



STATE OF NEW JERSEY
Board of Public Utilities
44 South Clinton Avenue, 9th Floor
Post Office Box 350
Trenton, New Jersey 08625-0350
www.nj.gov/bpu/

CABLE TELEVISION

IN THE MATTER OF THE APPLICATION OF)
CABLEVISION OF HUDSON COUNTY, LLC TO CLOSE) ORDER OF APPROVAL
A LOCAL BUSINESS OFFICE PURSUANT TO)
N.J.A.C. 14:18-5.1) DOCKET NO. CO13111067

Parties of Record:

Kenneth J. Sheehan, Esq., Genova Burns Giantomasi Webster LLC, for Petitioner
Stefanie A. Brand, Esq., Director, New Jersey Division of Rate Counsel

BY THE BOARD:

This matter concerns a request by Cablevision of Hudson County, LLC ("Petitioner" or "Cablevision"), a Delaware Corporation, holding certification to conduct cable television business in the State of New Jersey with its principal office located at 1111 Stewart Avenue, Bethpage, New York. Petitioner requests approval to (i) close an office currently located at 360 1st Street, Hoboken, New Jersey 07030, and (ii) redirect its customers to its existing office with more customer service helpers, which is approximately 3.9 miles from the Hoboken location. The existing Cablevision Union City office address is 4800 Broadway, Union City, New Jersey 07087.

Petitioner's Hoboken office was significantly damaged by Super Storm Sandy in late October 2012, resulting in destruction of the internal furnishings and stored equipment. Since then, the Hoboken office has been closed. Due to additional risk of flooding at the location, Cablevision notes in its petition that the facility is no longer efficient to store sensitive electronic equipment on site, which would eliminate the ability to provide equipment replacement and exchange. Cablevision is, therefore, seeking the Board's approval to permanently close the Hoboken location.

On November 8, 2013, Petitioner filed a petition, pursuant to N.J.A.C. 14:18-5.1, seeking Board approval to close its Hoboken customer service office. Petitioner claims that the permanent closing of its Hoboken office and continued redirection of its customers to its existing Union City office is reasonable and will serve the public interest for several reasons including:

1. The Union City location provides customers with the same hours of operation as the Hoboken office once did, including Saturday hours;
2. Available parking at the Union City location is similar to that available at the Hoboken location. Both offer on-street metered parking only; and
3. The Union City office is located approximately 3.9 miles away from the Hoboken office, and will continue to allow customers to travel by public bus, rail and/or walking.

Petitioner indicates that no adverse impact is expected on the level of service provided to customers as a result of the change. The same customer services provided in Hoboken will be provided through trained Customer Service Representatives in Union City. Services include allowing customers to: pick-up, drop-off or exchange set top boxes, submit applications for new Cablevision service or make changes to existing service, present service inquiries, tender complaints and bill payments and schedule installation and service calls. Customers may as an alternative to visiting the office, request a free prepaid shipping label if they prefer to return equipment by shipping it back to the company. Customers may also request equipment be shipped to their address on file. The Union City office is open to transact business on Monday through Friday from 8:00 a.m. to 6:30 p.m., and on Saturday from 8:00 a.m. to 4:30 p.m.

As required by N.J.A.C. 14:18-5.1(c), Petitioner posted notice of the proposed change of location on or around November 10, 2013, at its Hoboken office location. Notice was also published on November 13, 2013 in The Jersey Journal, a newspaper of general circulation in Petitioner's service area, informing area subscribers of the proposal and their ability to file written comments or objections with the Board by December 2, 2013. Also, on November 7, 2013, Petitioner served the petition by mail to the City Clerk of Hoboken.

No objections were received from the affected municipality regarding the Hoboken office closing; however, the Board's Office of Cable Television received a total of two phone calls from Cablevision customers with concerns. The commenters stated that the present office is convenient for paying bills and exchanging equipment in person.

By letter dated February 26, 2014, the New Jersey Division of Rate Counsel filed comments with the Board stating it does not oppose Cablevision's petition.

The proposed change in customer service office location conforms to all existing conditions and/or requirements regarding office location closing and relocation, consistent with Petitioner's system-wide franchise, currently in effect for the City of Hoboken in Docket No. CE10050328.

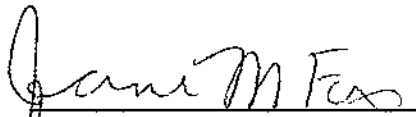
Accordingly, based upon the petition and supporting documentation, and having been made aware of the customer comments, the Board **HEREBY FINDS** that customers and the affected municipal clerk were timely noticed of the closing. The Board **FURTHER FINDS** alternatives were made available to customers, as detailed above. The Board **ADDITIONALLY FINDS** that the proposed permanent closure of the Hoboken office and its relocation to the Union City local business office consistent with N.J.S.A. 48:5A-26(d), while less convenient for certain individuals is not unreasonable because it will not adversely affect the majority of customers in the system, and the closing will not unduly prejudice the public interest because the replacement office offers equivalent and accessible customer service. Therefore, the Board **HEREBY ORDERS** that Petitioner's request to permanently close its existing customer service office located at 360 1st Street, Hoboken, New Jersey 07030, and redirect its customers to its existing Union City office, be **GRANTED**.

This Order shall be effective on March 31, 2014, and will be null and void if Cablevision does not complete the relocation of its customer service facility and functions within 180 days from the effective date of this Order.

DATED: 3/19/2014

BOARD OF PUBLIC UTILITIES
BY:



DIANNE SOLOMON
PRESIDENT


JEANNE M. FOX
COMMISSIONER



JOSEPH L. FIORDALISO
COMMISSIONER


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 Application of Cablevision of Hudson County, LLC to Close a Local
Business Office Pursuant to N.J.A.C. 14:18-5.1**

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