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NEW JERSEY BOARD OF PUBLIC UTILITIES

PRESS RELEASE

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New Jersey Board of Public Utilities Announces Utilities Have Voluntarily Suspended Service Shutoffs in Response to COVID-19

TRENTON, N.J. – The New Jersey Board of Public Utilities (NJBP) today announced that the state’s public electric and gas utilities have universally agreed to suspend service shutoffs given the statewide public health emergency and the effort currently underway in response to the COVID-19 pandemic.

“At a moment in time when protecting residents’ health and safety is of paramount importance, and especially when many are following guidance to practice ‘social distancing’ and spend more time at home, we must ensure that utility services are maintained to all residents,” said Joseph L. Fiordaliso, NJBP President. “Waiving utility service disconnects is a way we can look out for each other, ensure every resident’s well-being, and continue strengthening Governor Murphy’s vision of a stronger and fairer New Jersey. I thank the utilities for coming together with us today to help achieve exactly that.”

The agreement involves all public gas and electricity companies in New Jersey that are regulated by the state agency.

NJBP reminds and encourages all utility customers and ratepayers who have questions about their service to first contact their utility. A list of all public gas and electric utility company phone numbers is [available here](#).

If a ratepayer is unable to resolve an issue with their utility company, residents should contact NJBP’s Customer Assistance team by filling out [this online form](#), or by calling (800)-624-0241 between the hours of 9 a.m. to 4 p.m. ET.

About the New Jersey Board of Public Utilities (NJBP)

NJBP is a state agency and regulatory authority mandated to ensure safe, adequate and proper utility services at reasonable rates for New Jersey customers. Critical services regulated by NJBP include natural gas, electricity, water, wastewater, telecommunications and cable television. The Board has general oversight and responsibility for monitoring utility service, responding to consumer complaints, and investigating utility accidents. To find out more about NJBP, visit our web site at www.nj.gov/bpu.

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