



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/

CUSTOMER ASSISTANCE

IN THE MATTER OF THE PETITION OF ATLANTIC CITY) ORDER OF APPROVAL
ELECTRIC COMPANY PURSUANT TO N.J.A.C. 14:3-)
5.1(e) FOR APPROVAL OF THE RELOCATION OF ITS)
ATLANTIC CITY CUSTOMER SERVICE OFFICE FROM)
2430 ATLANTIC AVENUE, IN THE CITY OF ATLANTIC)
CITY, COUNTY OF ATLANTIC, TO 5100 WELLINGTON)
AVENUE, IN THE CITY OF VENTNOR, COUNTY OF)
ATLANTIC, STATE OF NEW JERSEY) BPU DKT NO. EO20100689

Parties of Record:

Philip Passanante, Esq., Atlantic City Electric Company, on behalf of Petitioner
Stefanie A. Brand, Esq., Director, Division of Rate Counsel

BY THE BOARD:

On October 30, 2020, Atlantic City Electric (“Petitioner,” “ACE,” or “The Company”) filed a petition, pursuant to N.J.A.C. 14:3-5.1(e), to relocate its Customer Service Office (“CSO”) from 2430 Atlantic Avenue, Atlantic City, New Jersey, to 5100 Wellington Avenue, Ventnor, New Jersey, which is 3.5 miles from the current location. The Company has stated it has complied with N.J.A.C. 14:3-5.1(c) and (e), including mailing copies of the petition to the Clerk of the affected municipality, as well as to the Division of Rate Counsel (Rate Counsel).

The Petition

In its petition, ACE requests the Board’s authorization to relocate its existing Customer Service Office located at 2430 Atlantic Avenue, in the City of Atlantic City, County of Atlantic (the “Existing Office”) to Unit 5014 of the Ventnor Plaza Shopping Center, 5100 Wellington Avenue, in the City of Ventnor, County of Atlantic, pursuant to N.J.A.C. 14:3-5.1(e). Petitioner asserted that the relocation of the Existing Office is intended to provide an improved customer experience through a larger, newly renovated and upgraded space, conveniently located in a shopping plaza with ample parking, which is served by two New Jersey Transit bus lines. The new location is approximately 3.5 miles from the Existing Office. ACE anticipates the new space will be renovated by May 1, 2021 and open for business by August 1, 2021. The company will keep its existing office open until it has refitted the new site.

According to Petitioner, the new location will provide ACE customers with an enhanced level of customer support services than are currently provided at the existing office. In addition to the current services of bill payment, billing, and service-related assistance, the new location will provide just over double the space offered by the Existing Office, enabling ACE to host Community Outreach events and educate customers about energy assistance programs available to them. In addition, the larger space will allow greater social distancing, which protects the health and safety of ACE customers and employees.

The Company will maintain the same hours of operation at the new location as offered at the current office, from, 9:00 A.M. – 4:30 P.M. Monday through Friday. The Company will also maintain the same number of assigned employees at the new location and no staffing reductions are planned as part of this relocation.

ACE anticipates the rental costs at the new location will be comparable to current costs for the Existing Office, while providing more than double the current space. The Company anticipates that it will incur fit-out and renovation expenses of approximately \$275,000 to equip the new CSO. In selecting the new location, ACE evaluated multiple properties in the Atlantic City area and sought input of seasoned real estate professionals before entering leasing discussions with the landlord and its representatives.

Pursuant to the requirements of N.J.A.C. 14:3-5.1 (e) (2), the Petitioner will publish a copy of the relocation notice in The Press of Atlantic City, a newspaper in general circulation serving the affected area(s). The Company will also post a copy of the relocation notice (the “Door Notice”) on the front door and/or in the front reception area of the Existing Office and post a copy on the Company’s website. The Door Notice will also be translated into Spanish. In addition, ACE will send a copy of a cover letter and the relocation notice to the clerks of each affected municipality pursuant to N.J.A.C. 14:3-5.1(e)(2). In order to keep the public informed of the change in office locations, the Company commits that it will: (i) print the New CSO Location address on the bill for customers in the affected areas; (ii) provide the address of the New CSO Location to all inquiry and collection telephone personnel, as well as field collection personnel; (iii) utilize social media messaging (Facebook and Twitter); and (iv) provide the address of the new CSO location to social and senior agencies in the affected area so that they can make the information available to their clients. Upon approval by the Board, ACE will update its website to reflect the new CSO location.

In its petition, the Company also agrees to develop a contingency plan in the event the Existing Office and the new CSO location become unavailable before completion of the refit and relocation outlined herein. This plan will ensure that, at no time, are customers without an available, open office.

ACE commits to maintain, at a minimum, the level of accessibility for persons with disabilities at the new CSO location as required by the Americans With Disabilities Act. Petitioner acknowledges that the rate impact and prudence of the Company’s costs incurred to renovate, refit, equip, and relocate to the new CSO location will be reviewed in ACE’s next base rate case or other appropriate proceeding. Petitioner states that any Order issued in connection with this filing will not be construed as directly or indirectly fixing, for any purpose whatsoever, any value of the tangible or intangible assets now owned or hereafter to be owned by Petitioner. Petitioner also acknowledges that any Order issued by the Board in connection with this filing will neither affect nor in any way limit the exercise of the authority of the Board or of the State of New Jersey in any future petition or in any future proceeding with respect to rates, franchises, services, financing, accounting, capitalization, depreciation or any other matters affecting Petitioner.

Finally, in its Petition, the Company respectfully requests that the Board take action on this Petition prior to February 28, 2021.

Rate Counsel advised Board Staff by letter dated December 1, 2020 that it has no objection to ACE's relocation of its Atlantic City Customer Service Office location to Ventnor. Rate Counsel requested that any Board Order granting the petition contain the following provisions:

:

1. ACE shall develop a contingency plan in the event that both its current and its proposed new Ventnor CSO locations become unavailable before completion of the equipping and relocation process.
2. ACE shall maintain, at a minimum, the same hours of operation, staffing levels, and level of service at the Ventnor CSO after the relocation as it now provides in Atlantic City.
3. ACE shall maintain, at a minimum, the level of accessibility for persons with disabilities at its relocated CSO in Ventnor as required by the Americans with Disabilities Act and New Jersey Law Against Discrimination.
4. ACE shall publish and post public notice of the proposed relocation of its Atlantic City CSO in both English and Spanish.
5. ACE shall notify the Board and Rate Counsel if it anticipates any changes in the hours of operation, staffing levels, or level of service currently provided at the Atlantic City CSO after its relocation to Ventnor.
6. ACE shall notify the Board and Rate Counsel if it learns of any reduction in the public transportation available to access the Ventnor CSO from the City of Atlantic City CSO after its relocation.
7. The rate impact and prudence of ACE's costs incurred to renovate, equip and relocate the Atlantic City CSO to Ventnor will be reviewed in the Company's next base rate case or other appropriate proceeding.
8. This Order shall not affect nor in any way limit the exercise of the authority of the Board or of this State, in any future Petition or in any proceeding with respect to rates, franchises, service, financing, accounting, capitalization, depreciation, or any other matter affecting the Petitioner.

After review of the entire record in this matter, including the comments filed on behalf of Rate Counsel, the Board **HEREBY FINDS**:

1. On October 30, 2020, ACE filed a petition, pursuant to N.J.A.C. 14:3-5.1, to relocate its Atlantic City CSC from; and
2. ACE has complied with N.J.A.C. 14:3-5.1, including the relevant notice requirements; and
3. Rate Counsel agreed to the move with certain conditions, as noted above. The Board finds the requested notice of change in hours, staffing and/or service levels proposed by Rate Counsel to be overly burdensome and substitutes the following language: ACE's Ventnor Customer Service Office shall maintain the

same hours of operation, staffing levels and level of service as were provided at its Atlantic City location.

4. No other objections to this relocation have been received by the Board other than as detailed above; and
5. The relocation of the Atlantic City office from 2430 Atlantic Avenue, in the City of Atlantic City, County of Atlantic, to Unit 5014 of the Ventnor Plaza Shopping Center, 5100 Wellington Avenue, in the City of Ventnor, County of Atlantic, State of New Jersey is not unreasonable and will not unduly prejudice the public interest.

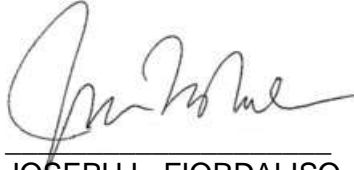
Therefore, based on the foregoing, the Board **HEREBY APPROVES** the relocation of ACE's Atlantic City Customer Service Office located at 2430 Atlantic Avenue, in the City of Atlantic City, County of Atlantic, to Unit 5014 of the Ventnor Plaza Shopping Center, 5100 Wellington Avenue, in the City of Ventnor, County of Atlantic, State of New Jersey, subject to the following conditions:

1. ACE shall develop a contingency plan in the event that its current or proposed new Ventnor CSO location become unavailable before completion of the equipping and relocation process.
2. ACE shall maintain the same hours of operation, staffing levels, and level of service at the new Ventnor CSO after its relocation as it provided at the 2430 Atlantic Avenue, Atlantic City location.
3. ACE shall maintain, at a minimum, the level of accessibility for persons with disabilities at the relocated Ventnor CSO as required by the Americans with Disabilities Act and New Jersey Law Against Discrimination.
4. The rate impact and prudence of ACE's costs incurred to renovate, equip and relocate the Atlantic City CSO will be reviewed in the Company's next base rate case or other appropriate proceeding.
5. This Order shall not affect nor in any way limit the exercise of the authority of the Board or of this State, in any future Petition or in any proceeding with respect to rates, franchises, service, financing, accounting, capitalization, depreciation, or any other matter affecting the Petitioner.

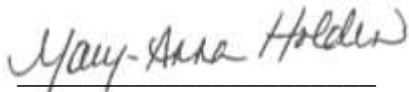
The Order shall become effective on February 6, 2020.

DATED: January 27, 2021

BOARD OF PUBLIC UTILITIES
BY:




JOSEPH L. FIORDALISO
PRESIDENT



MARY-ANNA HOLDEN
COMMISSIONER



DIANNE SOLOMON
COMMISSIONER



UPENDRA J. CHIVUKULA
COMMISSIONER



ROBERT M. GORDON
COMMISSIONER

ATTEST:



AIDA CAMACHO-WELCH
SECRETARY

**IN THE MATTER OF THE PETITION OF ATLANTIC CITY ELECTRIC COMPANY
PURSUANT TO N.J.A.C. 14:3-5.1(E) FOR APPROVAL OF THE RELOCATION OF ITS
ATLANTIC CITY CUSTOMER SERVICE OFFICE FROM 2430 ATLANTIC AVENUE, IN THE
CITY OF ATLANTIC CITY, COUNTY OF ATLANTIC, TO 5100 WELLINGTON AVENUE, IN
THE CITY OF VENTNOR, COUNTY OF ATLANTIC, STATE OF NEW JERSEY**

BPU DOCKET NO. EO20100689

SERVICE LIST

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