

Central Hudson, Mid-Hudson Libraries Partner to Help Customers Take Control of Energy Costs

Free DIY home energy assessment kits help residents save on energy costs

Hudson Valley residents now have a powerful new way to manage energy expenses – at no cost to them. Central Hudson Gas & Electric, in partnership with the Mid-Hudson Library System (MHLS), is making it easier than ever for customers to take control of their home energy use with the launch of HomeBoost, a free do-it-yourself energy assessment tool.

For a limited time, Central Hudson customers can borrow a HomeBoost kit from participating MHLS libraries. Each kit includes a smartphone-compatible thermal imaging camera and step-by-step instructions to help users identify areas in their homes where energy efficiency can be improved. Within days of completing the assessment, customers will receive a free personalized report via email that highlights available rebates and provides recommendations

to improve efficiency and reduce monthly bills.

“Energy efficiency is one of the most effective ways to lower household costs,” said Lauren Preston, Central Hudson’s Chief Customer Services Officer. “By partnering with the Mid-Hudson Library System, we’re able to get this valuable tool into the hands of as many customers as possible—at no cost—so they can learn where energy could be saved, as well as get support and ideas on how to improve their home. Customers can then use the advice to explore energy efficiency programs and rebate programs offered for their area and start saving right away.”

“Helping residents save money is something our libraries do every day,” said Rebekkah Smith Aldrich, Executive Director of the Mid-Hudson Library System. “This new partnership with Central Hudson helps us fulfill our vision for a



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world in which communities thrive when they have access to information, resources, learning environments and library services that respect the triple bottom line of social equity, economic feasibility, and environmental stewardship. This is a practical, easy-to-use program that will help any homeowner.”

HOW IT WORKS

To participate, residents

must have a library card from an MHLS member library and be an active Central Hudson customer. HomeBoost kits are compatible with both iPhone and Android devices. For the most accurate results, users should have basic home details available, such as the year their home was built, square footage, type of heating system, and window style.

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HEAP benefits delayed until further notice

We know there are a lot of questions surrounding HEAP enrollment this year, and we’re committed to keeping you up to date.

Due to the ongoing federal government shutdown, the start of the 2025-2026 Home Energy Assistance Program (HEAP) has been delayed until further notice. For the latest information, visit www.CentralHudson.com/HEAP. HEAP is a federal grant program that helps income-eligible households pay for energy bills.

Regular HEAP benefits may provide eligible households with benefits of more than \$900. Emergency benefits are scheduled to open on Jan. 2, 2026. Eligible households may receive one regular HEAP benefit per season and could be eligible for emergency HEAP benefits if they are in danger of running out of fuel or having their utility service shut off.

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Remember to operate space heaters safely

When the weather gets cold, portable space heaters can be a convenient source of supplemental heat. If you use a space heater, please be aware of the energy these devices consume—which can lead to higher than normal energy bills.

Space heaters use a lot of energy—750 to 1,500 watts on average. By comparison, the average home refrigerator uses between 150 and 500 watts, depending on the size and model.

In addition to the amount of energy consumed, space heaters can be a potential fire hazard. Portable space heaters cause nearly 1,700 house fires a year, on average—according to the Consumer Product Safety Commission. Fires started by space heaters result in about 70 deaths annually.

Follow these tips to stay safe:

- **Keep the space heater at least 3 feet away** from anything that can burn.
- Choose a space heater with a **thermostat and overheat protection**.
- **Keep children away** from the space heater.
- **Be sure space heaters are off and unplugged** when you leave the room or go to bed.

HomeBoost *(continued from front page)*

PARTICIPATING LIBRARIES

HomeBoost kits are available at the following libraries:

- Town of Esopus Library
- Kingston Library
- Poughkeepsie Public Libraries (Adriance Memorial and Boardman Road Branch)
- Red Hook Public Library
- Woodstock Library
- Julia L. Butterfield Library (Putnam)
- Catskill Public Library
- Howland Public Library (Beacon)
- Elting Memorial Library (New Paltz)

FREE WEATHERIZATION KIT INCLUDED

While supplies last, customers who complete the DIY assessment will also receive a free weatherization kit to help get a head start on improving their home's efficiency. Each kit includes:

- Two cans of spray foam
- Door sweeps
- Five outlet gaskets
- Five switch gaskets
- One tube of caulk



Each kit includes a smartphone-compatible thermal imaging camera and step-by-step instructions to help users identify areas in their homes where energy efficiency can be improved.

These simple tools can help seal up drafts, improve comfort, and lower energy bills—especially during peak heating and cooling seasons.

BUILDING A MORE ENERGY-EFFICIENT COMMUNITY

This initiative marks the second collaboration between Central Hudson and MHLS, following the launch of the MHLS Road Trip program in June 2025. Together, the organizations are working to promote energy efficiency,

beneficial electrification, weatherization, electric vehicles, community solar, and sustainability across the region.

Central Hudson has also launched a Community Partner Resource page, where libraries and other organizations can access free resources to help spread the word about clean energy and customer assistance programs.

To learn more, find a participating library, or get started, visit www.CentralHudson.com/HomeBoost.

WINTER STORMS AND YOUR ELECTRIC SERVICE

Destructive storms can cause severe damage to our electric distribution system. If a storm knocks out your power, trust that Central Hudson employees will work around the clock to restore service as soon—and as safely—as possible.

If you lose power, follow our checklist to facilitate the restoration process, ensure your safety and remain informed.

✓ NOTIFY US

We rely on reports of service interruptions from customers like you to determine the extent of an outage and to help us prioritize our restoration efforts. To report an outage:

- Go online: www.CentralHudson.com/Storms
- Text "OUT" to 236483. For text messaging information, go to www.CentralHudson.com/Alerts.
- Call the PowerLine at (845) 452-2700.

✓ FOLLOW US ON SOCIAL MEDIA

We keep customers informed about outage restoration efforts and updates on our Facebook and X pages when storms cause widespread outages. **Please DO NOT report outages on Facebook or X.**

✓ "CHECK" THE RADIO FOR UPDATES

When outages are severe enough to affect large numbers of customers for extended periods of time (generally more than a couple of days), we activate "CHECK" (Central Hudson Emergency Communication networkK) on the following stations:

- **AM Stations:** WGHQ-920; WHUC-1230; WBNR-1260; WALL-1340; WELV-1370; WEOK-1390; WLNA-1420; WKIP-1450; WKNY-1490
- **FM Stations:** WRNQ-92.1; WRRB-92.7; WBPM-92.9; WBWZ-93.3; WZCR-93.5; WKXP-94.3; WPKF-96.1; WRRV-96.9; WZAD-97.3; WCZX-97.7; WKZE-98.1; WCTW-98.5; WFKP-99.3; WDST-100.1; WHUD-100.7; WPDH-101.5; WSPK-104.7; WPDH-106.1; WRWD-107.3

✓ PULL SOME PLUGS

To reduce the risk of damage to major appliances when power is restored, turn them off or unplug them.

✓ LEAVE ON A LIGHT

Leave on a light inside and outside your home so you know when power is restored. It also helps our crews see when power is restored at your location.

✓ WATCH OUT FOR WIRES

If you see a downed wire, call 911 to report the problem immediately. Stay at least 30 feet away and warn others to keep away.



OUR COMMITMENT TO YOU: Transparency, Reliability, and Progress

At Central Hudson, our mission is simple yet vital: to deliver energy that powers lives and strengthens communities. That means listening, improving, and earning your trust every day.

We understand that the past year has been challenging for many in our community. Economic concerns, healthcare costs, taxes, and everyday stress can make it feel like no one's listening. But we are—and we've heard you.

Customers have shared frustrations about high bills, unclear charges, and delays in storm restoration updates. We're committed to doing better. Here's how we've been responding:

RECENT IMPROVEMENTS

- **Monthly Meter Reading:** Introduced in 2024 to virtually eliminate estimated readings on your bills.
- **MyMeter Portal:** Launched in May 2025, this free tool helps you track

and manage energy usage, giving you more control over costs.

- **HomeBoost Kits:** Available since summer 2025, these free DIY kits help you identify and fix energy issues at home.
- **Website Enhancements:** Based on your feedback, we've expanded billing history for easier tax prep, improved payment confirmations, and made scheduled payments simpler to manage.
- **Faster Call Response:** We've more than doubled our speed. Today, most calls are answered in under one minute.
- **Smarter Self-Service:** Our updated phone system makes handling simple requests quick and easy—no representative needed.

INVESTING IN RELIABILITY

We've also upgraded (or in the progress of upgrading) energy infrastructure in several communities, including:

- Saugerties
- Towns of Esopus, Pine Plains, Poughkeepsie, Stanford and Wappinger
- Hopewell Junction
- Cities of Beacon, Kingston, Newburgh and Poughkeepsie
- Pleasant Valley
- Olive
- Greenville

LOOKING AHEAD

Trust isn't earned overnight. We know rising costs can be frustrating if service improvements aren't clear. That's why we're focused on what matters most to you—and we'll keep sharing updates as we make progress. Our goal is for you to see and feel the difference.

Have feedback? We're listening. Share your thoughts at www.CentralHudson.com/VOC.

HEAP

(continued from front page)

Eligibility and benefit amounts are determined by household size, income, primary heating source and the presence of a household member who is under the age of 6, age sixty or older, or permanently disabled.

You may be eligible for a regular benefit if:

- A member of your household is a United States Citizen or Qualified Non-Citizen;
- Your household's gross monthly income meets income requirements;
- You receive Supplemental Nutrition Assistance Program (SNAP) benefits;
- You receive Temporary Assistance (TA); or
- You receive Code A Supplemental Security Income (SSI Living Alone)

To apply for an Emergency HEAP grant, you must have a final termination notice and grant applications that are at least 30 days apart.

HEAP may be able to help you if you heat your home with electricity, natural gas, oil, coal, propane, wood/wood pellets, kerosene or corn.

HEAP benefits are funded by the federal government and administered through the New York State Department of Social Services. To apply or learn more, call (800) 342-3009 or visit <https://otda.ny.gov/programs/heap>.

Individuals who are 60 years of age or older and do not receive SNAP 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.

Save money on energy efficiency improvements with Empower+

EmPower+ helps low- and moderate-income households save money toward energy improvements made to their property.

Through EmPower+, households can receive a no-cost comprehensive home energy assessment to pinpoint where energy and dollars are being wasted and receive a customized plan to lower energy usage.

Households can receive financial discounts on the cost of recommended energy efficiency improvements.

EmPower+ is open to income-eligible homeowners and renters of 1-4 family households.

Get Started

Step 1. First, you can review the eligibility requirements for EmPower+.

Step 2. Complete and submit an EmPower+ application. The application can be completed online, or it can be downloaded, printed and mailed in.

Step 3. As part of the application process, you can select a trained and experienced participating program contractor.

Step 4. Following the approval of your EmPower+ application, the household will be qualified as either low-income or moderate-income eligible. Your contractor will reach out and schedule the assessment.

Step 5. The program contractor will perform the home energy assessment, which identifies opportunities for energy efficiency improvements in the home. The contractor will identify any improvements that can be installed at the time of the home

energy assessment at no charge to you.

Step 6. Within two weeks of the home energy assessment, a report of findings will be presented by the contractor to the household identifying the ways for the household to save energy.

Step 7. The contractor will develop a workscope based on the assessment findings and provide to the program for approval.

Step 8. Following approval, the program contractor will review the workscope with you, discuss out of pocket expenses, if any, and install the approved energy efficiency improvements.

More information, application, contractors and available incentives, visit www.nyserda.ny.gov/empower.

We're celebrating our 125th year of serving the Hudson Valley!

Earlier this year, Central Hudson introduced a dashboard to help quantify the impact we are making on local communities. Follow our progress at www.CentralHudson.com/Community.

125th Anniversary Giving Dashboard (as of October 31, 2025)

NONPROFIT CORPORATE GIVING



Number of Company Contributions to Nonprofit Organizations

123



Dollar Amount of Company Contributions to Nonprofit Organizations

\$394,101

Your Account, Your Way—Online!

Did you know you can view your past bills, check your meter reading date, and even explore assistance programs—all from your computer or smartphone? Our free MyAccount portal gives you secure access to your Central Hudson account anytime. You don't have to pay online if you prefer mailing a check, but MyAccount lets you track your payments and see confirmation when they're received. It's easy to sign up, and we're here to help if you need a hand. Visit CentralHudson.com/MyAccount to enroll. You'll need a valid email address and customer number or account number (found on your bill).

PREPARE YOUR HOME FOR WINTER



Service heating systems for efficiency and safety

Now that the weather has become cooler, heating systems will be turning on more often. Central Hudson reminds its customers to take steps to prepare for winter by servicing their heating systems, installing carbon monoxide (CO) detectors and becoming more energy efficient.

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 CO gas in the home.

Homes and businesses should be equipped with CO detectors as a safety precaution to warn of its presence, and

those currently using detectors should replace the batteries regularly. If CO 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.

KNOW THE SIGNS OF CARBON MONOXIDE POISONING

Often called the invisible killer, carbon monoxide is an odorless, colorless gas created when fuels, such as gasoline, wood, coal, natural gas, propane, oil and

kerosene burn incompletely. Heating and cooking equipment that burn fuel can also be sources of carbon monoxide.

People affected by CO poisoning often experience headaches, dizziness, nausea, drowsiness, tightness in chest, weakness or flu-like symptoms. As exposure to carbon monoxide increases, the symptoms become more severe and can lead to unconsciousness or even death.

If you suspect carbon monoxide may be present in your home, shut off the appliance if you can. Ventilate the home by opening windows and doors, and have everyone in the house step outside. Call 911 and seek medical attention right away; and contact your heating contractor to repair the problem.

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

Protect your home from carbon monoxide:

- **Install CO alarms in your home and test them monthly.** If your alarm has replaceable batteries they should be changed at least every six months. Although you replace your batteries, CO alarms don't last forever. They have a lifetime of anywhere between seven to 10 years, so it is important to check the manufacturer guidelines of each alarm.
- **Keep chimneys and flues free of debris,** and have them cleaned and inspected regularly for cracks, leaks and for any buildup of soot or creosote.
- **Make sure there is adequate air available for appliances to use.** Fuel-burning equipment needs air and air space around it to function properly.
- **Limit the use of indoor exhaust fans.** Prolonged use of kitchen and bathroom exhaust fans, the constant use of power vents in attics, and even an open, working fireplace, can reduce the amount of air in the home. Lack of air can cause improper combustion of fuel-burning equipment, and can result in a backup of flue gases, including carbon monoxide.

Ensure your home is ready for colder weather with these tips:

- ✓ Change your heating system filter
- ✓ Find and seal air leaks
- ✓ Replace batteries in smoke and carbon monoxide detectors
- ✓ Keep indoor vents clean and clear
- ✓ Get your chimney inspected
- ✓ Schedule preseason tune-ups, including air ducts
- ✓ Install a smart thermostat

Avoid energy bill fluctuations caused by cold weather

Budget Billing offers consistent, predictable bills during heating season

To avoid the seasonal fluctuations of energy bills that can be caused by hot or cold weather extremes, Budget Billing aims to spread your bill payments evenly over 12 months. When you sign up for Budget Billing, your monthly budget payments are expected to be uniform for 11 months,

based on your usage history. The bill for the 12th month will include a plus-or-minus adjustment to reflect your actual usage and energy prices for the year.

Every six months Central Hudson will review your Budget Billing balance and, based upon known or projected rates, adjustments and your usage, will recalculate your Budget Billing payment amount. Central Hudson will also review the Budget Billing balance if significant cost or usage changes

occur at other times during your annual Budget Billing cycle. Either of these reviews can result in automatic revisions to the original monthly payment amount. This is done in an effort to keep your monthly Budget Billing amount due in line with your actual costs for the year and bring the final, adjustment month bill more in line with your regular monthly payment amount.

Sign up today at www.CentralHudson.com/BudgetBilling.

Our payment assistance programs are here to help

We're here to help should you ever experience financial difficulties or need special assistance. These programs are designed to help reduce undue stress, get you back on track and avoid falling behind on payments. Visit www.CentralHudson.com/PaymentAssistance.