



Agenda Date: 5/23/12  
Agenda Item: 7A

**STATE OF NEW JERSEY**  
**Board of Public Utilities**  
44 South Clinton Avenue, 9<sup>th</sup> Floor  
Post office Box 350  
Trenton, NJ 08625-0350  
[www.nj.gov/bpu/](http://www.nj.gov/bpu/)

CUSTOMER ASSISTANCE

IN THE MATTER OF THE PETITION OF PUBLIC  
SERVICE ELECTRIC AND GAS COMPANY )  
PURSUANT TO N.J.A.C. 14:3-5.1(c) FOR APPROVAL )  
TO RELOCATE ITS NEW BRUNSWICK CUSTOMER )  
SERVICE CENTER FROM 1 PENN PLAZA TO 317 )  
GEORGE STREET, NEW BRUNSWICK, NEW JERSEY )  
)

ORDER OF APPROVAL

DOCKET NO. EO12030189

**Alexander C. Stern, Esq.**, Public Service Electric and Gas Company  
**Stefanie A. Brand, Esq.**, Director, Division of Rate Counsel

BY THE BOARD:

On March 1, 2012, Public Service Electric and Gas Company (“Company” or “Petitioner”) filed a petition with the Board of Public Utilities (“Board”) pursuant to N.J.A.C. 14:3-5.1 to relocate its existing New Brunswick Customer Service Center (“CSC”) from 1 Penn Plaza, New Brunswick, New Jersey to 317 George Street, which is also in the City of New Brunswick (“City”) and located 0.4 miles from the existing CSC.

The Company asserts that it has satisfied the requirements of N.J.A.C. 14:3-5.1(c) and (e) including by the mailing of copies of the petition on February 27, 2012, to the Clerk of the City and to the Division of Rate Counsel (“Rate Counsel”). Petitioner commits that it shall further provide customers and other interested parties with notification of the proposed relocation by posting a notice at the existing New Brunswick CSC location. In addition, the Company represents that it published copies of the notice in local newspapers, The Star Ledger and HomeNews Tribune, on March 20, 2012 including information for those customers who wish to submit objections in writing. Further, according to the petition, the relocation information will be included as a bill insert for Petitioner’s customers in the area, and all Company inquiry and collection telephone personnel as well as field collection personnel will have the relocation information so that customers may be directed to the new location. In addition, the relevant information related to the proposed CSC will be provided to governmental officials, to local social and senior agencies and will be updated on the Company’s website.

According to the petition, the lease on Petitioner’s current office, which expires on September 30, 2012, covers 3,228 square feet and sets the annual rental cost at \$88,640.88 (\$27.46 per square foot). This office currently provides customers with bill payment, billing and service-related assistance. The lease is with the New Brunswick Parking Authority (“NBPA”).

According to its petition, the NBPA had reserved the right to terminate the lease with 180 days' notice to Petitioner due to the potential redevelopment of the Ferren Deck Mall and/or the parking deck. Recognizing that the present CSC is in a major redevelopment zone with little chance of PSE&G securing an acceptable long-term lease, as well as other issues associated with the existing facility, the Company began to evaluate relocation options with the primary objective of finding a long-term space that would enhance benefits to the customers while minimizing concerns about future CSC location disruptions.

The Company has further indicated that after evaluating multiple properties in the area surrounding the existing CSC with the assistance of independent real estate professionals, it has been provided with the opportunity to lease comparable space at 317 George Street, an office building owned by Matrix/AEW NB, LLC ("Matrix") and located approximately 0.4 miles from the existing CSC. According to the petition, the proposed site, which is on the ground floor and will allow Petitioner to capitalize on a current tenant-friendly economic climate, will undergo renovation in the second and third quarters of 2012 and will be ready to provide service to the Company's customers by September 30, 2012. The Company commits to continue the same hours of operation at the proposed location with the same personnel. Although negotiations are not yet complete, the Company and Matrix have been discussing a ten-year lease with an annual rental of \$76,747.50 for 3,411 square feet, resulting in a cost per square foot of \$22.50. Petitioner further estimates that it will incur expenses of approximately \$1,000,000 to construct and equip the proposed location to operate as a CSC, including compliance with the Americans With Disabilities Act requirements for first floor access. The Company further indicated that while it would be able to employ new technical equipment for the use of its customers, no change in the number of employees or hours would occur.

Like the existing CSC, the proposed location enjoys the same access to public parking as well as to mass transit – New Jersey Transit ("NJT") bus lines as well as trains. A bus depot is directly in front of the proposed location while the NJT train station is 0.5 miles away. The new facility is also accessible by car from Route 1 and Route 18.

After review of the entire record in this matter, including the comments filed on behalf of the Rate Counsel under cover of letter dated May 10, 2012, the Board HEREBY FINDS:

- On March 1, 2012, Public Service Electric and Gas Company submitted a request pursuant to N.J.A.C. 14:3-5.1 (c) and (e) to relocate its business office from 1 Penn Plaza, New Brunswick, New Jersey to 317 George Street, New Brunswick, New Jersey;
2. Petitioner provided customers and other interested parties with notification of the proposed relocation by causing newspaper publication of a copy of a Notice in The Star Ledger and in the HomeNews Tribune on March 20, 2012, and posted Notice at the former office location, as required by N.J.A.C. 14:3-5.1(e)2;
3. The closure of the office located at 1 Penn Plaza in the City of New Brunswick and its relocation to 317 George Street, also in New Brunswick, is not unreasonable and will neither unduly prejudice or inconvenience the public nor adversely affect the public interest; and
4. The recommended conditions contained in Rate Counsel's comments are adequately addressed by the Board's approval conditions set forth below, and

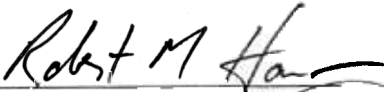
properly recognize that Petitioner must act prudently at all times while avoiding the Board involving itself in decisions that at this point are the responsibility of the utility's management.


Based on the foregoing, the Board HEREBY APPROVES the relocation of Petitioner's office located at 1 Penn Plaza, New Brunswick, New Jersey to 317 George Street, New Brunswick New Jersey subject to the following conditions:


1. Petitioner shall maintain the same hours of operation, staffing levels and level of service as were provided at its prior location;
2. This Order shall not be construed as directly or indirectly fixing for any purposes whatsoever the value of any tangible or intangible assets now owned or hereafter to be owned by Petitioner; and
3. This Order shall not affect nor in any way limit the exercise of the authority of this Board or of this State, in any future petition or in any proceedings with respect to rates, franchises, service, financing, accounting, capitalization, depreciation or any other matter affecting Petitioner, including any request that may be made to recover costs associated with this move.

DATED: 5/23/12

BOARD OF PUBLIC UTILITIES  
BY:

  
ROBERT M. HANNA  
PRESIDENT

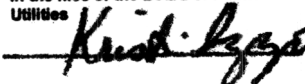
  
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COMMISSIONER

  
NICHOLAS ASSELTA  
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MARY-ANNA HOLDEN  
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 PETITION OF PUBLIC SERVICE ELECTRIC AND GAS COMPANY  
PURSUANT TO N.J.A.C. 14:3-5.1(c) FOR APPROVAL OF THE RELOCATION OF ITS NEW  
BRUNSWICK CUSTOMER SERVICE CENTER FROM 1 PENN PLAZA, NEW BRUNSWICK,  
NEW JERSEY TO 317 GEORGE STREET, NEW BRUNSWICK, NEW JERSEY**

**DOCKET NO. EO12030189**

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