

Statement of Customer's Rights



A PHI Company

Our company is subject to the jurisdiction of the New Jersey Board of Public Utilities (BPU), Two Gateway Center/Tenth Floor, Newark, New Jersey 07102, Toll free 1-800-624-0241.

If you are unable to make the payment or wish to contest the bill you should contact our customer service office. Or, if you are unable to pay, you may contact our office to discuss the possibility of entering into a reasonable deferred payment agreement.

You may have counsel or third party representation when appearing before our company to contest a bona fide disputed charge.

If within five days a request is made to the BPU for an investigation of the disputed charge, service will not be discontinued because of nonpayment of bills, provided all undisputed charges are paid.

You may contact the BPU to request assistance in the resolution of a bona fide disputed charge. You may also request a formal hearing with the BPU concerning such a disputed charge.

ATLANTIC CITY ELECTRIC CUSTOMER CARE:

Call Toll-free, 1-800-642-3780; 7:00 AM TO 7:00 PM Monday to Friday

BILL PAYMENT COURTESY CENTERS:

ATLANTIC CITY: 2430 Atlantic Ave

Monday - Friday 9 a.m. to 4:30 p.m.

MILLVILLE: 1101 Route 47 (Delsea Dr, Rhema Plaza)

Monday - Friday 9 a.m. to 4:30 p.m.

TURNERSVILLE: 5101 & Rt. 42 (Store 3 Town Center Plaza)

Monday - Friday 9 a.m. to 4:30 p.m.

CAPE MAY COURT HOUSE: 420 Route 9

Monday - Friday 9 a.m. to 4:30 p.m.

EGG HARBOR TWP: 6814 Tilton Rd

Monday - Friday 8 a.m. to 4:30 p.m.