

Sharing your views on JCP&L's restoration response

We understand the frustration that many residents have regarding the lengthy repair times and lack of information from JCP&L. Although local officials maintain regular contact with JCP&L and demand restoration of vital services, the decision about resource deployment rests solely with JCP&L. Borough officials are unable to influence when or how JCP&L restores electrical service. Equally frustrating for local officials is that the only information we have is what is provided on the JCP&L website or through our government representative. In both cases, specific information about restoration dates or locations is not provided.

The Borough encourages you to share your views about JCP&L response and/or restoration efforts. Please contact the entity that regulates the utility companies; State of New Jersey Board of Public Utilities, Division of Customer Assistance. The Division handles verbal, written and e-mail complaints, as well as in-person office interviews and other 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.

Please log onto <http://www.state.nj.us/bpu/assistance/complaints/> for complete information on filing a complaint. In addition, the President of the BPU is Robert M. Hanna, Esquire. He can be reached at:

President Robert M. Hanna, Esquire
44 South Clinton Avenue
P.O. Box 350
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Assistant: Diane Hewitt 609-777-3310