



Philip D. Murphy
Governor

Sheila Y. Oliver
Lt. Governor

State of New Jersey

BOARD OF PUBLIC UTILITIES
44 South Clinton Avenue, 9th Floor
Post Office Box 350
Trenton, New Jersey 08625-0350
www.nj.gov/bpu/

Joseph L. Fiordaliso
President

Mary-Anna Holden
Commissioner

Dianne Solomon
Commissioner

Upendra Chivukula
Commissioner

Bob Gordon
Commissioner

January 13, 2022

To the Service List:

Re: Docket No. AX21091111 – In the Matter of the New Jersey Board of Public Utilities’
Utility Customer Bill of Rights

Agenda Date: January 12, 2022 – Agenda Item: 9B

Please be advised that the Board of Public Utilities (“Board”) is re-issuing the Order and accompanying updated Utility Customer Bill of Rights (“Updated BOR”) for the above-referenced agenda item that was approved by the Board at the January 12, 2022 Board agenda meeting. Footnote language that was removed during the editing process will be added to the re-issued Order and accompanying Updated BOR.

The following footnotes shall be added to paragraphs 11 and 12 of the Order as footnotes 11 and 12, respectively; and paragraphs 11 and 12 of the Updated BOR as footnotes 4 and 5, respectively:

Footnote 11 of the Order/ Footnote 4 of the Updated BOR: This date applies to eligible participants of the WTP and residential water and sewer customers. For those residential gas and electric customers who are not currently part of the WTP, the date utilities are permitted to inform customers that they are subject to termination of service due to non-payment is January 1, 2022, subject to governing laws and regulations.

Footnote 12 of the Order/Footnote 5 of the Updated BOR: This date applies to eligible participants of the WTP and residential water and sewer customers. For those residential gas and electric customers who are not currently part of the WTP, the date utilities are permitted to disconnect service due to nonpayment provided is January 1, 2022, subject to governing laws and regulations. However, a disconnection may occur at any time if it is to prevent a risk to public health or safety.

These are the only changes to the Order and accompanying Updated BOR, which will be re-distributed to the parties of record and the attached Service List.

Sincerely,

A handwritten signature in blue ink that reads "Aida Camacho-Welch".

Aida Camacho-Welch
Secretary to the Board



STATE OF NEW JERSEY
Board of Public Utilities
44 South Clinton Avenue, 1st Floor
Post Office Box 350
Trenton, New Jersey 08625-0350
www.nj.gov/bpu/

ALL UTILITIES

IN THE MATTER OF THE NEW JERSEY BOARD) ORDER REVISING UPDATED REVISED
OF PUBLIC UTILITIES' UTILITY CUSTOMER) UTILITY CUSTOMER BILL OF RIGHTS¹
BILL OF RIGHTS)
) DOCKET NO. AX21091111

Parties of Record:

- Brian O. Lipman, Esq.**, Director, New Jersey Division of Rate Counsel
- Phillip J. Passanante, Esq.**, Atlantic City Electric Company
- Deborah Franco, Esq.**, Elizabethtown Gas Company and South Jersey Gas Company
- Joshua Eckert, Esq.**, Jersey Central Power and Light Company
- Andrew Dembia, Esq.**, New Jersey Natural Gas Company
- Matthew Weissman, Esq.**, Public Service Electric and Gas Company
- John L. Carley, Esq.**, Rockland Electric Company
- Debbie Albrecht, Esq.**, New Jersey American Water Company
- Rodolphe Bouichou**, Suez Water NJ, Inc.
- Jay L. Kooper, Esq.**, Middlesex Water Company
- Adam Burger**, AQUA New Jersey, Inc.
- David G. Ern**, Gordon's Corner Water Company
- John J. Brunetti**, Midtown Water Company
- David B. Simmons, Jr.**, Simmons Water Company
- Samuel Faiello**, Shore Water Company
- John Cannie**, Fayson Lakes Water Company
- Wendy Stewart**, Atlantic City Sewer Company
- J. Bryce Mendenhall**, Montague Water Company
- Jeffrey Fuller**, Lake Lenape Water Company
- Henryk Schwarz**, Mt. Olive Villages Water Company
- Robert H. Oostdyk, Jr., Esq.** of Murphy McKeon P.C., on behalf of the Borough of Butler
- Janine G. Bauer, Esq.**, AARP New Jersey State Office
- David McMillen, Esq.**, Legal Services of New Jersey
- Eric Miller, Esq.**, National Resources Defense Council
- Renee Steinhagen, Esq.**, New Jersey Citizen Action
- Keefe B. Clemons, Esq.**, Verizon New Jersey
- Pamela Sherwood, Esq.**, CenturyLink
- Bradford Stern, Esq.**, Warwick Valley Telephone Company

¹ Erratum issued January 13, 2022

BY THE BOARD²:

BACKGROUND

On February 3, 1986, a Utility Customer Bill of Rights was established by the New Jersey Board of Public Utilities (“Board” or “BPU”) outlining certain protections afforded to utility customers under the Board’s then current regulations (“Bill of Rights”).³ Thereafter, on September 14, 2021, the Bill of Rights was revised to incorporate various changes made to the Board’s regulations since the establishment of the original Bill of Rights in 1986 (“Revised BOR”). The Revised BOR also included consumer protections mandated by Governor Phil Murphy through various executive orders in response to the COVID-19 pandemic of 2020 (“Executive Order Protections”).⁴ The Executive Order Protections were intended to be temporary and had an expiration date of December 31, 2021.⁵

After the Revised BOR was issued by the Board, a clarifying order was issued on October 16, 2021 (“Clarifying Order”) incorporating certain language from temporary legislation signed by Governor Murphy on May 12, 2021.⁶ The Clarifying Order further required the utilities to provide the Board with a report evidencing compliance with the notice provisions set out in the various Orders related to the Bill of Rights.

The Board subsequently received requests for waivers from Mount Olive Villages Water Company and Mount Olive Villages Sewer Company (collectively referred to as “Mount Olive Villages”), Village Utility, LLC (“Village”), Butler Electric (“Butler”), Montague Water Company and Montague Sewer Company (collectively referred to as “Montague”), and Shore Water Company (“Shore”) seeking waivers of various notice requirements set out in the Clarifying Order. The Board addressed these waiver requests at its December 15, 2021 agenda meeting (“December 15 Agenda”) when it updated the Revised BOR, which removed Executive Order Protections that were set to expire (“Updated BOR”).⁷

On December 21, 2021, the Governor signed legislation, L. 2021, c.317, extending the shutoff grace period for residential water, sewer, and municipal electric customers from December 31, 2021 to March 15, 2022. The legislation also extended the payment plan provisions of the Governor’s Executive Order No. 246 (“EO 246”), requiring all utilities to offer a 12-month, no down payment, interest-free payment plan to residential customers prior to disconnecting service or imposing liens for non-payment of arrearages that accrued since the beginning of the Public Health Emergency. The legislation further required the Department of Community Affairs

² Commissioner Upendra J. Chivukula did not participate.

³ In re Utility Customer Bill of Rights, BPU Docket No. CO8602155, Order dated February 3, 1986.

⁴ In re the New Jersey Board of Public Utilities’ Utility Customer Bill of Rights, BPU Docket No. AX21091111, Order dated September 14, 2021 (“September 2021 Order”).

⁵ All Executive Orders signed by Governor Murphy are published in the New Jersey Register and are also available online at: <https://nj.gov/infobank/eo/056murphy/>.

⁶ L. 2021, c.97 https://www.njleg.state.nj.us/Bills/2020/PL21/97_.PDF (“May 2021 Legislation”)

⁷ In re the New Jersey Board of Public Utilities’ Utility Customer Bill of Rights, BPU Docket No. AX21091111, Order dated December 15, 2021 (“Updated BOR”). The Board granted waiver requests from Mount Olive Villages and Village, denied in part and granted in part Butler’s requests, granted Montague’s request, and denied Shore’s request.

("DCA") to establish a Winter Termination Program ("WTP") for water, sewer, and electric municipal utilities customers. Additionally, the BPU is now required to include water and sewer public utilities into its existing WTP, to take effect for the 2022-2023 winter season.

DISCUSSION AND FINDINGS

As noted above, the Board issued an Updated BOR with an effective date of January 1, 2022 at its December 15 Agenda. At the time the Updated BOR was issued with instructions to the utility companies to provide notice to its customers, the Governor had not extended the utility shutoff grace period beyond the December 31, 2021 date. The Board addressed the matter at its December 15 Agenda, in advance of the December 31, 2021 expiration date, to ensure affected utility customers would receive timely notice of changes that could impact their access to utility services. The Governor, thereafter, signed legislation that not only extended the utility shutoff grace period established under EO 246 for residential water, sewer, and municipal electric customers from December 31, 2021 to March 15, 2022, but also extended the payment plan provisions of EO 246, and included additional protection to residential water and sewer customers who, at the time of the issuance of the Updated BOR, were not eligible to participate in the WTP. The inclusion of water and sewer public utility customers into the Board's WTP would provide those customers protection from utility disconnections between November 15 and March 15, as is the case with residential gas and electric utility customers. Pursuant to L. 2021, c.317, the WTP will be available to qualifying water and sewer public utility customers for the 2022-2023 winter season.

In light of the recent legislation and to ensure that water and sewer public utility customers are similarly situated to their gas and electric utility counterparts, the Board **HEREBY FINDS** that a revision to the Updated BOR, which was effective January 1, 2022, is necessary and appropriate at this time to, at a minimum, reflect the extension of the utility shutoff grace period and the inclusion of residential water and sewer public utility customers into BPU's WTP for the 2022-2023 winter season, as required by L. 2021, c.317.

Additionally, because the effective date of this Order revising the Updated BOR in conformity with the most recent legislation is after the effective date of the already issued Updated BOR, the Board **HEREBY DIRECTS** the utilities within its jurisdiction to retroactively apply the applicable renewed Executive Order Protections to all affected utility customers, to include reconnection or initiation of appropriate payment plans under the conditions set out in L. 2021, c.317.

This Order and the revised Updated BOR supersede all previous versions of the Bill of Rights. The Board notes that no new regulations are created nor are any existing regulations changed by the establishment of the updated Bill of Rights. Rather, the updated Bill of Rights is wholly consistent with existing Board regulations. See N.J.A.C. 14:3-7 et seq. To the extent there is ambiguity in this Order or a conflict exists between the Board's Order and current law or regulations, the Board **HEREBY** directs the utility companies to comply with the current law and regulations. All protections granted by the Board through its regulations and reflected in this Order shall **HEREBY** remain in full effect until such time as the Board enters a new Order.

The Board **HEREBY REVISES** the Updated BOR with a retroactive effective date of January 1, 2022, as follows:⁸

⁸ Rights promulgated by Executive Order 246, which expired December 31, 2021, and extended to March 15, 2022 under L. 2021, c.317, are included in the Updated BOR. The Board will address the Utility

1. You have the right to utility service if you are a qualified applicant.
2. You have the right to budget billing or payment plans if you are a gas or electric utility customer.
3. You are entitled to at least one deferred payment plan within a twelve-month period. The deferred payment agreement offered to you by the utility company must be for at least a minimum of twelve (12) months with no money down, unless you request a shorter payback period. Your utility company may not require a reconnection fee or deposit as a condition of continuing service, and late charges, interest and liens for past due amounts are not permitted during the grace period. Any deferred payment plan offered by the utility company to you must comply with current law and regulations.
4. You have the right to apply for utility assistance programs which may include arrearage forgiveness. Learn more by calling your utility company or by calling 2-1-1. Information is also available online at www.nj211.org/utility-assistance-programs.
5. Any disconnected gas, electric, water, and sewer customer who can demonstrate that application has been made to one of the following assistance programs, as applicable, shall be reconnected by that gas, electric, water, and sewer company upon request in order to obtain available benefits: Universal Service Fund; Low Income Home Energy Assistance; Payment Assistance for Gas and Electric, and Low Income Household Water Assistance.⁹
6. You have the right to have any complaint you make against your utility company handled promptly by that utility company.
7. You have the right to have your utility complaints and concerns investigated. Your service may not be terminated for non-payment of disputed charges during a BPU investigation.
8. You have the right to have your meter tested free of charge once a year by your utility company if you suspect it is not working properly. For a \$5 fee, the meter test will be conducted under the supervision of the staff of the BPU.
9. You have the right to a written notice of termination from your utility company at least ten (10) days prior to the discontinuance of service.
10. If you are a participant in an energy assistance program or a gas, electric, water, and/or sewer customer having financial difficulties paying your bill, you can request the company enroll you in a budget plan based on your ability to pay. Provided you make good faith payments toward all reasonable bills for service, you have the right to gas and electric utilities service from **November 15 to March 15** without fear of termination of such

Consumer Bill of Rights as needed to make updates consistent with the current laws and regulations.

⁹ The Low Income Household Water Assistance program is a new program designed for water utility customers that is currently being developed by the Department of Consumer Affairs.

services if you are a participant under the Winter Termination Program. You have a right to water and sewer utility services through March 15, 2022.¹⁰

11. After March 15, 2022, residential gas, electric, water, and sewer utilities are permitted to inform customers that they are subject to termination of service due to non-payment.¹¹
12. After March 15, 2022, residential gas, electric, water, and sewer utilities are permitted to disconnect service due to nonpayment provided, however, a disconnection may occur at any time if it is to prevent a risk to public health or safety.¹²
13. You have the right to receive posted notice of any impending shutoff if you live in a multi-family dwelling. This notice must be posted in a common area and/or sent individually to occupants.
14. You have the right to have a "diversion of service" investigation if you suspect the level of consumption reflected in your utility bill is unexplainably high.
15. Service shall not be shut-off for non-payment of repair or merchandise charges. No notice threatening discontinuance based on these charges may be given.
16. You have the option of having a deposit refund applied to your account as a credit or having the deposit refunded by separate check.
17. A utility may not impose late fees, interest, or liens on residential customer accounts due to late payments.
18. Residential service may be shut-off, after proper notice, only on Monday through Thursday from 8:00 a.m. to 4:00 p.m. A utility may not shut-off residential service on Friday, Saturday, Sunday, or a holiday or the day before a holiday, or if a valid medical emergency exists in your household.
19. You have the right to notification regarding any moratorium on rate increases.

Customers with questions may contact the Board at: 800-624-0241.

¹⁰ Electric and gas utility customers enrolled in the Winter Termination Program have a right to electric and gas utility service from November 15 to March 15 of each year in which they qualify under the program. Residential water and sewer utility customers have a right to water and sewer utility services through March 15, 2022. The Winter Termination Program will become available to qualified residential water and sewer utility customers beginning in the 2022-2023 winter season.

¹¹ This date applies to eligible participants of the WTP and residential water and sewer customers. For those residential gas and electric customers who are not currently part of the WTP, the date utilities are permitted to inform customers that they are subject to termination of service due to non-payment is January 1, 2022, subject to governing laws and regulations.

¹² This date applies to eligible participants of the WTP and residential water and sewer customers. For those residential gas and electric customers who are not currently part of the WTP, the date utilities are permitted to disconnect service due to nonpayment provided is January 1, 2022, subject to governing laws and regulations. However, a disconnection may occur at any time if it is to prevent a risk to public health or safety.

The Board **HEREBY FURTHER ORDERS** that all gas, electric, water and telecommunications companies under its jurisdiction comply with the following:

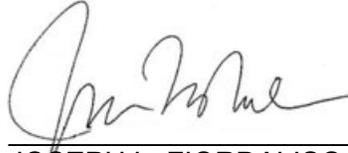
1. Provide all current residential customers with a copy of the revised Updated BOR in the next billing cycle. Current residential customers who receive a printed version of their bills shall be provided with the revised Updated BOR in paper format on a monthly basis. Current residential customers who receive their bills electronically shall be provided with the revised Updated BOR electronically on a monthly basis. Regardless of which delivery method employed, all utility companies shall, on a monthly basis for 18 months after the termination of EO 103, provide the revised Updated BOR to their residential customers in a form and manner that would maximize receipt by the customers;
2. Provide all new customers with a copy of the revised Updated BOR upon initiation of service;
3. Pursuant to the May 2021 Legislation, an English and translated version of the revised Updated BOR is required where the primary language of 10 percent or more of the population within a municipality is a language other than English as set forth therein. The monthly printed format of the revised Updated BOR should also contain a translated version in said format, if required. For electronic billing residential customers, the monthly email should include a link to the translated version of the revised Updated BOR in addition to the required English language version of the revised Updated BOR¹³;
4. In addition to providing the revised Updated BOR to the residential customer in an appropriate format as set out above, the revised Updated BOR must also be prominently displayed on the utility company's website, if applicable;
5. This notice requirement pertains to all gas, electric, water, and incumbent local exchange telephone public utilities within the jurisdiction of the Board;
6. The utility company shall report its compliance with the notice requirements set out in this order by February 11, 2022, detailing the method of distribution to customers, describing all changes made to billing and collections operations in compliance with the applicable laws, and providing the Board with a copy of the English version of the revised Updated BOR that was sent by the utility company to the residential customer; and
7. For those utilities required to provide a translated version of the revised Updated BOR in accordance with the May 2021 Legislation, a copy of the translated version shall be provided to the Board by February 11, 2022, along with the English version of the revised Updated BOR that was sent by the utility company to the residential customer.

¹³ "For a municipality served by a public utility or local utility in which the primary language of 10 percent or more of the population is a language other than English, the public utility or local utility shall provide notification in that other language or languages for use by customers in that municipality." See L. 2021, c.97, <https://www.njleg.state.nj.us/Bills/2020/PL21/97 .PDF>

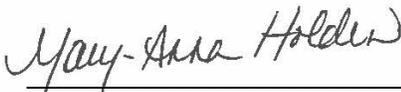
This Order shall be effective January 12, 2022.

DATED: January 12, 2022

BOARD OF PUBLIC UTILITIES
BY:



JOSEPH L. FIORDALISO
PRESIDENT



MARY-ANNA HOLDEN
COMMISSIONER

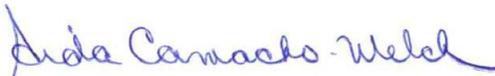


DIANNE SOLOMON
COMMISSIONER



ROBERT M. GORDON
COMMISSIONER

ATTEST:



AIDA CAMACHO-WELCH
SECRETARY

**IN THE MATTER OF THE NEW JERSEY BOARD OF PUBLIC UTILITIES' UTILITY
CUSTOMER BILL OF RIGHTS**

DOCKET NO. AX21091111

SERVICE LIST

<p>Board of Public Utilities 44 South Clinton Ave, 1st Floor P.O. Box 350 Trenton, NJ 08625-350</p> <p>Aida Camacho-Welch, Board Secretary board.secretary@bpu.nj.gov</p> <p>Taryn Boland, Chief of Staff taryn.boland@bpu.nj.gov</p> <p>Robert Brabston, Esq., Executive Director robert.brabston@bpu.nj.gov</p> <p>Stacy Peterson, Deputy Executive Director stacy.peterson@bpu.nj.gov</p> <p>Benjamin Witherell, Chief Economist benjamin.witherell@bpu.nj.gov</p> <p><u>Counsel's Office</u></p> <p>Abraham Silverman, Esq., General Counsel abe.silverman@bpu.nj.gov</p> <p>Carol Artale, Esq., Deputy General Counsel carol.artale@bpu.nj.gov</p> <p>Lanhi Saldana, Esq., Legal Specialist lanhi.saldana@bpu.nj.gov</p> <p>Charles Gurkas, Paralegal charles.gurkas@bpu.nj.gov</p> <p><u>Division of Clean Energy</u></p> <p>Crystal Pruitt, Director, Office of Clean Energy Equity crystal.pruitt@bpu.nj.gov</p> <p><u>Office of Communications</u></p> <p>Peter Peretzman peter.peretzman@bpu.nj.gov</p>	<p><u>Division of Energy</u></p> <p>Paul Lupo, Acting Director paul.lupo@bpu.j.gov</p> <p>Oneil Hamilton oneil.hamilton@bpu.nj.gov</p> <p><u>Division of Water</u></p> <p>Michael Kammer, Director mike.kammer@bpu.nj.gov</p> <p>Megan Lupo, Esq. megan.lupo@bpu.nj.gov</p> <p>Kofi Ocansey kofi.ocansey@bpu.nj.gov</p> <p><u>Division of Cable Television & Telecommunications</u></p> <p>Lawanda Gilbert, Director lawanda.gilbert@bpu.nj.gov</p> <p>Harold Bond, Bureau Chief harold.bond@bpu.nj.gov</p> <p><u>Division of Customer Assistance</u></p> <p>Julie Ford-Williams, Director julie.ford@bpu.nj.gov</p> <p>Rich Lambert richard.lambert@bpu.nj.gov</p> <p>Raymond Matos raymond.matos@bpu.nj.gov</p> <p>Maureen Clerc maureen.clerc@bpu.nj.gov</p> <p>Tony Iskander tony.iskander@bpu.nj.gov</p>
---	--

<p>Division of Rate Counsel 140 East Front Street, 4th Floor Trenton, NJ 08625-0003</p> <p>Brian O. Lipman, Esq., Director blipman@rpa.nj.gov</p> <p>Susan McClure, Esq. smcclure@rpa.nj.gov</p> <p>David Wand, Esq. Managing Attorney dwand@rpa.nj.gov</p>	<p>Brian Weeks, Esq. bweeks@rpa.nj.gov</p> <p>Maria Novas-Ruiz, Esq. mnovas-ruiz@rpa.nj.gov</p> <p>Robert Glover, Esq. rglover@rpa.nj.gov</p> <p>Debora Layugan dlayugan@rpa.nj.gov</p> <p>Susan Baldwin SM Baldwin Consulting 13 Church Hill Street Watertown, MA 02472 smbaldwinconsulting@gmail.com</p>
<p>Department of Community Affairs Division of Housing & Community Resources 101 South Broad Street Post Office Box 811 Trenton, NJ 08624-0811</p> <p>Janel Winter Director janel.winter@dca.nj.gov</p> <p>Fidel Ekhelar Director USF& LIHEAP Programs fidel.ekhelar@dca.nj.gov</p>	<p>Department of Law and Public Safety Richard J. Hughes Justice Complex Public Utilities Section 25 Market Street, P.O. Box 112 Trenton, NJ 08625</p> <p>Daren Eppley, Section Chief daren.eppley@law.njoag.gov</p> <p>Pamela Owen, Assistant Section Chief pamela.owen@law.njoag.gov</p> <p>Terel Klein, DAG terel.klein@law.njoag.gov</p> <p>Michael Beck, DAG michael.beck@law.njoag.gov</p>

Electric and Gas Companies

<p><u>PSE&G</u> 80 Park Plaza, T-5 Newark, NJ 07102-4194</p> <p>Matthew Weissman, Esq. Managing Counsel, State Regulatory matthew.weissman@pseg.com</p> <p>Danielle Lopez, Esq. Associate Counsel danielle.lopez@pseg.com</p> <p>Katherine Smith, Esq. Associate Counsel katherine.smith@pseg.com</p> <p>Michele Falcao Regulatory Case Supervisor michele.falcao@pseg.com</p> <p>Bernard Smalls Paralegal bernard.smalls@pseg.com</p> <p>Caitlyn White Regulatory Case Coordinator caitlyn.white@pseg.com</p> <p>Claire Bartolomeo Payment Assistance Outreach claire.bartolomeo@pseg.com</p> <p>Rosa Pagnillo-Lopez rosa.pagnillo-lopez@pseg.com</p> <p><u>Atlantic City Electric Co.</u> Pepco Holdings, LLC – 92DC56 500 N. Wakefield Drive PO Box 6066 Newark, DE 19714-6066</p> <p>Philip J. Passanante, Esq. philip.passanante@pepcoholdings.com</p> <p>Evalene Wright evalene.wright@pepcoholdings.com</p>	<p><u>NJNG</u> 1415 Wyckoff Road Post Office Box 1464 Wall, NJ 07719</p> <p>Andrew K. Dembia, Esq. adembia@njng.com</p> <p>Mark G. Kahrer mkahrer@njng.com</p> <p>Tina Trebino ttrebino@njng.com</p> <p>Susan Fastuca sfastuca@njng.com</p> <p>Maria Delaplain mdelaplain@njng.com</p> <p>Suzanne Bostwick sbostwick@njng.com</p> <p><u>JCP&L</u> 300 Madison Ave Morristown, NJ 07960</p> <p>Joshua Eckert, Esq. jeckert@firstenergycorp.com</p> <p>Leonard Howell, Supervisor Human Services lhowell@firstenergycorp.com</p> <p>Michael Connolly, Esq. Cozen O'Connor One Gateway Center, Suite 910 Newark, NJ 07102 mconnolly@cozen.com</p> <p><u>South Jersey Gas Company and Elizabethtown Gas Company</u> 520 Green Lane Union, NJ 07083</p> <p>Deborah Franco, Esq. Regulatory Affairs Counsel dfranco@sjindustries.com</p>
--	--

<p>Alita Corbett atcorbett@pepco.com</p> <p><u>Rockland Electric Co.</u> Consolidated Edison Co. of NY 4 Irving Place New York, NY 10003</p> <p>John L. Carley, Esq. Associate General Counsel carleyj@coned.com</p> <p>Margaret Comes, Esq. Regulatory Associate Counsel comesm@coned.com</p> <p>David Braunfotel Customer Assistance Director – O&R braunfotel@oru.com</p> <p>Jade Fell Customer Energy Services fellj@oru.com</p> <p><u>Borough of Butler</u> Robert H Oostdyk, Jr., Esq. Murphy McKeon P.C. 51 Route 23 South Post Office Box 70 Riverdale, NJ 07457 roostdyk@murphymckeonlaw.com</p> <p>James Lampmann Borough Administrator 1 Ace Road Butler, NJ 07405 jlampmann@butlerborough.com</p>	<p>Diana Donnelly Director Customer Experience ETG ddonnelly@sjindustries.com</p> <p>1 South Jersey Place Atlantic City, NJ 08401</p> <p>Marissa Travaline VP/Communications mtravaline@sjindustries.com</p> <p>Gina O'Donnell vodonnell@sjindustries.com</p> <p>Brian Jacobs Director Customer Experience bjacobs@sjindustries.com</p> <p>Dominick Di Rocco, Esq. ddirocco@sjindustries.com</p>
---	---

Water/Wastewater Companies

<p>Gordon's Corner Water Company 27 Vanderburg Road Post Office Box 145 Marlboro, NJ 07746</p> <p>David Ern, President dgern@gordonscornerwater.com</p> <p>Eric Olsen eolsen@gordonscornerwater.com</p> <p>Aqua NJ, Inc. 10 Black Forest Road Hamilton, NJ 08691</p> <p>Lawrence Carson, President Lrcarson@aquaamerica.com</p> <p>Adam Burger Aburger@aquaamerica.com</p> <p>Kimberly Joyce kajoyce@aquaamerica.com</p> <p>Bill Packer wcpackerjr@aquaamerica.com</p> <p>NJ American Water Company One Water Street Camden, NJ 08102</p> <p>Cheryl Norton Executive Vice President and Chief Operating Officer Cheryl.norton@amwater.com</p> <p>Mark K McDonough President Mark.mcdonough@amwater.com</p> <p>Debbie Albrecht, Esq. Debbie.Albrecht@amwater.com</p> <p>Christine Soares, Esq. Christine.soares@amwater.com</p>	<p>Middlesex Water Company 481 C Route 1 South, Suite 400 Iselin, NJ 08830</p> <p>Dennis W. Doll ddoll@middlesexwater.com</p> <p>Jay Kooper jkooper@middlesexwater.com</p> <p>Suez Water NJ, Inc. 461 From Road, Suite 400 Paramus, New Jersey 07652</p> <p>Alan Weland Alan.weland@suez.com</p> <p>Gary Prettyman Gary.prettyman@suez.com</p> <p>Rodolphe Bouichou Rodolphe.bouichou@suez.com</p> <p>Jim Cagle jim.cagle@suez.com</p> <p>Midtown Water Company 1655 US Highway 9 Old Bridge, NJ 08857</p> <p>John J. Brunetti, President JBrunetti@Brunetti.com</p> <p>William Iannacone, Tax Director Wiannacone@Brunetti.com</p> <p>Jennifer Zappola Tax Manager Jzappola@Brunetti.com</p> <p>Shore Water Company 105-23rd Avenue South Seaside Park, NJ 08752 shorewaterco@gmail.com</p>
---	--

<p>Fayson Lakes Water Company John Cannie President 160 Boonton Avenue Kinnelon, NJ 07405 flwc@optonline.net</p> <p>Montague Water Company J. Bryce Mendenhall 2335 Sanders Road Northbrook, IL 60062 bryce.mendenhall@corix.com</p> <p>Lake Lenape Water Company Jeffrey Fuller President 83 Eagle Chase Woodbury, NY 11797 JMF1294@yahoo.com</p> <p>Mt. Olive Villages Water Company Henryk Schwarz President 200 Central Avenue Mountainside, NJ 07902 ZLN1@aol.com</p>	<p>Samuel Faiello President Samsjf@verizon.net</p> <p>Gloria Stuart gloriafstuart@gmail.com</p> <p>Simmons Water Company David B. Simmons, Jr. President PO Box 900 Branchville, NJ 07826 dbsjr@simmonstransport.com</p> <p>Atlantic City Sewer Company 1200 Atlantic Avenue, Suite 300 Atlantic City, NJ 08401</p> <p>Wendy Stewart President wstewart@acsewerage.com</p> <p>Carl Cordek cordekc@aol.com</p>
--	---

Municipal Water Utilities*

*The municipals listed are regulated only in terms of the customers served outside of the municipality's limits and only for service issues, if the rates are equalized. Currently, the NJBPU-regulated municipal water systems all have equalized rates.

<p>Village of Ridgewood 131 N. Maple Ave #5 Ridgewood, NJ 07450</p> <p>Richard Calbi Director rcalbi@ridgewoodnj.net</p> <p>Heather Mailander Clerk hmailander@ridgewoodnj.net</p> <p>Chris O'Leary, General Manager Borough of Park Ridge Water 53 Park Avenue Park Ridge, NJ 07656 Coleary@parkridgeboro.com</p> <p>Art Dysart, Superintendent Clinton Water and Sewer Utility 43 Leigh Street Clinton, NJ 08809 artdysart@clintonnj.gov</p> <p>Richard Phelan Public Works/Business Administrator Clinton Municipal Building 43 Leigh Street Clinton, NJ 08809 rphelan@clintonnj.gov</p> <p>Andrew-Dujack, President Town of Dover Water Commissioners 100 Princeton Ave Dover, New Jersey 07801</p> <p>John Gross, Interim CFO Town of Dover 37 North Sussex Street Dover, NJ 07081 jgross@dover.nj.us</p>	<p>John Allsebrook, Superintendent Borough of Berlin Water Department 59 South White Horse Pike Berlin, NJ 08009 dpwsupt@berlinnj.org</p> <p>Stacey DiVello, Finance Borough of Berlin 59 South White Horse Pike Berlin, NJ 08009 Treasurer@berlinnj.org</p> <p>Debra DiMattia, CFO Borough of Berlin 59 South White Horse Pike Berlin, NJ 08009 ddimattia@berlinnj.org</p> <p>Kristin Epstein, Assistant Director Trenton Water Works 333 Cortland Street Post Office Box 528 Trenton, NJ 08604 kepstein@trentonnj.org</p> <p>Maria Kelly Assistant Municipal Attorney City of Trenton 333 Cortland Street Trenton, NJ 08638 mkelly@trentonnj.org</p> <p>Patricia McGowan, Water Clerk City of Bordentown Water Department 324 Farnsworth Avenue Bordentown, NJ 08505 Pmcgowan@cityofbordentown.com</p> <p>John J. Walls Water Treatment Facility Operator City of Bordentown Jwalls@cityofbordentown.com</p>
---	---

<p>Robert Kinsey, Superintendent Town of Dover Water 37 North Sussex Street Dover, NJ 07081 rkinsey@dover.nj.us</p> <p>Steve DiOrio, Superintendent Collingswood Water Department 215 Hillcrest Ave Collingswood, NJ sdiorio@collingswood.com</p>	<p>Kathy McCarthy Revenue Collector Borough of Collingswood 678 Haddon Ave Collingswood, NJ 08108 kmccarthy@collingswood.com</p> <p>Mike McIntyre, Director Wildwood Water Utility 3416 Park Boulevard Wildwood, NJ 08260 mmcintyre@wildwoodnj.org</p>
<p>AARP Evelyn Liebman, Directory of Advocacy AARP NJ State Office 303 George St., Suite 505 New Brunswick, NJ 08901 ELiebman@aarp.org</p>	<p>NJUA Tom Churchelow, Esq. NJ Utilities Association 154 West State Street, 1st Floor Trenton, NJ 08608 tchurchelow@njua.com</p>
<p>Janine G. Bauer, Esq. 101 Grovers Mill Road Suite 200 Lawrenceville, NJ 08648 jbauer@szaferman.com</p>	<p>Legal Services of NJ David McMillan, Esq. Legal Services of New Jersey 100 Metroplex Drive, Suite 402 Edison, NJ 08818 DMcMillin@lsnj.org</p>
<p>Affordable Housing Alliance 3535 Route 66, Parkway 100 Building 4 Neptune Township, NJ 07753</p> <p>Randi Moore, COO aha-coo@housingall.org</p> <p>Donna Blaze, CEO aha-ceo@housingall.org</p> <p>Kathy Kerr, Utility Programs Director aha-utilitydirector@housingall.org</p>	<p>Natural Resources Defense Council 40 West 20th Street New York, NY 10011</p> <p>Lawrence Levine, Esq. Director, Urban Water Infrastructure llevine@nrdc.org</p> <p>Eric Miller, Director NJ Energy Policy EMiller@nrdc.org</p>

<p>Anti-Poverty Network Renee Koubiadis Executive Director Anti-Poverty Network of NJ 272 Dunns Mill Road, #327 Acme Commons Center Bordentown, NJ 08505 renee@antipovertynetwork.org</p>	<p>Engineers Labor-Employer Cooperative Gina Sullivan The Labor Management Fund of Operating Engineers Local 825 65 Springfield Avenue, 2nd Floor Springfield, NJ 07081 GSullivan@elec825.org</p>
<p>Citizen Action Beverly Brown Ruggia Financial Justice Program Director NJ Citizen Action The Hahne's Building 625 Broad Street, Suite 270 Newark, NJ 07102 beverly@njcitizenaction.org</p>	<p>National Utilities Contractors Association Evan Piscitelli, Executive Director National Utilities Contractors Association 3925 Chain Bridge Road, Suite 300 Fairfax, VA 22030 nucaofnj@gmail.com</p>
<p>Food and Water Watch Matthew Smith NJ Director Food & Water Watch 100 Bayard Street New Brunswick, NJ 08901 msmith@fwwatch.org</p> <p>NJ SHARES Cheryl Stowell CEO New Jersey SHARES, Inc. 4 Walter E Foran Boulevard, Suite 105 Flemington, NJ 08822 cstowell@njshares.org</p> <p>Cullen and Dykman LLP</p> <p>Bruce V. Miller Cullen and Dykman, LLP One Riverfront Plaza Newark, NJ 07102 bmiller@cullenllp.com</p> <p>Sarmili Saha Cullen and Dykman LLP 80 State Street, Suite 900 Albany, New York 12207 ssaha@cullenllp.com</p>	<p>Utility & Transportation Contractors Association of NJ Dan Kennedy Director Utility & Transportation Contractors Association of NJ P.O. Box 728 Allenwood, NJ 08720-0728 kennedy@utcanj.org</p> <p>NJ Department of Human Services Louise Rush Division Director Division of Aging Services P.O. Box 715 Trenton, NJ 08625-0715 Louise.rush@dhs.nj.gov</p>

Incumbent Local Exchange Telephone Providers**Verizon New Jersey**

Keefe B. Clemons, Esq.
General Counsel
State Regulatory Affairs – East
Verizon
6 Bowdoin Square, 9th Floor
Boston, MA 02114
keefe.b.clemons@verizon.com

Ava-Marie Madeam, Esq., Vice President
State Regulatory Affairs NY, NJ, CT
Verizon
999 West Main Street, 3rd Floor
Freehold, NJ 07728
avamarie.p.madeam@verizon.com

Sylvia Del Vecchio, Manager
Verizon New Jersey Inc.
9 Gates Avenue, 2nd Floor
Montclair, New Jersey 07042-3399
sylvia.l.del.vecchio@verizon.com

CenturyLink n/k/a Lumen

Colleen Foley, Esq.
Saul Ewing Arnstein & Lehr LLP
One Riverfront Plaza, Suite 1520
1037 Raymond Blvd.
Newark, NJ 07102
colleen.foley@saul.com

Alteva of Warwick LLC d/b/a Warwick Valley Telephone

Bradford M. Stern, Esq.
Rothfelder Stern, LLC
22 Lakeview Hollow
Cherry Hill, NJ 08003
bstern@rothfelderstern.com

Momentum Telecom

Nancy Drummond
Tax Director
1 Concourse Pkwy NE, Ste 600
Atlanta, GA 30328
nancy.drummond@momentumtelecom.com

CenturyLink

Pamela Sherwood, Esq.
Assistant General Counsel
4625 W 86th Street, Suite 500
Indianapolis, IN 46268
pamela.sherwood@lumen.com

Joshua Motzer
Director, Government Affairs
37 W. Broad St Suite 470
Columbus, OH 43215
josh.motzer@lumen.com

RESIDENTIAL UTILITY CUSTOMER PROTECTIONS¹

(Effective retroactively from January 1, 2022)

Established by the New Jersey Board of Public Utilities (BPU)

If you have questions about these consumer protections, you should contact your utility company at the number on your bill. If you have a complaint about your utility company or if your services are in jeopardy of being shut off, you should call the BPU at 800-624-0241 for assistance. Note: The BPU regulates only investor owned utility companies.

1. You have the right to utility service if you are a qualified applicant.
2. You have the right to budget billing or payment plans if you are a gas or electric utility customer.
3. You are entitled to at least one deferred payment plan within a twelve-month period. The deferred payment agreement offered to you by the utility company must be for at least a minimum of twelve (12) months with no money down, unless you request a shorter payback period. Your utility company may not require a reconnection fee or deposit as a condition of continuing service, and late charges, interest and liens for past due amounts are not permitted during the grace period. Any deferred payment plan offered by the utility company to you must comply with current law and regulations.
4. You have the right to apply for utility assistance programs which may include arrearage forgiveness. Learn more by calling your utility company or by calling 2-1-1. Information is also available online at www.nj211.org/utility-assistance-programs.
5. Any disconnected gas, electric, water, and sewer customer who can demonstrate that application has been made to one of the following assistance programs, as applicable, shall be reconnected by that gas, electric, water, and sewer company upon request in order to obtain available benefits: Universal Service Fund; Low Income Home Energy Assistance; Payment Assistance for Gas and Electric, and Low Income Household Water Assistance.²
6. You have the right to have any complaint you make against your utility company handled promptly by that utility company.
7. You have the right to have your utility complaints and concerns investigated. Your service may not be terminated for non-payment of disputed charges during a BPU investigation.

¹ Erratum issued January 13, 2022

² The Low Income Household Water Assistance program is a new program designed for water utility customers that is currently being developed by the Department of Consumer Affairs.

8. You have the right to have your meter tested free of charge once a year by your utility company if you suspect it is not working properly. For a \$5 fee, the meter test will be conducted under the supervision of the staff of the BPU.
9. You have the right to a written notice of termination from your utility company at least ten (10) days prior to the discontinuance of service.
10. If you are a participant in an energy assistance program or a gas, electric, water, and/or sewer customer having financial difficulties paying your bill, you can request the company enroll you in a budget plan based on your ability to pay. Provided you make good faith payments toward all reasonable bills for service, you have the right to gas and electric utilities service from **November 15 to March 15** without fear of termination of such services if you are a participant under the Winter Termination Program. You have a right to water and sewer utility services through March 15, 2022.³
11. After March 15, 2022, residential gas, electric, water, and sewer utilities are permitted to inform customers that they are subject to termination of service due to non-payment.⁴
12. After March 15, 2022, residential gas, electric, water, and sewer utilities are permitted to disconnect service due to nonpayment provided, however, a disconnection may occur at any time if it is to prevent a risk to public health or safety.⁵
13. You have the right to receive posted notice of any impending shutoff if you live in a multi-family dwelling. This notice must be posted in a common area and/or sent individually to occupants.
14. You have the right to have a "diversion of service" investigation if you suspect the level of consumption reflected in your utility bill is unexplainably high.

³ Electric and gas utility customers enrolled in the Winter Termination Program have a right to electric and gas utility service from November 15 to March 15 of each year in which they qualify under the program. Residential water and sewer utility customers have a right to water and sewer utility services through March 15, 2022. The Winter Termination Program will become available to qualified residential water and sewer utility customers beginning in the 2022-2023 winter season.

⁴ This date applies to eligible participants of the WTP and residential water and sewer customers. For those residential gas and electric customers who are not currently part of the WTP, the date utilities are permitted to inform customers that they are subject to termination of service due to non-payment is January 1, 2022, subject to governing laws and regulations.

⁵ This date applies to eligible participants of the WTP and residential water and sewer customers. For those residential gas and electric customers who are not currently part of the WTP, the date utilities are permitted to disconnect service due to nonpayment provided is January 1, 2022, subject to governing laws and regulations. However, a disconnection may occur at any time if it is to prevent a risk to public health or safety.

15. Service shall not be shut-off for non-payment of repair or merchandise charges. No notice threatening discontinuance based on these charges may be given.
16. You have the option of having a deposit refund applied to your account as a credit or having the deposit refunded by separate check.
17. A utility may not impose late fees, interest, or liens on residential customer accounts due to late payments.
18. Residential service may be shut-off, after proper notice, only on Monday through Thursday from 8:00 a.m. to 4:00 p.m. A utility may not shut-off residential service on Friday, Saturday, Sunday, or a holiday or the day before a holiday, or if a valid medical emergency exists in your household.
19. You have the right to notification regarding any moratorium on rate increases.