

PoweringConnections

Central Hudson's Consumer Outreach Publication

Fall 2019

HEAP ENROLLMENT IS OPEN BENEFITS AVAILABLE THROUGH MARCH

Energy Assistance Programs are Here to Help You

Are you, or someone you know, having trouble managing energy bills? We have programs available to help qualifying customers stay safe and warm this winter.

The Home Energy Assistance Program (HEAP) is a federal

grant program that helps income-eligible households pay for energy bills, repairs and weatherization. Households may receive one regular HEAP benefit per season. Your county's Department of Social Services and Office for the Aging

are currently accepting applications. Please visit mybenefits.ny.gov to apply or learn more.

If you receive HEAP for any fuel other than natural gas or electric, such as oil, coal, propane, wood/wood pellets, kerosene or corn, you are entitled to receive a bill discount credit for 12 months. All you need to do is provide Central Hudson with your "Notice of Decision" by emailing the letter to Careunit@cenhud.com, faxing it to (845) 486-5676 or mailing it to Central Hudson, Attn: Care Unit, 284 South Avenue, Poughkeepsie, N.Y. 12601. You may also bring the letter to one of our customer service representatives at any location listed on page 8.



An additional benefit, the Heating Equipment Repair or Replacement (HERR), is available to assist homeowners in repairing or replacing primary heating equipment when the equipment is inoperable or unsafe and is in need of repair or replacement. Applications for HERR are accepted statewide through Sept. 30, 2020, or until the funding allocated to this component is exhausted.

HEAP benefits are funded by the federal government and administered through the New York State Department of Social Services. To apply, call (800) 342-3009 or visit www.mybenefits.ny.gov. Individuals who are 60 years of age or older and do not receive SNAP (Supplemental Nutrition Assistance Program) benefits may contact

their local Office for the Aging for eligibility requirements and to apply for benefits. Call (800) 342-9871 or visit www.aging.ny.gov.

2019-2020 HEAP Monthly Income Eligibility Guidelines

Household Size	Tier 1	Tier 2	Annual
1	\$0 - 1,353	\$1,354 - 2,494	\$29,933
2	\$0 - 1,832	\$1,833 - 3,262	\$39,144
3	\$0 - 2,311	\$2,312 - 4,030	\$48,354
4	\$0 - 2,790	\$2,791 - 4,797	\$57,564
5	\$0 - 3,268	\$3,269 - 5,565	\$66,774
6	\$0 - 3,747	\$3,748 - 6,332	\$75,984
7	\$0 - 4,226	\$4,227 - 6,476	\$77,711
8	\$0 - 4,705	\$4,706 - 6,620	\$79,438
9	\$0 - 5,184	\$5,185 - 6,764	\$81,165
10	\$0 - 5,663	\$5,664 - 6,908	\$82,892
11	\$0 - 6,141	\$6,142 - 7,086	\$85,035
11+	\$479	\$553	\$6,630

Senior Times, a Central Hudson publication, is now **PoweringConnections**, which will be distributed two times per year, in the spring and fall.



- New look for Central Hudson bills
- Scams coming soon
- Free tax prep
- Managing winter heating bills
- Rebates
- And more

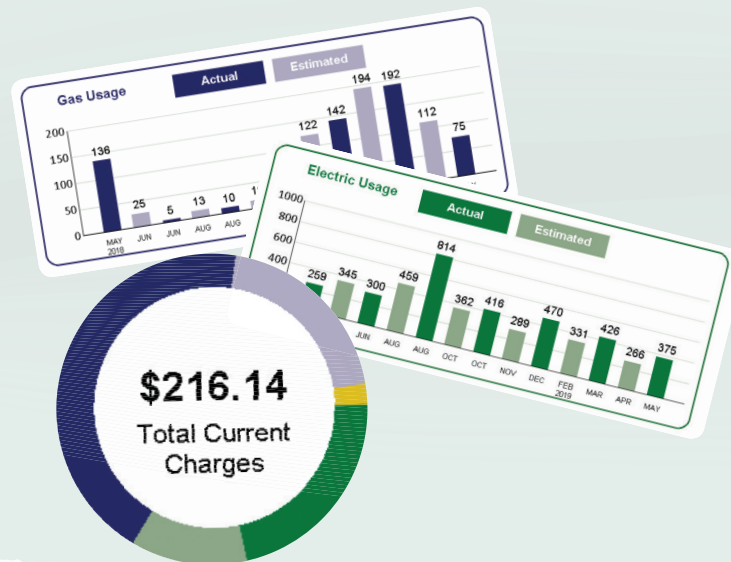
Inside

PoweringConnections
Central Hudson
284 South Avenue
Poughkeepsie, NY 12601

PRESORTED
STANDARD
US POSTAGE PAID
NEWBURGH, NY
PERMIT NO. 415

A NEW LOOK FOR YOUR CENTRAL HUDSON BILL

Organized. Colorful. Easier to Understand.



Now featuring a full-color layout designed to improve readability. Relevant information is better organized to help you track your energy use. You will find:

- A graph that breaks down your bill into supply charges, delivery charges and taxes;
- Ways to pay your bill;
- Information for contacting Central Hudson;
- A summary of your bill, indicating charges, payments, and the total amount due;
- Usage comparisons, showing how your energy usage during this billing period compares to your energy usage during the same period last year. If you have no energy usage for the billing period, your usage will be zero and an energy usage chart will not be shown;
- In the payment stub area, important messages relating specifically to your account. An example of an important message might be terms of a special payment agreement, or a final bill notice;
- Additional messages and promotions will be printed on your bill as colorful onsets.

Depending on whether you're an electric customer, natural gas customer, or both, you'll find further billing details, showing how your energy consumption is used to calculate your total energy cost.

Your redesigned bill is explained in detailed videos and graphics on our website, including explanations of supply and delivery charges. Go to www.CenHud.com/Rates/BillsExplained.

PROTECT YOURSELF AGAINST BILL PAYMENT SCAMS

Our customers are reporting heightened scam activity, with calls and emails threatening to disconnect services if payment using a purchased prepaid card is not made immediately.

SIGNS OF POTENTIAL SCAMS

BILL PAYMENT OR CREDIT CON

Scammers provide a phony account routing number to pay utility bills, receive a credit or obtain federal assistance.

BOGUS EQUIPMENT OR REPAIR FEE

Scammers call demanding a separate payment to replace or install a utility-related device or meter.

BOGUS BILLS

Scammers send emails that appear to be a utility bill. Do not click on links or attachments unless you recognize the sender's email address.

TEXTING SCAM

Scammers attempt to trick mobile phone users into giving scammers their personal information via text messages, which can then be used for identity theft.

OVERPAYMENT TRICK

Scammers request personal bank account information or a credit card number to issue a refund for a bill overpayment.

HOW TO REPORT A SCAM

If a customer receives a call, email or in-person visit that resembles a scam, they should call Central Hudson's customer service numbers to determine whether the contact was legitimate. Customers may also wish to note caller ID information, license plates or email addresses and report the incident to their local police department.

CENTRAL HUDSON'S CUSTOMER SERVICE DEPARTMENT
(845) 452-2700
(800) 527-2714

THE CONSUMER'S GUIDE TO IMPOSTER UTILITY SCAMS IS AVAILABLE TO DOWNLOAD ON OUR WEBSITE

www.CentralHudson.com/ScamCentral



STEPS TO PROTECT YOURSELF

1 NEVER PURCHASE A PREPAID CARD to avoid service disconnection or shutoff. Central Hudson does not specify how customers should make a bill payment.

2 HANG UP THE PHONE, DELETE THE EMAIL OR SHUT THE DOOR when threatened with immediate disconnection of services, if this was the first and only notification.

3 ASK FOR IDENTIFICATION A Central Hudson employee wears a photo I.D. badge displaying a name and employee number.

4 CALL CENTRAL HUDSON FOR VERIFICATION at (845) 452-2700, and not the phone number the scammer provides. Or call if ever in doubt if a person at your door is legitimately a Central Hudson employee or contractor.

ASSISTANCE IS AVAILABLE FREE TAX PREP

If you are one of the many Hudson Valley residents who need help filing your tax return, FREE tax preparation assistance is available from AARP Foundation Tax-Aide's IRS trained and certified volunteers and the Hudson Valley CASH Coalition.

Assistance is available for low to moderate income residents beginning Feb. 1 through April 15, 2020 by appointment only. To schedule an appointment, call United Way's Hudson Valley Region Helpline, 2-1-1, or 1-800-899-1479, beginning Jan. 15. The 2-1-1 Helpline is open seven days a week from 9 a.m. to 7 p.m.

Filers do not have to be AARP members or seniors to receive service. 211 call specialists will review eligibility, provide an appointment and remind filers of the documentation they need to bring.

There are more than 50 tax sites in the Hudson Valley region of Orange, Ulster, Dutchess and Putnam counties. Appointments are available six days a week, days and evenings.

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HELP YOUR NEIGHBOR GET THE (TAX) CREDIT THEY DESERVE

The Dutchess County CASH coalition and AARP Foundation Tax-Aide programs are seeking volunteers to join their team. For information on volunteer opportunities, call Linda Eddy at (845) 475-7500 or email your inquiry to leddy@dutchesscap.org.

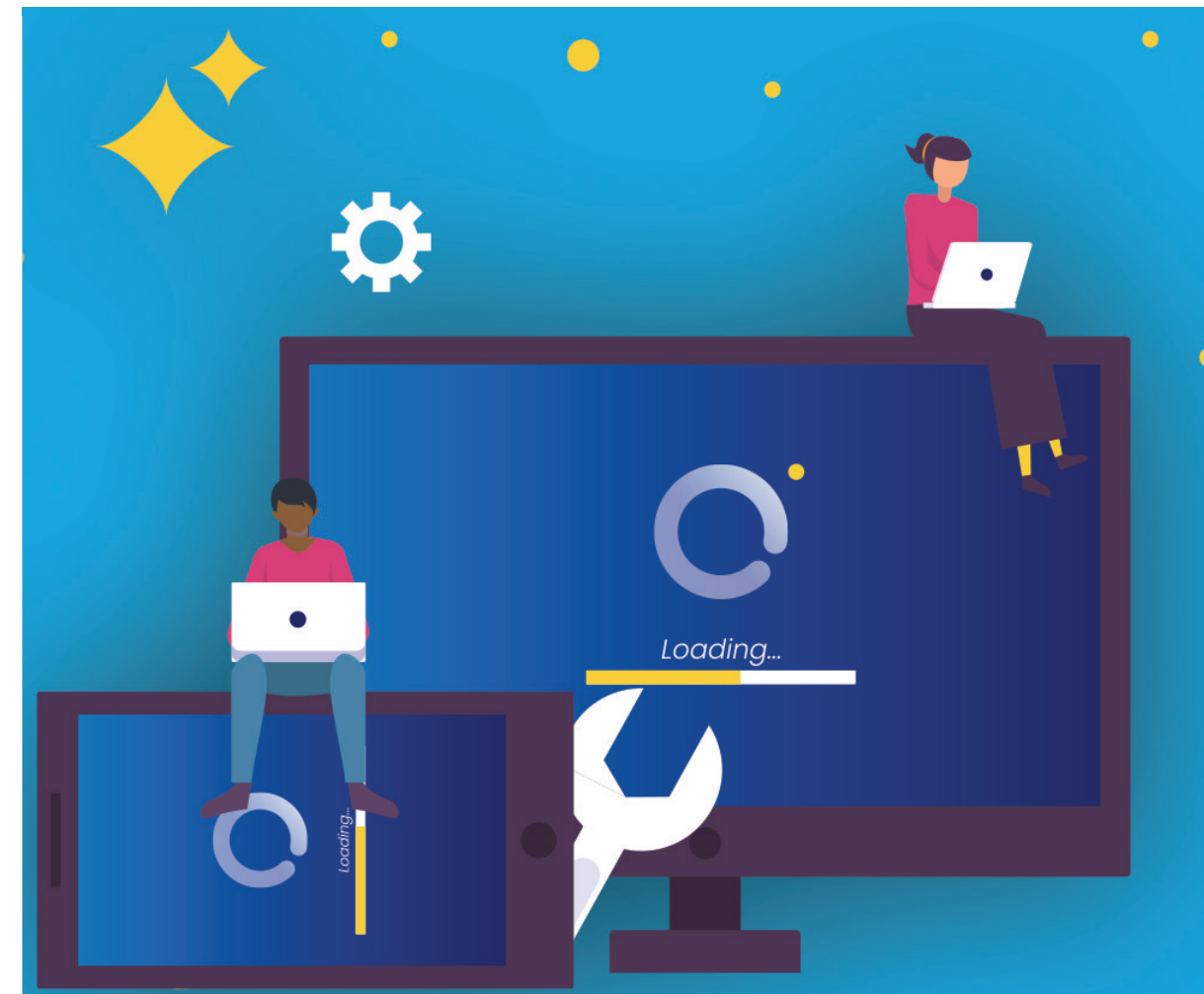
2020 CENSUS

Once every decade, the federal government conducts a census of the entire population to count everyone in the United States and record basic information about them. Our nation's founders believed this data was so important that they mandated the decennial census in the Constitution.

The census is much more

than just a head count. It provides a picture of our nation that helps determine where to build new schools, hospitals, and businesses; how federal funding is distributed; and how congressional seats are apportioned. It also helps us see how communities changed over time. That's why an accurate count is so important.

The Census Bureau will never ask for your Social Security



COMING SOON TO BETTER SERVE YOU NEW WEB & MOBILE SITES

Your Action is Required

CentralHudson.com is being redesigned to better serve our customers. The new website, which will launch this winter, will make all of our online resources available whether you are visiting it on a computer, tablet or mobile device.

The new website will require you to log in with your email address instead of a site-specific user ID. In preparation for that change, please take a moment now to ensure we have your current email address.

While you are logged in to your account, please update all of your contact information. For example, do you still use your landline — or did you exclusively go cellular? Let us know the best way to reach you so we can communicate with you during emergencies or when we're doing work in your neighborhood. Go to CentralHudson.com/MyAccount or call us at (845) 452-2700.

Usage and billing information will be presented graphically, transactions will be simpler and more efficient and a modern look and feel will make it easier to locate the resources our customers use the most.



ASSISTANCE IS AVAILABLE FOR MANAGING WINTER HEATING BILLS

Bill payment options and assistance programs are available to help customers manage their winter heating bills.

- **Deferred payment agreements** are available so customers who have fallen behind on their utility bills can get caught up.
- **The Extra Security Plan** is a due date change for some customers who receive Social Security income, disability benefits and/or survivor benefits as their only source of income.
- **The Good Neighbor Fund** provides a “last resort” grant to help pay the

energy bills of customers who have exhausted all other forms of public and private assistance.

- **The Veterans Grant** is available to eligible military families through the Good Neighbor Fund who are experiencing a financial hardship.
- **Budget Billing** provides predictable monthly bills and spreads monthly payments evenly over 11 months. The bill for the 12th month will include a plus-or-minus adjustment to reflect your actual usage and energy charges incurred throughout the year.

Central Hudson also offers additional support programs such as the **Life Support Apparatus Program**, which offers special protections and notifications for customers who need electricity to operate a life-sustaining device; payment extensions may be available for customers who are hospitalized through the **Help During Hospitalization** program; and **Third Party Notifications** send important notices to a willing third party to prevent disconnection of services.

For more information, visit www.CentralHudson.com/PaymentAssistance.

THIS WINTER, CHECK YOUR INBOX, NOT YOUR MAILBOX

When the winter chill takes over and the snow starts to pile up, avoid trudging out to your mailbox. **Stay safe and warm with eBills, our FREE online billing service.** With eBills, you can view your bills online from wherever you are and print your bill only when you need to. We'll even notify you when your bill is due so you won't miss a payment. Signing up for eBills also saves trees, time and money. Households billing online save 6 pounds of paper per year. Save your payment preferences to expedite future transactions and never spend money on stamps to mail in your payments! **Also, sign up for auto payments with your bank account, or credit or debit card. There is no longer a fee for credit or debit card payments.**

Visit our website to sign up for these options today!



PREPARE FOR COLD WEATHER SERVICE HEATING SYSTEMS FOR EFFICIENCY & SAFETY



Central Hudson reminds its customers to take steps to prepare for winter by servicing their heating systems, installing carbon monoxide detectors and becoming more energy efficient. Now that the weather has become cooler, heating systems will be turning on more often. In addition to checking fittings, burners and performing other adjustments,

chimneys and exhaust flues should also be cleared of any obstructions, especially after leaves have fallen. Blocked flues and chimneys can prevent exhaust gases from heating systems from venting properly, causing a build-up of deadly carbon monoxide gas in the home.

Carbon monoxide is a colorless and odorless gas produced as a by-product of the faulty burning any fuel, including oil, propane, wood, natural gas and kerosene. Symptoms of exposure include

sleepiness, dizziness, nausea, loss of consciousness and even death.

Homes and businesses should be equipped with carbon monoxide detectors as a safety precaution to warn of its presence, and those currently using de-

Customers who think they smell natural gas should follow the advice of Central Hudson's natural gas odor safety slogan: Stop. Go. Let Us Know.

tectors should replace the batteries regularly. If carbon monoxide is detected, the building should be evacuated, and the cause investigated by a qualified service technician. Occupants should seek medical attention if necessary.

Customers who think they smell natural gas should stop what they are doing, go outside immediately and let us know after moving to another location by calling (800) 942-8274, or emergency responders at 911.

TAKE ADVANTAGE & SAVE THIS WINTER ENERGY EFFICIENCY REBATES

LIGHTING



Shop in-store in the lighting sections of most local Lowe's, The Home Depot, Walmart, Sam's Club, Target, Hannaford, BJ's, Ace/TrueValue Hardware, Dollar Tree and Dollar General stores and look for Central Hudson signage.

SMART THERMOSTATS



Central Hudson customers can now receive **\$40 off** of ENERGY STAR certified smart thermostats when shopping at The Home Depot, Lowe's and Best Buy. Explore available products, confirm eligibility and claim your rebate code at CentralHudsonRebates.com.

ELECTRIC HEAT PUMP WATER HEATERS



Upgrade to a heat pump water heater that is ENERGY STAR certified to save money, energy and protect the environment. Receive a **\$750 instant rebate** toward your purchase when you shop at The Home Depot or Lowe's. Claim your rebate code: WaterHeater.CentralHudsonRebates.com.

SavingsCentral.com lists our full range of rebates. You can also take advantage of our instant rebates on energy efficient products via our online store with deals as low as \$1 at CenHubStore.com.

Central Hudson supports reducing greenhouse gas emissions and believes the most cost effective way of doing this is through energy efficiency programs, including rebates. Our programs have saved customers more than 82,000 MWh — equivalent to the use of electricity used by 10,112 homes, in 2018 alone. For information on our initiatives, go to www.CentralHudson.com/PoweringthePath.

OFFICE FOR THE AGING

The Office for the Aging administers and promotes programs and services for New Yorkers 60 years of age and older and people of all ages with disabilities, along with their families and caregivers. Services include:

- Information and Assistance through NY Connects;
- Home and community-based long-term care through Expanded In-Home Services and Community Services for the Elderly programs;
- Support for family caregivers;
- Wellness and nutrition;
- Health insurance, information, counseling & assistance and
- Support for individuals in long-term care facilities, such as nursing homes, through the state Long-Term Care Ombudsman program.

LOCATIONS BY COUNTY

Albany: 162 Washington Ave. 6th Floor, Albany, N.Y. 12210 (518) 447-7000

Columbia: 610 State St. Hudson, N.Y. 12534 (518) 828-4258

Dutchess: 27 High St. Poughkeepsie, N.Y. 12601 (845) 486-2555

Greene: 411 Main St. Catskill, N.Y. 12414 (518) 719-3555

Orange: 18 Seward Ave. Middletown, N.Y. 10904 (845) 615-3710

Putnam: 110 Old Route 6, Bldg. 1 Carmel, N.Y. 10512 (845) 808-1700 ext. 47112

Sullivan: Sullivan County Gov't Ctr. 100 North St., PO Box 5012 Monticello, N.Y. 12701 (845) 794-3000

Ulster: 1003 Development Court Kingston, N.Y. 12401 (845) 340-3456 Fax: (845) 340-3583

COMPARE APPLES TO APPLES ENERGY SUPPLY CHOICE



WHAT IS CUSTOMER ENERGY CHOICE?

As a Central Hudson customer, you have the option to choose who will be your electricity and natural gas supplier ... Central Hudson or an energy service company (ESCO), also called retail suppliers or marketers. An ESCO provides electric and natural gas customers the opportunity to purchase their energy supply from independent ESCOs rather than through their utility. These companies are able to supply gas and electricity at unregulated market-based prices.

If you purchase energy through an ESCO, Central Hudson will continue to operate and maintain the delivery system of wires and pipes that brings energy to your home or business. We'll still answer calls and respond when storms and other emergencies interrupt service. Customer will continue to receive a bill from Central Hudson for delivery regardless of which company supplies the energy.

HOW TO CHOOSE YOUR ELECTRICITY AND NATURAL GAS SUPPLIER

Find a list of electric and gas suppliers on our website, www.CentralHudson.com/EnergyChoice/EnergySuppliers.

WHAT IS COMMUNITY CHOICE AGGREGATION (CCA)?

Community Choice Aggregation (CCA) is a state-approved program that allows a municipality or groups of municipalities to purchase energy on behalf of their residents with the goal of lowering energy bills and, in some cases, increasing access to clean, renewable resources. However, CCAs do not guarantee savings and are not required to procure renewable energy. Residents in municipalities that have enlisted with a CCA are contacted by the municipality in advance with instructions to opt out of the program.

WHAT MUNICIPALITIES HAVE OPTED IN TO THE PROGRAM?

Municipalities in our service territory that have enlisted include:

- Town of Fishkill
- City of Beacon
- Village of Cold Spring
- Marletown
- Philipstown
- City of Poughkeepsie
- Town of Cairo
- Town of New Baltimore
- Village of Coxsackie
- New Paltz

For more info on CCAs and a list of frequently asked questions, go to www.CentralHudson.com/EnergyChoice/Community-Choice-Aggregation.

ASK JEN

from our Consumer Outreach Team

Q: "My husband was on life support equipment, but he has passed away, do I need to let Central Hudson know?"

A: If you or someone in your household no longer depends on a life-sustaining device, please make arrangements to change the account over to whoever is now taking over the service if the account was in the deceased person's name.

If the account was not in their name, we will send a Life Support Equipment removal letter to the residence to be signed to ensure that your health and safety are not being compromised.

As always, if you have any questions regarding this process you can call customer service at (845) 452-2700.



RECIPE

BUTTERNUT SQUASH BISQUE

Ingredients

- 1 tbsp oil (corn or canola)
- 1 tbsp butter, without salt
- ½ raw diced large onion
- 2 large raw carrots, diced
- ½ cup granulated sugar
- 4 cups raw cubed butternut squash
- 4 cups water
- 3 tsp Minors vegetable base, gluten free
- ¼ tsp table salt
- 1 tsp pepper
- ¼ tsp nutmeg
- ½ cup heavy whipping cream



Steps

1. Heat the oil and melt the butter in a large pot over medium heat.
2. Cook and stir the onion until tender.
3. Mix the carrots and squash into the pot.
4. Pour in the water, vegetable base and season with salt, pepper and nutmeg.
5. Bring to a boil, then reduce the heat and simmer until vegetables are tender.
6. In a blender, food processor or immersion blender, puree the soup mixture until smooth.
7. Return to pot and stir in the heavy cream.
8. Continue to cook the soup but do not boil.

Serves 6. Gluten free. Recipe courtesy of American Food and Vending.

ELECTRONICS DURING STORMS

1 It's easy to forget during a power outage, but if you don't turn off your appliances and equipment, spikes and surges that occur when the power comes back on can damage them. Turn off and unplug any unnecessary electrical equipment.

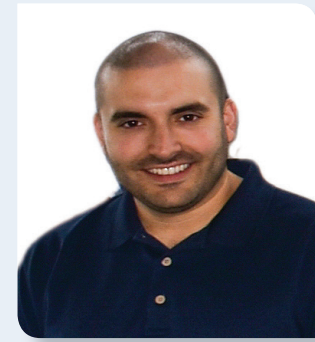
2 A power strip or surge protector? Protect sensitive equipment that you do not unplug from voltage surges with a surge protector. Surge protectors (also called surge suppressors), can be used to help protect sensitive equipment. Power strips and surge protectors are different. Typically, power strips are multi-outlet products that are an expansion of a wall outlet but most don't offer any real "protection" from electrical issues.

3 If your lights dim, your television picture shrinks, or your appliances are humming but not running, you may be experiencing low voltage. Unplug the equipment, turn off the circuit breaker, or remove the fuse for all appliances that use motors. This is the best way to protect your appliances and equipment from damage. Call us to report the problem.

4 If electrical appliances, such as a washer and dryer get wet in a basement flood, call a professional before turning them on or using them. Water — even clean water — can damage the inner workings of the appliance, including the motor. A service technician can tell you if the appliance can be used or repaired. The decision to repair will be based on how long the appliance has been wet, warranty, corrosion and age.

ASK KYLE

from Electric District Operations & Facilities



Q: My lights just flickered inside my house, what should I do?

A: Flickering lights for a few brief seconds doesn't necessarily mean there's a problem. We have equipment out on the lines that will briefly interrupt your power to prevent power outages in the event that trees and animals come in contact with the power lines. This is even more common during a storm, when broken limbs or trees blowing in the wind may briefly contact power lines. If the flickering is brief and not continuous, these devices are saving you from being without lights. However, consistent flickering throughout the day, especially during calm weather, may represent a problem with the electric service and you should contact our customer service department to have a crew inspect the condition: (845) 452-2700.

Send your customer service questions and we'll answer them in *Powering Connections*. Please keep your letters brief, do not send anonymous letters and include your address. Email: consumeroutreach@cenhud.com.

WEATHER ANY STORM WITH FREE OUTAGE ALERTS

When powerful winter storms strike, we want you to be ready with text alerts. When you sign up for text alerts, you will receive:

- An outage alert by text;
- An estimated time of restoration, so you can plan;
- A notice when power is restored and more!

Text alerts is a free and easy-to-use service that will keep you up-to-date on outage situations anytime, anywhere. Sign up by texting 236483 (CenHud). You can even check your balance or pay bills. Go to www.CentralHudson.com/Alerts for more information.



IF YOU SEE DOWNED POWER LINES...

- Move away from them and anything touching them. The ground around power lines may be energized. Call 911 immediately. Central Hudson will be dispatched to take care of the problem and emergency responders will also be notified. For your safety, we suggest you stay at least 30 feet away from downed lines. The proper way to move away from the power line is to shuffle away with small steps, keeping your feet together as close as possible and on the ground at all times. This will minimize the potential for a strong electric shock.
- Do not attempt to move a downed power line or anything else in contact with it by using an object such as a broom or stick. Even non-conductive materials like wood or cloth can conduct electricity if even slightly wet.
- Be careful not to touch or step in water near where a downed power line is located.
- You cannot tell whether or not a power line is energized just by looking at it. You should assume that all downed power lines are live.
- If you see someone who is in direct or indirect contact with the downed line, do not touch the person. Call 911 for help.
- If your car comes in contact with a downed power line while you are inside, stay in the car. Honk your horn to summon help, but direct others to stay away from your car. Stay inside and wait for rescue crews. Do not try to help someone else from the car while you are standing on the ground. If you do, you will become a path for electricity. In the event of a fire, jump clear from the car without touching the car and the ground at the same time; then shuffle away — keeping both feet on the ground at the same time, and taking care not to contact any wires or touch any object near the site of the accident.
- Wire guards are often called to the scene to ensure the safety of the public until a crew can be called to the scene to fix the issue. Please listen to the instructions of the wire guards and do not drive over downed power lines.

You cannot tell whether or not a power line is energized just by looking at it. You should assume that all downed power lines are live.



HOW TO PREPARE FOR A WINTER STORM

Planning and preparing can make a big difference in safety and resiliency in the wake of a winter storm which may cause power outages. The right time to prepare is now.

Before a winter storm, build an emergency kit stocked with the following items:

- Flashlight and fresh batteries;
- Battery-powered lantern;
- Battery-powered radio;
- Packaged or canned foods that require no refrigeration or cooking. Have at least a three-day supply of non-perishable food for your family. Remember to store anything specific to your family's needs;
- Manual can opener;
- Supply of bottled water stored for drinking and washing;
- First aid kit;
- Moist towelettes, garbage bags and plastic ties for personal sanitation;
- Be equipped to tend to any current or unexpected medical conditions your family members may have. Ask your doctor about storing prescription medication such as at least a three-day supply of heart and blood pressure medication, insulin for diabetics, and other prescription drugs such as inhalers for those with asthma. Include battery backup power for power-dependent mobility devices, oxygen, and other assistive technology needs;

- Don't forget your pets. Bring your pets indoors and include basic survival items to keep your pet happy and comfortable. Ensure that you have supplies to clean up after your pet, especially if they are used to going to the bathroom outdoors (large plastic bags, paper towels, extra cat litter, etc.).

Learn what to do during a storm, before a storm occurs:

- Avoid the use of candles for illumination due to fire hazards;
- Never use outdoor gas or charcoal grills indoors. They pose a fire hazard,

- and over time can give off deadly carbon monoxide gas;
- Operate cars and motor vehicles outdoors only, and never inside the garage. Keep a full tank of gas in your car for driving once conditions have improved;
- Know how to open your garage door manually if operated with electricity.
- Check on relatives, neighbors and friends, particularly if they are elderly;
- Wear layers of loose-fitting, lightweight, warm clothing. Remove layers to avoid overheating, perspiration and subsequent chill.

DIG SAFELY

Do I really need to call 811 before I dig? YES! Homeowners often make risky assumptions about whether or not they should get their utility lines marked, but every digging job requires a call — even "small" projects like planting trees and shrubs.

When you make the free call to 811 a few days before you dig, you'll help prevent unintended consequences such as injury to you or your family, damage to your property, utility service outages to the entire neighborhood and potential fines and repair costs.



GENERATOR SAFETY

When using generators during electric service interruptions, be sure that the unit is sized and installed properly, and operated safely in accordance with the manufacturer's instructions, and follow these safety tips:



- Generators should be sized to meet the needs of the appliances they are connected to. If the generator is too small, appliances can be damaged and the generator can overheat, creating a fire hazard.
- Do not operate generators in an enclosed area such as a basement, garage, shed or enclosed porch, as this may cause a build-up of deadly carbon monoxide gas.
- To avoid electrocution, keep the generator dry and do not use in rain or wet conditions. Operate it on a dry surface under an open canopy-like structure. Do not touch the generator with wet hands.
- Be sure to turn the generator off and let it cool down before refueling. Gasoline spilled on hot engine parts could ignite.
- Store fuel for the generator in an approved safety can and outside of living areas in a locked shed or other protected area. To guard against accidental fire, do not store it near a fuel-burning appliance, such as a natural gas water heater in a garage.
- Never try to power the house wiring by plugging the generator into a wall outlet. Known as "backfeeding," this practice puts utility workers, your neighbors and your household at risk of electrocution.

A Special Offer For Residential Natural Gas Customers Only

Central Hudson is offering residential gas customers a **Universal carbon monoxide and natural gas alarm for \$7.50, after a \$25 instant rebate.**

Buying is easy:

- 1) Go to cenhubstore.com/products/universal
- 2) Create an account, or log in to your existing CenHub Account.
- 3) Add the product to your cart.
- 4) Your \$25 instant rebate will be reflected at checkout.

The Universal Security Instruments Plug-in Carbon Monoxide and Natural Gas Smart Alarm is a 2-in-1 device that protects against carbon monoxide and natural gas. With a compact design, intelligent microprocessor and informative digital display screen, this "smart" alarm can help put your mind at ease. Sale price before rebate: \$32.50.

only
\$7.50
+ shipping



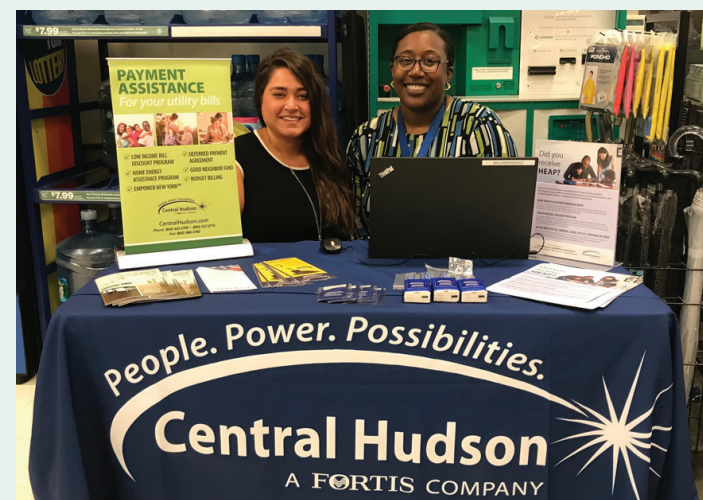
CONSUMER OUTREACH FORUM SUPPORTS LOCAL AGENCIES

Thinking Differently on how to share critical information on assistance programs for local families in need was the theme of Central Hudson's Consumer Outreach Forum, hosted in October. The forum brought together Central Hudson representatives with local not-for-profit organizations and state and county agencies that

provide services to the region's most vulnerable residents. More than 80 representatives participated in this year's event.

Central Hudson offers programs to assist customers who may be struggling financially and we want to work together with local agencies to support their missions of serving those in need. The goal is to increase

awareness and communication so these agencies are able to provide residents with necessary services and direct them to beneficial programs that afford additional support. For information on our assistance programs, go to www.CentralHudson.com/PaymentAssistance and www.CentralHudson.com/SpecialAssistance.



CONSUMER OUTREACH WORKSHOPS

If you belong to an organization that would like to have Central Hudson's Consumer Outreach department come and give a workshop on the payment assistance and special assistance programs that we offer, please email consumeroutreach@cenhud.com or call (845) 452-2700. **No group is too big or too small.**

Need to speak with a Central Hudson Customer Service Representative in person? Below is a list of the locations and times that we are in a community near you:

- **Monday (10a.m. – 3p.m.)**
Dutchess County Family Services
60 Market Street, Poughkeepsie
- **Tuesday (11 a.m. – 3pm)**
Orange County Family Services
280 Broadway, Newburgh
- **Wednesday (Locations alternate each week.)**
Email [consumeroutreach@cenhud](mailto:consumeroutreach@cenhud.com) to find out where we will be:
 - **Community Action: Highland, Kingston, Ellenville, Beacon**
 - **Dutchess Community College (in cafeteria)**
 - **Family Partnership, Poughkeepsie**
 - **SUNY New Paltz, New Paltz**
- **Thursday (10a.m. – 2p.m.)**
Ulster County Family Services
1061 Development Court, Kingston
- **Friday (10a.m. – 3p.m.)**
ShopRite, 895 South Rd., Poughkeepsie
ShopRite, Route 32, Vails Gate

IT CAN WAIT! STAY HANDS FREE WHILE DRIVING

Make our roads safer and save lives. Be smart and familiarize yourself with the special "Texting Zone" locations along the New York State Thruway and state highways.

Under New York state law you cannot use a hand-held mobile telephone or portable electronic device while you drive. Illegal activity includes holding a portable electronic device and

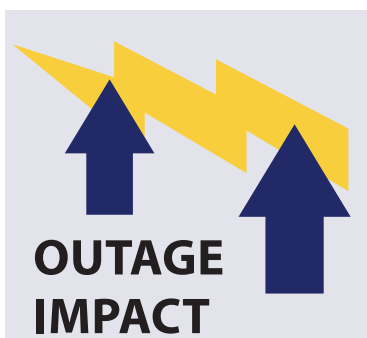
- talking on a handheld mobile telephone,
- viewing, taking, or transmitting images; and
- composing, sending, reading, accessing, browsing, transmitting, saving, or retrieving electronic data such as e-mail, text messages, or webpages.

If you use a portable elec-

tronic device while you drive (except to call 911 or to contact medical, fire or police personnel about an emergency), you can receive a traffic ticket and be subject to a fine and a surcharge.

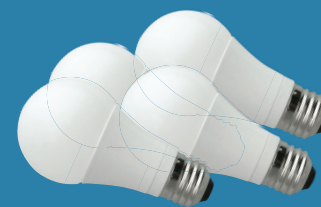
Conviction of a cell phone use, portable electronic device use or a texting violation will also result in points being added to your Department of Motor Vehicle driving record. If you receive 11 points in an 18-month period, your driver license may be suspended.

The ability to see, react or recognize changes on the road is seriously compromised when preoccupied with other, non-driving tasks. That's why we are asking everyone behind the wheel to put away their cell phones and pay attention.



Outages caused by vehicle accidents in Central Hudson's service territory increased 15 percent between 2012-2015 and the number of customers impacted by those outages was up 75 percent in 2016 because these accidents often involve electric facilities on busy roadways that serve many customers.

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