# Newsroom & Public Notices

Press Releases 2021
Press Releases 2020
Press Releases 2019
Press Releases 2018
Press Releases 2017
Press Releases 2016
Press Releases 2015
Press Releases 2014
Press Releases 2013
Press Releases 2012
Press Releases 2011
Press Releases 2010
Press Releases 2009
Press Releases 2008
Press Releases 2007
Announcements
Reports
NJBPU Public Notices
Utility Hearing Public Notices



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

**For Immediate Release:**
**Date:** 03/13/2020

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**Trenton, N.J.** – The New Jersey Board of Public Utilities (NJBPU) 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, NJBPU 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.

NJBPU 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 electricity utility company phone numbers is **available here**.

If a ratepayer is unable to resolve an issue with their utility company, residents should contact NJBPU'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 (NJBPU)*
*NJBPU 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 NJBPU 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 NJBPU, visit our web site at www.nj.gov/bpu.*

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