



**BY THE BOARD:**

**BACKGROUND**

On June 29, 2023 the New Jersey Board of Public Utilities (“Board”), issued an order mandating, among other things, that gas and electric distribution utilities (collectively, “Utilities”)<sup>2</sup> in the State provide an annual Fresh Start Assessment Report (“Assessment Report”) to the Board.<sup>3</sup> The Assessment Report aims to gather essential data for evaluating the success metrics of the Board’s Fresh Start program, with the objective of enhancing the program’s effectiveness. The June 2023 Order mandated that the Utilities file the Assessment Report beginning on February 15, 2025, and that the Utilities provide an annual summary of Fresh Start program participation and success rates, beginning with the time period of October 1, 2023 through December 31, 2024.

The Assessment Report, as contained in the June 2023 Order, required the following:

- Total Fresh Start balance held by utilities from October 1, 2023 – December 31, 2024;<sup>4</sup>
- Total Fresh Start balance forgiven by utilities from October 1, 2023 – December 31, 2024;<sup>5</sup>
- Total number of Fresh Start customers that completed the program during this time period:<sup>6</sup>
  - Total number of Fresh Start customers that earned 100 percent (100%) forgiveness during this time period;
    - Total number of successful Fresh Start customers that are in arrears after the conclusion of the Fresh Start program; and
    - Total past due dollars owed.

On August 9, 2023, Board Staff (“Staff”) received correspondence from JCP&L which requested clarification concerning the portion of the Assessment Report seeking data for arrears owed by successful Fresh Start customers. JCP&L indicated that Fresh Start customers who earned 100 percent (100%) forgiveness would have no arrearages to report at the end of the program. JCP&L inquired if the intention of the June 2023 Order was for the Utilities to report any new arrearages accumulated by successful Fresh Start customers after the conclusion of the program and, if so, requested that a specific date be provided for this snapshot of arrearage data. Subsequently, on January 16, 2024, JCP&L requested the Board clarify that updated data was required annually after December 31, 2024, and suggested specifying the timeline of subsequent Assessment

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<sup>2</sup> The four (4) gas distribution companies (“GDCs”) are Public Service Electric & Gas Company (“PSE&G”), Elizabethtown Gas Company (“ETG”), New Jersey Natural Gas Company (“NJNG”), and South Jersey Gas Company (“SJG”). The four (4) investor-owned electric distribution companies (“EDCs”) include PSE&G, Atlantic City Electric Company (“ACE”), Jersey Central Power & Light Company (“JCP&L”) and Rockland Electric Company (“RECO”).

<sup>3</sup> In re the New Jersey Board of Public Utilities’ Response to the COVID-19 Pandemic, BPU Docket No. AO20060471, Order dated June 29, 2023 (“June 2023 Order”).

<sup>4</sup> This number is the total dollar amount that the utility has deferred for the USF Fresh Start Program between the dates requested. It will represent the amount of funds put into the program as a deferred balance and held by the utilities without actions for the Fresh Start time period.

<sup>5</sup> This represents the amount of forgiveness issued to the customer’s deferred balance over the given time period.

<sup>6</sup> All the active customers that participated in Fresh Start during this time period.

Reports as calendar year to avoid duplicate data reporting. Finally, on January 22, 2024, JCP&L sought clarification on whether the number of successful Fresh Start customers who subsequently fell into arrears after the conclusion of the program should include those customers who have been reenrolled by the Utility into the Fresh Start program.<sup>7</sup>

Following review, Staff determined that clarification was necessary to ensure consistent and effective statewide reporting of annual Fresh Start program data from the Utilities. Therefore, Staff recommends the Board update the annual Assessment Report<sup>8</sup> from the Utilities, which shall require submission of the following data:<sup>9</sup>

- Total Fresh Start balance held by the Utilities from October 1, 2023 – December 31, 2024, **and during each calendar year thereafter**;<sup>10</sup>
- Total Fresh Start balance forgiven by utilities from October 1, 2023 – December 31, 2024, **and during each calendar year thereafter**;<sup>11</sup>
- Total number of Fresh Start customers that completed the program [during this time period] **from October 1, 2023 – December 31, 2024, and during each calendar year thereafter**.<sup>12</sup>
  - **Of these**, total number of **successful** Fresh Start customers that earned 100 percent (100%) forgiveness;
    - **Of these**, total number of successful Fresh Start customers that are in arrears after the conclusion of the Fresh Start program,<sup>13</sup> **as of December 31, 2024, and as of December 31<sup>st</sup> of each calendar year thereafter**; and
      - **Of these**, total past due dollars owed **as of December 31, 2024, and as of December 31<sup>st</sup> of each calendar year thereafter**.

## **DISCUSSION AND FINDINGS**

Accordingly, upon review of Staff's recommended clarifications to the Assessment Report, the Board **HEREBY AMENDS** the Board's June 2023 Order, in part, to reflect the above updated

<sup>7</sup> In the June 2023 Order, it was ordered that the Utilities shall enroll any USF participant with \$60 or more in arrearages into the Fresh Start program regardless of the customer's past participation in the USF or Fresh Start program at the time of the customer's enrollment or re-enrollment in USF, from October 1, 2023 through September 30, 2024. Therefore, Fresh Start reenrollment is possible for eligible USF customers through September 30, 2024.

<sup>8</sup> The first Assessment Report will include data from October 1, 2023 – December 31, 2024. Each Assessment Report thereafter will include data from a 12-month calendar year from January 1 – December 31.

<sup>9</sup> Additions to the Assessment Report established in the June 2023 Order are indicated in bold and deletions are indicated in brackets.

<sup>10</sup> This number is the total dollar amount that the utility has deferred for the USF Fresh Start Program between the dates requested. It will represent the amount of funds put into the Program as a deferred balance and held by the utilities without action for the Fresh Start time period.

<sup>11</sup> This represents the amount of forgiveness issued to the customer's deferred balance over the given time period.

<sup>12</sup> All the active residential utility customers that completed Fresh Start during this time period.

<sup>13</sup> Not including Fresh Start reenrollments.

Utility reporting requirements in the annual Fresh Start Assessment Report ("Updated Assessment Report").

Each electric and gas public utility is **HEREBY DIRECTED** to provide an Updated Assessment Report to the Board in docket EX00020091, beginning February 15, 2025. Each electric and gas public utility is **HEREBY ORDERED** to provide the Board with Updated Assessment Reports by February 15 of each calendar year thereafter, containing the required data that has been updated with applicable figures for each subsequent year.

The Board **FURTHER ORDERS** that the terms and conditions of the Board's prior order of June 29, 2023, which are incorporated herein by reference, shall remain in effect, except as otherwise modified by this Order.

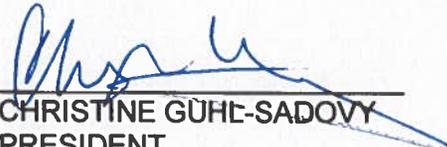
This Order shall be effective on March 27, 2024.

DATED: March 20, 2024

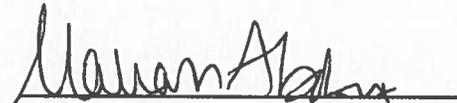
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I HEREBY CERTIFY that the within document is a true copy of the original in the files of the Board of Public Utilities.

IN THE MATTER OF THE NEW JERSEY BOARD OF PUBLIC UTILITIES' RESPONSE TO THE COVID-19  
PANDEMIC

DOCKET NO. AO20060471

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[wstewart@acsewerage.com](mailto:wstewart@acsewerage.com)

Carl Cordek  
[cordekc@aol.com](mailto:cordekc@aol.com)

**Municipal Water Utilities\***

\*The municipals listed are regulated only in terms of the customers served outside of the municipality's limits and only for service issues, if the rates are equalized. Currently, the NJBPU-regulated municipal water systems all have equalized rates.

**Village of Ridgewood**

131 N. Maple Ave #5  
Ridgewood, NJ 07450

Richard Calbi, Director  
[rcalbi@ridgewoodnj.net](mailto:rcalbi@ridgewoodnj.net)

Heather Mailander, Clerk  
[hmailander@ridgewoodnj.net](mailto:hmailander@ridgewoodnj.net)

**Borough of Park Ridge Water**

Chris O'Leary, General Manager  
53 Park Avenue  
Park Ridge, NJ 07656

[coleary@parkridgeboro.com](mailto:coleary@parkridgeboro.com)

**Clinton Municipal Building  
Clinton Water and Sewer Utility**

43 Leigh Street  
Clinton, NJ 08809

Art Dysart, Superintendent  
[artdysart@clintonnj.gov](mailto:artdysart@clintonnj.gov)

Richard Phelan  
[rphelan@clintonnj.gov](mailto:rphelan@clintonnj.gov)

**Town of Dover Water Commissioners**

100 Princeton Ave  
Dover, New Jersey 07801

Robert Kinsey, Superintendent  
[rk Kinsey@dover.nj.us](mailto:rk Kinsey@dover.nj.us)

Andrew-Dujack, President  
[adujack@dover.nj.us](mailto:adujack@dover.nj.us)

**Town of Dover**

37 North Sussex Street  
Dover, NJ 07081

John Gross, Interim CFO  
[jgross@dover.nj.us](mailto:jgross@dover.nj.us)

MaryAnn Coari, Accounts Payable  
[mcoari@dover.nj.us](mailto:mcoari@dover.nj.us)

**Borough of Berlin Water Department**

59 South White Horse Pike  
Berlin, NJ 08009

John Allsebrook, Superintendent  
[dpwsupt@berlinnj.org](mailto:dpwsupt@berlinnj.org)

Stacey DiVello, Finance  
[treasurer@berlinnj.org](mailto:treasurer@berlinnj.org)

**Borough of Berlin**

Debra DiMattia, CFO  
59 South White Horse Pike  
Berlin, NJ 08009  
[ddimattia@berlinnj.org](mailto:ddimattia@berlinnj.org)

**Trenton Water Works**

Kristin Epstein, Assistant Director  
333 Cortland Street  
Post Office Box 528  
Trenton, NJ 08604  
[kepstein@trentonnj.org](mailto:kepstein@trentonnj.org)

**City of Trenton**

Maria Kelly, Assistant Municipal Attorney  
333 Cortland Street  
Trenton, NJ 08638  
[mkelly@trentonnj.org](mailto:mkelly@trentonnj.org)

**City of Bordentown Water Department**

324 Farnsworth Avenue  
Bordentown, NJ 08505

Patricia McGowan, Water Clerk  
[pmcgowan@cityofbordentown.com](mailto:pmcgowan@cityofbordentown.com)

John J. Walls  
[jwalls@cityofbordentown.com](mailto:jwalls@cityofbordentown.com)

**Collingswood Water Department**

Steve DiOrio, Superintendent  
215 Hillcrest Ave  
Collingswood, NJ  
[sdiorio@collingswood.com](mailto:sdiorio@collingswood.com)

**Borough of Collingswood**

Kathy McCarthy, Revenue Collector  
678 Haddon Ave  
Collingswood, NJ 08108  
[kmccarthy@collingswood.com](mailto:kmccarthy@collingswood.com)

**Wildwood Water Utility**

Mike McIntyre, Director  
3416 Park Boulevard  
Wildwood, NJ 08260  
[mmcintyre@wildwoodnj.org](mailto:mmcintyre@wildwoodnj.org)