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BOARD OF PUBLIC UTILITIES



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Spotlight

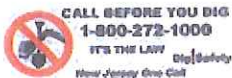
BPU 100th Anniversary Conference
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**American Recovery and Reinvestment Act
ARRA of 2009**



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New Jersey Board of Public Utilities
44 South Clinton Avenue (9th Floor)
Post Office Box 350
Trenton, New Jersey 08625-0350
Phone: 609-777-3300

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Filing Complaints

The Division of Customer Assistance handles verbal and written disputes, interviews and information inquiries. Customers may contact the Division with complaints regarding service delays, lack of service, appliance repairs, discontinuance of service, payment arrangements, high bills, deposit requests, and incurred rates/high rates. Emergency assistance is also available for gas leaks, fallen wires and water main breaks.

File a Complaint Online

The Division of Customer Assistance reviews online complaints daily.

- To submit your utility complaint electronically, please [click here](#).
- For cable complaints, please [click here](#).
- For slamming complaints, please [click here](#).

Written Complaints

Please direct your written complaints to:

New Jersey Board of Public Utilities
 Division of Customer Assistance

44 South Clinton Avenue (9th Floor)
 Post Office Box 350
 Trenton, New Jersey 08625-0350

Request a Formal Hearing

Under the Board's Rules of Practice, [N.J.A.C. 14:1-1](#), et seq., you may file a petition which is a request for a formal hearing. For complete directions, click [here](#)

Are you having a problem with your local utility?

Toll Free number:
1-800-624-0241

Toll Free number:
1-800-624-0241

Out of State Callers:
1-609-341-9188

Cable Complaint Toll Free Number:
1-800-624-0331

More Information

[NJBPU Complaint/Inquiry Form](#)

[NJBPU Slamming Complaint Form](#)

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Customer Assistance

The **Division of Customer Assistance** helps utility customers resolve various types of problems with their utility company. The Division is committed to ensuring the disputes of New Jersey residents are answered in a timely manner and in accordance with all applicable safety laws and regulations.



The most common complaints involve termination and reconnection of service, installation of service, high bills, quality of service, meter tests, reasonable payment arrangements, outages, deposits, and unauthorized switching of utility service from one service provider to another.

The Division of Customer Assistance consists of two primary units: The Bureau of Customer Relations, which includes the Call Center, and the Bureau of Investigations & Enforcement.

All customers are encouraged to first contact their gas, electric, telephone or water company to discuss billing or service issues before contacting the Division. If a resolution cannot be reached with the utility company, you may contact the Division of Customer Assistance for help, toll free, at 1-800-624-0241.

In 2010 the Division of Customer Assistance handled 18,591 verbal and 2,147 written customer complaints. In addition, 147,542 telephone calls and 7,536 e-mails were received from customers requesting assistance and/or general information.

The New Jersey Board of Public Utilities regulates statewide utilities. For complaints regarding municipal utility systems, internet, cellular telephones or DSL service, it is recommended that you contact the respective utility company, municipality or the Federal Communications Commission (FCC) for assistance. You may reach the FCC at 1-888-225-5322.

The Bureau of Customer Relations consists of the Call Center, Email Complaints, & Research & Analysis Unit:

- **The Call Center** is responsible for processing complaints and inquiries regarding lack of service, service delays, mediation of discontinuance of service, high bill complaints, payment arrangements, deposit requests, and inquiries relating to charging of incorrect rates. If a resolution cannot be reached with your utility company, call for assistance at 1-800-624-0241.
- **Email Complaints** are received and processed for the customer's convenience. To reach the Division email us at: <http://www.state.nj.us/bpu/assistance>
- **Research & Analysis Unit** processes formal customer complaints, analyzes complaint statistics, identifies trends, participates in new rule making and amendments, and reviews customer service rate case issues and tariff revisions.

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Bureau of Investigations & Enforcement

Investigates all informal written complaints and offers dispute resolution to customers having difficulty with billing disputes, quality of service issues, discontinuance of service, and deposit requests, etc. In addition, this bureau investigates telephone and energy slamming complaints, cramming and Third Party Energy Suppliers.

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Important Phone Numbers

Toll Free Number for Utility Complaints: 1-800-624-0241 (9:00 a.m. to 4:00 p.m.)


Out of State Callers: 1-609-341-9188

BPU Clean Energy Energy: 1-877-786-5278

Cable Complaint Toll Free Number: 1-800-624-0331

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www.nj.gov/bpu

Eric J. Hartsfield, Director
Division of Customer Assistance

Tel. # (800) 624-0241
Fax. # (973) 648-2836

Procedure For Filing a Petition For a Formal Hearing

Under the Board's Rules of Practice, N.J.A.C. 14:1-1, et seq., you may file a petition, which is a request for a formal hearing. The petition, , should include the basic facts of your case, clearly written in numbered paragraphs, as well as a statement summarizing the type of assistance you may require. The original petition, plus four copies, must be filed with the Board. You must also include a filing fee of 25.00, payable by check, with your petition. Checks should be made payable to: "Treasurer, State of New Jersey".

Once your petition is filed at the Board's office, it will be given a Docket Number (case number). You should include this assigned number on all future correspondence concerning your matter. Additionally, the Board's Secretary will send a copy of your petition to each party in your formal request. Within 20 days of receiving a copy of your petition, any party who chooses to dispute the claims in your petition, or make any statements concerning the petition, must file an answer in writing to the Board. The party filing an answer must also send you a copy. If you should desire to reply, you must file your original answer within 10 days to the Board and send copies to the party(s).

The Board will then review the matter to determine if it is a "contested case" (a case wherein the parties aren't able to resolve the disputed issue). A contested case may be heard by the Board or sent to the Office of Administrative Law (O.A.L.), 33 Washington Street, Newark, New Jersey, 07102, for hearing before an Administrative Law Judge. The parties will be notified by the Board or the OAL of the date assigned for a hearing. Prior to any hearing, conferences may be scheduled by the Board or by the OAL, in an effort to identify the specific issues involved in your petition and to permit an opportunity for settlement.

Unless waived by the Board, the cost of a transcript plus the daily appearance fee for the court reporter is your responsibility, as a petitioner. The filing fee of \$25, however, may be assessed against a utility, if the petition is upheld by the Board. N.J.A.C. 48:2-56(1).

Under the Board's Rules of Practice, no party, except an individual appearing on his or her own behalf or a principal of a close corporation, shall be allowed to participate in any proceeding before the Board unless he or she is represented by an attorney of this State.