



## BOROUGH OF DUNELLEN

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### **A Statement from Mayor Jason F. Cilento on the Announcement from the NJ Board of Public Utilities Regarding the Public Hearings on Optimum (Altice USA)**

On September 7, 2020, I, along with the mayors of Piscataway Township, Robbinsville Township, Green Brook Township and Hamilton Township, wrote a strongly worded letter to the New Jersey Board of Public Utilities (BPU) detailing our grievances with Optimum (Altice USA) and the shabby treatment this company has displayed toward its customers. We requested an investigation into the outrageous behavior exhibited by Altice.

I am pleased to share with you that the BPU has heard our calls for relief and this past Friday announced that they will hold a public hearing about Altice's poor service and unfair consumer pricing. The BPU Order states that it:

"reviewed the various complaints, municipal government official resolutions and requests for Board investigation and intervention in this matter, and HEREBY FINDS that there is sufficient cause to convene a proceeding to afford the municipal officials and Altice customers the opportunity to voice their concerns about the services received from Altice; as well as afford the company the opportunity to respond to these concerns before determining what corrective action may be warranted and should be taken in this matter."

The September 7<sup>th</sup> letter, and others communicated to the BPU detail just a few examples from the hundreds of complaints received by the respective municipalities regarding concerns over poor customer service, unstable Internet connections, insufficient network capacity and assertions of high prices. The residents of Dunellen have also made similar numerous complaints to us and that is why I joined in the collective letter with the other mayors.

A good Internet connection is essential for business, education, recreation and innovation. In Dunellen, we rely on Altice to provide us with the best service. It is disappointing that they fell short of our expectations. However, I am optimistic with the recent news from the BPU that we are on the right path to making sure Altice is held accountable and begins to provide better quality services to its customers.

Members of the public who wish to submit comments on the "Operations of Altice USA in New Jersey" investigation can do so by emailing [board.secretary@bpu.nj.gov](mailto:board.secretary@bpu.nj.gov) in PDF or Word format and must contain in the subject the caption "Docket No. CX21020139 or submitting comments through the Board's External Access Portal. Directions for e-filing can be found on the Board's website at: <https://www.bpu.state.nj.us/>

Yours very truly,  
Mayor Jason F. Cilento  
Borough of Dunellen