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February 4, 2020

VIA E-FILING & OVERNIGHT MAIL DELIVERY

Aida Camacho-Welch, Secretary
Board of Public Utilities
44 South Clinton Avenue, 9th Floor
P.O. Box 350
Trenton, New Jersey 08625-0350

**Re: IN THE MATTER OF THE PETITION OF PUBLIC SERVICE
ELECTRIC AND GAS COMPANY PURSUANT TO N.J.A.C. 14:3-5.1(E)
FOR APPROVAL OF THE RELOCATION OF ITS NORTH HUDSON
CUSTOMER SERVICE CENTER FROM 4808 BERGENLINE AVENUE,
UNION CITY TO 5665 JOHN F. KENNEDY BOULEVARD, NORTH
BERGEN, NEW JERSEY**

BPU Docket No.: _____

Dear Secretary Camacho-Welch:

Enclosed please find an original and two copies of the petition of Public Service Electric and Gas Company (PSE&G, the Company) and supporting affidavit for approval of the relocation of its North Hudson Customer Service Center from its current location in Union City to a location approximately 0.7 miles away in the City of North Bergen that is equally as convenient. Copies of the notices being posted and being published in *The Star Ledger*, *The Jersey City Journal*, and *El Especialito* are also enclosed, together with a copy of the letters being sent this day to the Office of the Clerk of the City of Union City and the Office of the Clerk of the City of North Bergen. An additional copy of the filing is enclosed which we respectfully request you stamp "Filed" and return in the envelope provided. The format of the filing follows that previously approved by the Board regarding the relocation of other PSE&G Customer Service Centers. This filing has also been uploaded to the BPU's E-Filing System.

PSE&G would be pleased to discuss this filing with Staff at its convenience.

Very truly yours,

A handwritten signature in blue ink, appearing to read "Katherine E. Smith", followed by a long horizontal flourish.

Katherine E. Smith

BPU

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DAG

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**STATE OF NEW JERSEY
BOARD OF PUBLIC UTILITIES**

IN THE MATTER OF THE PETITION OF)	
PUBLIC SERVICE ELECTRIC AND GAS)	PETITION
COMPANY PURSUANT TO N.J.A.C. 14:3-5.1(E))	FOR
FOR APPROVAL OF THE RELOCATION OF)	APPROVAL
ITS NORTH HUDSON CUSTOMER SERVICE)	
CENTER FROM 4808 BERGENLINE AVENUE,)	BPU DOCKET NO.
UNION CITY TO 5665 JOHN F. KENNEDY)	
BOULEVARD, NORTH BERGEN, NEW JERSEY)	

To the Honorable Board of Public Utilities:

Public Service Electric and Gas Company (“PSE&G” or “Company”), a public utility of the State of New Jersey subject to the jurisdiction of the New Jersey Board of Public Utilities (“Board” or “BPU”), having its principal place of business at 80 Park Plaza, Newark, New Jersey, respectfully requests approval of the relocation of its North Hudson Customer Service Center (“CSC”) currently located at 4808 Bergenline Avenue, Union City, New Jersey, to 5665 John F. Kennedy Boulevard, North Bergen, New Jersey, pursuant to N.J.A.C. 14:3-5.1(e). In support of this Petition, PSE&G states the following:

1. PSE&G’s current North Hudson CSC at 4808 Bergenline Avenue, Union City provides billing and service-related assistance to customers. The current CSC is located in a rental property, with a lease that is scheduled to expire on May 31, 2021. The relocation of the CSC is intended to provide an improved customer experience through a newly renovated and upgraded space, with less likelihood of closures due to existing issues experienced at the current aging facility.

2. PSE&G has recently been provided with an opportunity to lease comparable space in a building owned by North Bergen Residential Urban Renewal, LLC, an affiliate of AvalonBay Communities, Inc.. The space is located approximately 0.7 miles from the existing CSC. The Company will continue to operate the existing CSC at 4808 Bergenline Avenue, while renovating the new site. PSE&G expects that the new site will be under renovation in the third quarter 2020, and will be ready to open as a CSC in fourth quarter 2020 (subject to acquiring all necessary permits and approvals). As with the existing CSC, the new location will provide customers with bill payment, billing, and service-related assistance.

3. As is the case with the existing CSC, the new location is on a major thoroughfare and vehicular access is positive. New Jersey Transit (“NJT”) buses and trains provide public transportation.

4. Statistics for the prior two calendar years on the level of customer traffic, including the amount of payments, the amount of service transactions, and the number of customer representatives available to speak with customers at the current North Hudson CSC, are included in Exhibit 1 to the Supporting Affidavit of Adam Pasteka, Manager Operations – Customer Service Center (“Pasteka Affidavit”).

5. The Company will be continuing the same hours of operation at the new location with the same personnel. An organizational chart for the North Hudson CSC is included as Exhibit 2 to the Pasteka Affidavit.

6. PSE&G will be incurring fit out expenses of approximately \$1.5 million to equip the new space to operate as a CSC. PSE&G projects rental costs that will be comparable to current costs. Specifically, PSE&G currently pays annual base rent of \$163,875 for the 3,450 square foot North Hudson CSC on Bergenline Avenue (with increases at 3% per year). PSE&G and North

Bergen Residential Urban Renewal, LLC, an affiliate of AvalonBay Communities, Inc. have entered into a ten-year lease dated December 30, 2019 with an annual rent amount of \$120,224 for lease years one through five for 3,757 square feet associated with the new space. PSE&G evaluated multiple properties in the area surrounding the existing CSC, and obtained guidance from independent real estate professionals. PSE&G is attempting to capitalize on this opportunity while also supporting economic development. The new space will be comprised of ground floor space in a multi-story building.

7. As noted above, the proposed new location at 5665 John F. Kennedy Boulevard is located 0.7 miles away from the current location at 4808 Bergenline Avenue, and enjoys the same access to mass transit that the current CSC offers. The NJT Light Rail Station is about 0.5 miles from the new location, and bus service is available. Furthermore, the new location will have free, onsite parking for customers, which is not available at the current location. In addition, the new facility will be constructed to ensure compliance with requirements of the Americans with Disabilities Act for first floor access.

8. To inform customers about the relocation, a detailed communications plan will include:

- Postings to be placed in the current CSC in English and Spanish;
- Public notification in area newspapers, including information for customers who wish to submit objections to the move in writing;
- The new CSC address will be printed on the PSE&G bill for customers in the area;
- Social media messaging;
- All inquiry and collection telephone personnel, as well as field collection personnel, will have information to properly direct customers to the new location;

- Local social and senior agencies will be provided information regarding the new location that they can forward to their clients;
- Municipal officials will be notified in accordance with N.J.A.C. 14:3-5.1(e)2; and
- The Company's website will be updated to reflect the new CSC's address.

CONCLUSION

9. Notice of this application will be served upon the Clerk of Union City and the Clerk of North Bergen in accordance with N.J.A.C. 14:3-5.1(e)2.

10. Along with this Petition are copies of the notices posted in the current CSC, to be published in the Star-Ledger and the Jersey City Journal and El Especialito in accordance with N.J.A.C. 14:3-5.1(e)2, and the Pasteka Affidavit.

11. PSE&G hereby requests approval from the Board to relocate its North Hudson Customer Service Center from 4808 Bergenline Avenue, Union City, NJ to 5665 John F. Kennedy Blvd., North Bergen, NJ.

Respectfully submitted,

PUBLIC SERVICE ELECTRIC AND GAS COMPANY

A handwritten signature in blue ink, appearing to read "Katherine E. Smith", is written over a horizontal line.

Katherine E. Smith
PSEG Services Corporation
80 Park Plaza, T5
P. O. Box 570
Newark, New Jersey 07102
Phone: (973) 430-7052
Fax: (973) 430-5983

DATED: February 4, 2020
Newark, New Jersey

**PUBLIC NOTICE TO PUBLIC SERVICE ELECTRIC AND GAS COMPANY
CUSTOMERS**

NOTICE OF PROPOSED BUSINESS OFFICE RELOCATIONS

TO OUR CUSTOMERS:

PLEASE TAKE NOTICE that by petition dated February 4, 2020, Public Service Electric and Gas Company (“PSE&G” or “Company”), a New Jersey public utility, applied to the New Jersey Board of Public Utilities for approval to relocate its North Hudson Customer Service Center, which is currently located at 4808 Bergenline Avenue, Union City, New Jersey, to a place located 0.7 miles away at 5665 John F. Kennedy Boulevard, North Bergen, New Jersey. This relocation will maintain high customer service levels and provide a central office location within the Company’s service territory. No employee reductions are anticipated from this relocation.

Customers may submit written objections or other comments regarding the Company’s proposed business office relocation, with the Secretary of the New Jersey Board of Public Utilities at 44 South Clinton Avenue, 9th Floor, P.O. Box 350, Trenton, New Jersey 08625-0350, ATTN: Secretary Aida Camacho-Welch. Any such written comments must be submitted by no later than close of business on March 6, 2020.

**PUBLIC SERVICE ELECTRIC AND
GAS COMPANY**

Dated: February 4, 2020

PUBLIC NOTICE

PUBLIC SERVICE ELECTRIC AND GAS COMPANY has filed an application with the New Jersey Board of Public Utilities for permission to relocate its North Hudson Customer Service Center, currently located at 4808 Bergenline Avenue, Union City, New Jersey, to 5665 John F. Kennedy Boulevard, North Bergen, New Jersey. You have the right to submit any comments on this application to the Board, in writing, on or before March 6, 2020.

Address your comments to:

Honorable Aida Camacho-Welch
Board Secretary
New Jersey Board of Public Utilities
44 South Clinton Avenue, 9th Floor
P.O. Box 350
Trenton, New Jersey 08625

**IN THE MATTER OF THE PETITION OF
PUBLIC SERVICE ELECTRIC AND GAS
COMPANY PURSUANT TO N.J.A.C. 14:3-5.1(E)
FOR APPROVAL OF THE RELOCATION OF
ITS NORTH HUDSON CUSTOMER SERVICE
CENTER FROM 4808 BERGENLINE AVENUE,
UNION CITY TO 5665 JOHN F. KENNEDY
BOULEVARD, NORTH BERGEN, NEW JERSEY**

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**PETITION
FOR
APPROVAL**

BPU DOCKET NO. _____

STATE OF NEW JERSEY :
COUNTY OF HUDSON :

ADAM PASTEKA, of full age, being duly sworn, upon his oath, deposes and says:

1. I am the Manager Operations – Customer Service Center, of Petitioner, Public Service Electric and Gas Company (“PSE&G”), and as such am fully familiar with the Petition to relocate the North Hudson Customer Service Center as more particularly set forth in the Petition.

2. The facts set forth in the Petition are true and correct to the best of my knowledge, information, and belief.

3. The North Hudson Customer Service Center is a walk-in customer service center (“CSC”) for service inquiries and bill payments. The new proposed location in North Bergen will be located 0.7 miles from the existing Union City facility.

4. As currently contemplated, PSE&G should be able to remain in its existing location until the new location is ready. Although not anticipated at this time, should customers need to be redirected for any period of time, PSE&G will notify the New Jersey Board of Public Utilities and commence efforts to ascertain the best options for minimizing customer inconvenience.

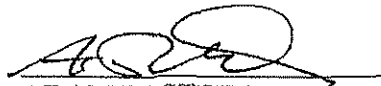
5. In support of the Petition, attached to my Affidavit, PSE&G provides the following:

- Exhibit 1 – North Hudson CSC statistics for calendar years 2017 and 2018;
and
- Exhibit 2 – North Hudson CSC organizational chart.

6. The notice attached to the Petition is a true copy of the notice to be posted at the North Hudson CSC. Notices will also be sent to the following newspapers serving the affected areas: The Star-Ledger, the Jersey Journal, and El Especialito.

7. A copy of the notice will be served upon the Clerk of the City of Union City and the Clerk of the City of North Bergen.

Original Signed by:



ADAM PASTEKA

Manager Operations – Customer Service Center



Sworn to and subscribed
before me, a notary public
of New Jersey, this 4th
day of February, 2020.

Dated: February 4, 2020

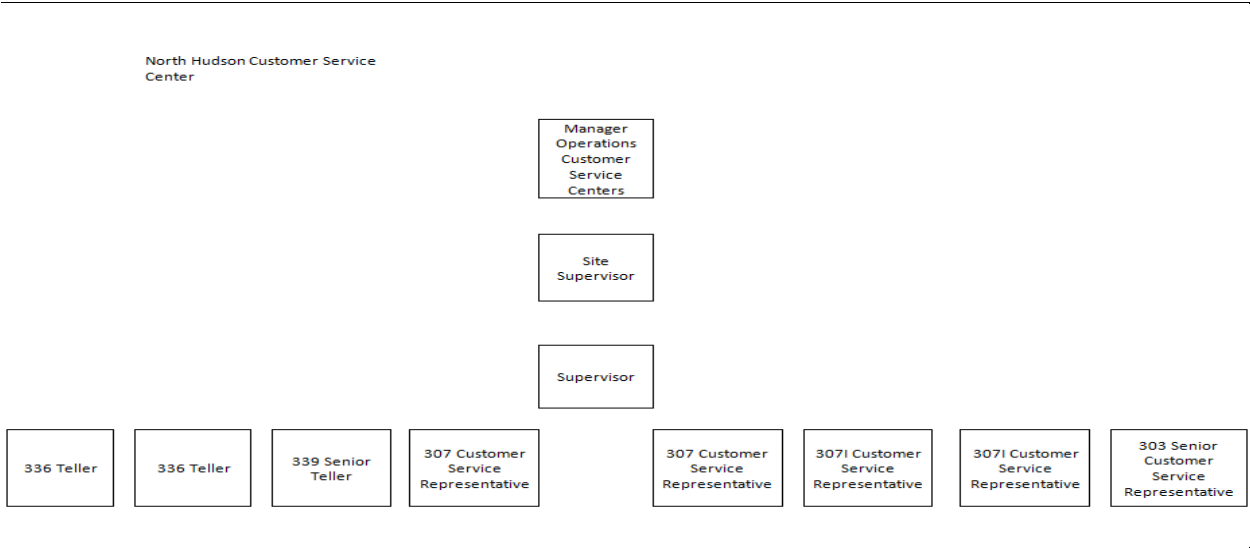
CAITLYN M. WHITE
NOTARY PUBLIC OF NEW JERSEY
My Commission Expires 9/19/2024

Exhibit 1 - North Hudson CSC Statistics

Customer Traffic

Description	2017	2018
Payment Transactions	136,134	144,592
Service Transactions	38,288	36,795
Total Transactions	174,452	181,387
# of employees assisting customers	8	8

Exhibit 2 – North Hudson Customer Service Center Organizational Chart



Katherine E. Smith
Associate Counsel - Regulatory

Law Department
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tel: 973.430.6996 fax: 973.430.5983
email: Katherine.Smith@pseg.com



February 4, 2020

VIA OVERNIGHT MAIL DELIVERY

Office of the Clerk of the City North Bergen
Erin Barillas
4233 Kennedy Blvd
North Bergen, NJ 07047

**Re: IN THE MATTER OF THE PETITION OF PUBLIC SERVICE
ELECTRIC AND GAS COMPANY PURSUANT TO N.J.A.C. 14:3-5.1(E)
FOR APPROVAL OF THE RELOCATION OF ITS NORTH HUDSON
CUSTOMER SERVICE CENTER FROM 4808 BERGENLINE AVENUE,
UNION CITY TO 5665 JOHN F. KENNEDY BOULEVARD, NORTH
BERGEN, NEW JERSEY**

BPU Docket No.: _____

Dear Sir or Madam:

Enclosed please find a copy of the petition filed this day with the New Jersey Board of Public Utilities ("Board") regarding the relocation of our North Hudson Customer Service Center ("CSC"). The CSC currently located at 4808 Bergenline Avenue, Union City, New Jersey, is to be relocated to 5665 John F. Kennedy Boulevard, North Bergen, New Jersey.

Pursuant to N.J.A.C. 14:3-5.1(c), you as well as all affected customers have the right to provide comments on this proposal to the Board before March 6, 2020 by sending them to:

Honorable Aida Camacho-Welch
Board Secretary
New Jersey Board of Public Utilities
44 South Clinton Avenue, 9th Floor
P.O. Box 350
Trenton, New Jersey 08625

PSE&G would appreciate your sending a copy of your comments to:

Katherine E. Smith
Associate Counsel - Regulatory
Public Service Electric and Gas Company
P.O. Box 570
Newark, New Jersey 07102

Very truly yours,

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Katherine E. Smith

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Associate Counsel - Regulatory

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tel: 973.430.6996 fax: 973.430.5983
email: Katherine.Smith@pseg.com



February 4, 2020

VIA OVERNIGHT MAIL DELIVERY

Office of the Clerk of Union City
Erin Knoedler
City Hall, 2nd Floor
3715 Palisade Avenue
Union City, NJ 07087

**Re: IN THE MATTER OF THE PETITION OF PUBLIC SERVICE
ELECTRIC AND GAS COMPANY PURSUANT TO N.J.A.C. 14:3-5.1(E)
FOR APPROVAL OF THE RELOCATION OF ITS NORTH HUDSON
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Public Service Electric and Gas Company
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Newark, New Jersey 07102

Very truly yours,

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Katherine E. Smith