



Agenda Date: 03/22/07  
Agenda Item: 3A

**STATE OF NEW JERSEY**  
**Board of Public Utilities**  
**Two Gateway Center**  
**Newark, NJ 07102**  
**www.bpu.state.nj.us**

**CABLE TELEVISION**

IN THE MATTER OF COMCAST OF SOUTH ) ORDER OF APPROVAL  
JERSEY, LLC. FOR PERMISSION TO )  
RELOCATE CERTAIN OFFICE FUNCTIONS )  
PURSUANT TO N.J.A.C. 14:18-5.1 ) BPU DOCKET NO. CO06100736

(SERVICE LIST ATTACHED)

BY THE BOARD:

This matter considers a request by Comcast of South Jersey, LLC. ("Comcast" or "Petitioner") a cable company holding Certificates of Approval and conducting cable television business in the State of New Jersey with its principal office at 1500 Market Street, Philadelphia, Pennsylvania, to close its customer service office at 8094 Highland Street, Township of Commercial, County of Cumberland, State of New Jersey ("Township") and relocate it to a new location approximately 4.55 miles away at 1729 Main Street in the Township.

By way of background, on October 19, 2006, Comcast 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 it acquired the existing customer service office on January 18, 2000 from Lenfest Communications Inc., and it is no longer desirable for subscriber usage because of inadequate parking and for security reasons. Petitioner maintains that the relocation will provide an enhanced lobby area for customers, the added convenience of a downtown location, and the safety and convenience of off-street parking, including at least six parking spaces, one of which will be designated for handicapped accessibility. The new office will also allow for the installation of security cameras and other safety features. The new office will undergo extensive renovations to enhance workspace for employees and the available office space will increase from approximately 342 square feet at the current location to 1,000 square feet at the new location.

Petitioner indicates that no jobs will be eliminated as a result of the proposed relocation. Petitioner currently employs one cashier responsible for in person equipment exchanges and troubleshooting, in person payment processing, installation and service call scheduling, who will be relocated to the new office. Petitioner represents that all the services presently available at its current office will be provided at the new location. Similarly the hours of operation at the current office will be maintained at the new location which will be open for business from 9:00am to 5:00pm on weekdays, and from 9:00am to 1:00pm on Saturdays.

As required by N.J.A.C. 14:18-5.1, Petitioner posted notice of the proposed office closing and relocation on October 23, 2006, at the current Highland Street office. Notice was also published on October 26, 2006 in the "The Press of Atlantic City" and the "Daily Journal," daily newspapers of general circulation in the Petitioner's service area, informing area subscribers of the proposal and their right to file written comments or objections with the Board. Also on October 23, 2006, the Petitioner sent notice of its petition to the municipal clerk of the Township.

Staff advises that no objections from the affected municipalities or the subscribers served by the office in question have filed.

As part of its due diligence review of the proposed office closing and relocation, Staff confirmed with the Petitioner that construction is needed at the Main Street location before it can be occupied as a customer service office. While the Board understands the Petitioner's desire to obtain 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 is 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 is not unreasonable and will not unduly prejudice the public interest. Therefore, the Board HEREBY GRANTS Petitioner's request for permission to close its customer service office located at 8094 Highland Street, in the Township and to relocate it to a new location at 1729 Main Street, in the Township, subject to the following conditions:

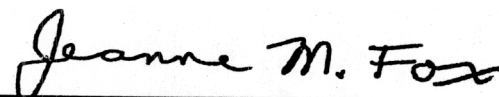
- 1) Comcast may not transfer operations or close its Highland Street customer service office until all construction at 1729 Main Street has been completed, inspected by all applicable local code officials and approved as being in compliance with all applicable building /construction code requirements, 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 1729 Main Street and upon receipt of all necessary building and occupation approvals, Comcast 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 Comcast via US 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, Comcast shall address those concerns and give notice to Staff of such correction. Within ten (10) business days of receipt of the notice of correction, Staff shall issue a letter of approval or shall indicate any remaining concerns to Comcast via US mail and facsimile letter.
- 4) Upon receipt of the letter from the Office of Cable Television indicating its approval of the construction, Comcast may close its Highland Street customer service office, and transfer operations to 1729 Main Street, Township of Commercial. 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 Comcast to any and all appropriate action on the part of the Board.

The order will be null and void if Comcast 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: 3/22/07

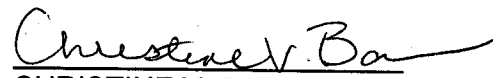
BOARD OF PUBLIC UTILITIES  
BY:

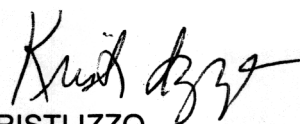
  
JEANNE M. FOX  
PRESIDENT

  
FREDERICK F. BUTLER  
COMMISSIONER

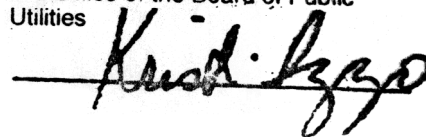
  
CONNIE O. HUGHES  
COMMISSIONER

  
JOSEPH L. FIORDALISO  
COMMISSIONER

  
CHRISTINE V. BATOR  
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 COMCAST OF SOUTH JERSEY, LLC FOR

**PERMISSION TO RELOCATE CERTAIN OFFICE FUNCTIONS  
PURSUANT TO N.J.A.C. 14:18-5.1**

**DOCKET NO. CO06100736**

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