERVICE OFFICE)
LOCATED AT 171 RIVER ROAD NORTH ARLINGTON,)
NEW JERSEY, PRIOR TO 60-DAY FILING OF A PETITION) DOCKET NO. CO11090576
FOR CHANGING OR CLOSING AN OFFICE LOCATION)
PURSUANT TO N.J.A.C. 14:18-5.1 (c))

Dennis C. Linken, Esq., Scarinci & Hollenbeck, LLC, on behalf of Comcast of the Meadowlands, LLC

Stefanie A. Brand, Director, Division of Rate Counsel

BY THE BOARD:

By letter dated September 22, 2011, Comcast of the Meadowlands, LLC ("Comcast") sought a Board waiver, as *within time*, of the appropriate filing of a petition required for the closing or relocation of an office pursuant to N.J.A.C. 14:18-5.1(c).

On August 29 and August 31, 2011, Comcast notified the Board's Office of Cable Television (OCTV) via e-mail stating that because of flood damage, the customer service office located at 171 River Road, North Arlington, New Jersey would be closed permanently.

Additionally, on or around August 31, 2011 Comcast posted a notice on the door of the 171 River Road office informing customers that the building was closed due to Hurricane Irene related damages. The notice informed customers they could conduct business at Comcast's other customer service offices in the area, including the Jersey City and West Orange offices, as well as its Union and Avenel offices, if they so desired, until the company determines the location of a new local facility.

On September 1, 2011, Comcast sent a letter, via facsimile, to the mayor in each of the eight (8) municipalities for which the closed office served as the statutory local office. In the letter, Comcast explained that the 171 River Road office was closed due to Hurricane Irene related damages and that Comcast would relocate that local office to a new location within one of the eight (8) towns which are being served by Comcast of the Meadowlands. Also, by letter dated

September 1, 2011, Comcast informed the OCTV of its plans explaining it had notified each of the eight (8) municipalities served by the River Road office that it was now permanently closed. Further, Comcast has indicated that the customer service offices in Jersey City and West Orange currently operating as "alternative offices" are all accessible by New Jersey Transit bus routes, as is the North Arlington office even though it is no longer open for business.

Comcast states that due to the extensive, sudden and overwhelming damage caused to Comcast's North Arlington office by Hurricane Irene, the company was forced to evacuate its North Arlington facilities on an emergent basis. The extensive damage to the building, and resulting safety concerns surrounding the building's structural stability, as well as the possible presence of mold caused by water damage, made evacuation critical and unavoidable. Due to the need to act quickly, Comcast was unable to comply with the 60-day filing requirements of N.J.A.C. 14:18-5.1(c).

N.J.A.C. 14:18-5.1(c) provides that cable television companies file written notice prior to the closing or relocation of an office. A company must file a petition with the Board 60 days prior to closing or relocating an office as described in N.J.A.C. 14:18-5.1 (a) or (b).

N.J.A.C. 14:18-5.1(c) also provides that each cable television company simultaneously notify its customers and affected municipalities in advance prior to closing or relocating an office.

However, according to N.J.A.C. 14:18-16.2(a), "[s]hould conditions exist where a deviation from any of these regulations should be made to suit such conditions, petition may be made to the [OCTV] for such deviation."

On October 24, 2011, as part of its due diligence, Staff performed a follow-up inspection of the River Road office to verify its condition. Staff observed two notifications, one inside the building and the other outside, that provide notice and the reason(s) for the emergent closing, as well as specifying the alternate office(s) where customers could go to make payments or conduct other business. In addition, Staff observed clear evidence of water damage within the building and that ongoing repairs to the walls and floor.

Upon review, it appears that Comcast was unable to file the required petition due to circumstances beyond the company's control. Also, it appears that Comcast did not have any previous intentions to close its North Arlington customer service office at this time. The closing occurred strictly as a result of Hurricane Irene related water damage. Further, Comcast notified its stakeholders of the closing of the office in a reasonable time and made them aware of alternative offices they could use until Comcast opens another local office within one of the eight municipalities.

Having reviewed this matter, the Board HEREBY GRANTS Comcast's request for a waiver subject to the following conditions:

- 1 Within 10 days of the date of this Order and every 60 days thereafter until Comcast opens its new local office, Comcast shall provide detailed status reports to the OCTV and Board, outlining its progress towards opening a new office.

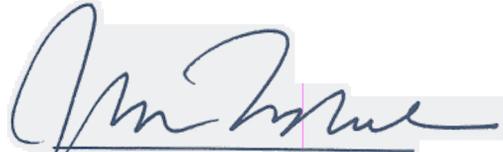
- 2 Comcast shall ensure that the level of customer services provided at the proposed new offices will be similar to that which was available at the North Arlington office.

DATED: 11/9/11

BOARD OF PUBLIC UTILITIES
BY:


LEE A. SOLOMON
PRESIDENT


JEANNE M. FOX
COMMISSIONER

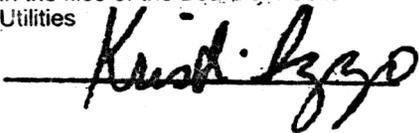

JOSEPH L. FIORDALISO
COMMISSIONER


NICHOLAS ASSELTA
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

In the Matter of Comcast of Meadowlands, LLC ("Comcast")
Request for a Waiver, (Nunc Pro Tunc) As Within Time, Emergent Closing of its Service Office
Located at 171 River Road, North Arlington, New Jersey, Prior to 60-Day Filing of a Petition
Required for Changing or Closing an Office Location Pursuant to N.J.A.C. 14:18-5.1 (c).

DOCKET NO. CO11090576

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