

Customers now able to self-certify in Central Hudson's Bill Discount Program

Customers looking to enroll in the Low Income Bill Discount Program (LIBDP) are now able to self-certify through Central Hudson's new online application form. This program offers income-eligible customers a monthly bill credit for 12 consecutive months, provided the account remains open and active for the entire 12-month period.

The amount of the bill discount credit is based on the type of account and the amount of the qualifying benefit. Qualifying benefits include Regular or Emergency Home Energy Assistance Program (HEAP); Lifeline; SNAP; Medicaid; SSI; Federal Public Housing Assistance; Veteran Pension or Survivors Pension; and certain programs for Native Americans. To enroll, the customer or a member of the customer's household must provide documentation or proof of enrollment in one of these programs.

Customers who self-certify in Central Hudson's Bill Discount Program are eligible for Tier 1 benefits.

If the Central Hudson account receives a HEAP benefit, they will automatically be enrolled. If other means of heating are used, such as oil, coal, propane, wood/wood pellets, kerosene or corn, and Central Hudson is notified by HEAP, the customer will be automatically enrolled. All accounts enrolled will receive a letter of confirmation. If the customer heats by other means, has received HEAP, and has not received an enrollment letter, they will need to provide Central Hudson with a copy of his or her HEAP "Notice of Decision" letter. This letter can be emailed to CareUnit@cenhud.com.

Once enrolled in the Bill Discount Program, customers will receive a letter advising them of enrollment into Budget



Billing and the monthly budget installment amount, as well as Powering Connections, Central Hudson's biannual newsletter. Customers can opt-out of Budget Billing any time.

To apply for the Bill

Discount Program, visit www.CentralHudson.com/Assistance and click on Bill Discount Program.

If submitting a downloaded copy of the application, documentation can be emailed to

CareUnit@cenhud.com, faxed to 845-486-5676 or mailed to 284 South Road, Poughkeepsie, NY 12601.

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

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PoweringConnections
Central Hudson
284 South Avenue
Poughkeepsie, NY 12601

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Company resumes in-person events

The Consumer Outreach team is back in the community! Representatives from Central Hudson are once again available to present to agencies or their clients on the energy company's programs and initiatives, in-person or virtually.

The group will present on topics such as payment assistance programs, energy efficiency programs and rebates, special protections for senior citizens, hospitalization and medical assistance programs, and more.

To have a member of the Consumer Outreach team present to your clients or agency, email ConsumerOutreach@cenhud.com.



The Consumer Outreach team assisted veterans at the Greene County Veteran's Fair in Athens on Feb. 24. The group answered questions and provided information on the various programs and initiatives that are available to help veterans manage their energy costs.

Beat the heat with HEAP Cooling Assistance Benefit

The HEAP Cooling Assistance Benefit is available to help income eligible customers with the purchase and installation of a home air conditioner or fan. Households can choose one or the other, and the price with installation cannot exceed \$800.

In circumstances where an air conditioner cannot be safely installed, a fan will be provided.

For a full list of eligibility guidelines and application instructions, visit otda.ny.gov/programs/heap.

During extreme heat, customers are

reminded to stay indoors and have a fan or air conditioner available to cool their residence; drink plenty of cool, non-alcoholic or caffeine free liquids; and take a cold shower or bath.

For more extreme heat advice, visit www.health.ny.gov/extremeheat.

Safe digging starts by dialing 811

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.

Before digging, even by hand on a resident's own property, call 811 or file a location request at www.udignity.org at least two but no more than 10 days before



any excavation takes place to ensure underground lines are located and marked.

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.

Additional information about requirements for excavating near marked lines is available at www.udignity.org.

Meet the Consumer Outreach team



SUZANNE HOLT is the Director of Community Relations and Consumer Outreach at Central Hudson. Prior to working at Central Hudson, Suzanne was the Director of the Ulster County Office of Economic Development. In that role, she fostered community and economic growth by supporting local businesses with their efforts to grow and thrive, as well as helping new businesses locate within the county and succeed. Suzanne is on the board of Historic Huguenot Street. She and her family choose to live in New Paltz because of the area's natural beauty, easy access to trails and great bike riding.



DANIELLE WHITELEY is a Senior Consumer Outreach Representative at Central Hudson. Danielle is a life-long resident of the Hudson Valley, where she is currently raising her son. Danielle is the President of Angels of Light, a nonprofit that assists the families of children living with life-threatening illnesses, which serves families in the Hudson Valley. Danielle focuses both her personal and professional life on helping others, building support in the community and always leading by example. Central Hudson has made it possible to do both by serving the community each and every day.



LISA KOPP has been an employee of Central Hudson for 11 years. Prior to her position in Consumer Outreach, Lisa was a Customer Service Representative specializing in working with low-income customers and caseworkers. Lisa lives in Wallkill with her husband and two children.



KADIYAH LODGE is a Consumer Outreach Representative with Central Hudson. Kadiyah is a former member of AmeriCorps VISTA and has spent most of her career in nonprofit management working directly with youth, adults and businesses. She is a board member of the United Way of the Dutchess-Orange Region. Kadiyah enjoys hiking, reading and visiting local coffee shops. She lives in the City of Poughkeepsie with her husband.

To contact a member of the Consumer Outreach team, email ConsumerOutreach@cenhud.com



ASK JOE

from Media Relations &
Corporate Communications

Q: Hello Mr. Jenkins, I was wondering, where do you send/post Central Hudson news releases so customers that don't read the newspaper can find them?

A: Great question.

Central Hudson issues news releases for a number of reasons, for example to warn our customers of potentially severe weather, to provide updates on restoration efforts when services are interrupted and to remind our customers of important information – like who to call before you dig or valuable tips on how to manage your utility bill.

The full-length version of our news releases can be found on our website: www.CentralHudson.com/News. Often times more abbreviated versions of our news releases are posted on social media. Our Facebook page is www.Facebook.com/CentralHudson, and our Twitter page is www.Twitter.com/CentralHudson. In the event of inclement weather, this information is also sent to our customers who have an email address on file with us.

We're in the very early stages of creating a new information center on our website. Once complete, it will be a central spot people can visit to see our recent press releases, watch some of our informational videos or catch up on the newsletters we issue.



WRITE TO US!

Send us 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.

BE PREPARED FOR SUMMER STORMS



At Central Hudson, we work hard to provide reliable electric service, and to restore that service to you when an outage occurs. However, storms and adverse weather can bring lightning, high winds, hail and ice that can damage electric facilities and cause a temporary loss of electric service.

Be prepared:

- Pay attention to weather advisories and storm warnings.
- Have a flashlight and fresh batteries.
- Have a battery-powered radio to keep informed of restoration efforts.
- Double-check your supply of food, and stock your pantry with packaged or canned foods that require no refrigeration or cooking.
- Avoid opening your refrigerator unnecessarily during outages, so food lasts longer.
- Be sure you have a non-electric can opener.
- If you have an electric water pump, always keep an emergency supply of bottled water on hand for drinking and washing. If a major storm is forecast, fill your tub with water as an added reserve.

Remember, never use outdoor gas or charcoal grills indoors. They pose a fire hazard, and over time can give off deadly carbon monoxide gas. Use these appliances only outdoors with proper ventilation. Be sure you know how to open your garage door manually, if you usually rely on an electrically-operated,

automatic, remote control door opener.

Does anyone in your home depend on life-support equipment? If so, contact us before there is an actual emergency so we can note this on your account and contact you when severe weather is anticipated.

What do I do if I lose power?

Report the outage at www.CentralHudson.com or on the Central Hudson mobile app, available on Google Play or the App Store; text "OUT" to 236483 (CenHud)—you'll need your account number to register; or call us on our automated phone system at 1-800-527-2714 or 845-452-2700.

When calling us, please be patient if you cannot get through on your first try. We will answer your call as quickly as possible. Also, be aware that service restoration time estimates may not be available immediately following an outage, until our crews have assessed the damage and developed repair priorities. If restoration information is not available, you will be advised to call back later.

- Leave one light on, so that you'll know when service is restored, but turn off other appliances that you were using when the electricity went off.
- If your service remains off after electricity has been restored to your neighborhood, check your circuit breakers or fuses.

Blinking digital equipment?

When a branch brushes against or falls through our electric lines, electricity may be shut off for a brief moment to prevent a longer power outage. In such cases, our system is designed to clear and reset itself, once the branch or other object is removed. Only your most sensitive appliances, such as digital clocks, will sense these brief interruptions.

A voltage surge?

Lightning can cause the most serious type of voltage fluctuation, one which can damage electrical appliances or computers. The best way to prevent this is to install surge arrestors in your panel (circuit breaker or fuse) box. Surge suppressors – which plug into a wall outlet – should be installed to protect sensitive equipment. If you don't have surge suppressors, we recommend you unplug sensitive appliances and computers during lightning storms.

Low voltage?

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, and call us to report the problem. This is the best way to protect your appliances and equipment from damage.

OUTAGE NOTIFICATIONS AND ACCOUNT REMINDERS AT YOUR FINGERTIPS

Sign up for text alerts today

To register using your mobile phone, text REG to 236483. If your cell phone number is not on file in our records you will need your Central Hudson account number in order to register.

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



RECIPE

CRISPY OVEN BAKED SALMON

This baked salmon dish is easy to make, easy to clean and doesn't take long to cook. Plus, it's loaded with health benefits.

INGREDIENTS

- 1 lemon
- 1 pound salmon filet
- 2 teaspoons olive oil
- 1 pinch of salt & pepper
- ½ teaspoon Old Bay Seasoning
- ¼ teaspoon onion & garlic powder

DIRECTIONS

Step 1: Preheat oven to 400 degrees.

Step 2: Clean salmon with lemon, then drizzle olive oil and seasoning on both sides, using your hands to spread it.

Step 3: Lightly oil bottom of baking sheet (cover in foil to reduce clean-up time) and place in the preheated oven for 10 minutes.

Step 4: Place the salmon skin side up on the baking sheet then turn the oven to broil and cook for about 5–10 minutes depending on taste.

Step 5: Allow salmon to cool for five minutes and enjoy.



New website connects customers with energy assistance resources

The New York Energy Advisor website has officially launched. This site is the result of a joint initiative between NYSEDA, Central Hudson and other state utilities and connects income-eligible New Yorkers with a customized list of energy-related assistance in the state. Qualified New Yorkers can get help paying utility bills, receive special offers on heating assistance and more.

Specifically, the new website provides easy access to:

- Details on programs and services offered in each region;
- Information on the benefits of participating in energy programs;
- Direct links to program applications;
- Contact information for community outreach representatives; and

- Additional links to more helpful programs and resources based on income.

The website features a translator tool with specific pre-translated URLs to make the site accessible to non-English speaking customers.

Anthony Campagiorni, Senior Vice President of Customer Services and Gas Operations at Central Hudson Gas & Electric Corp. said, “Ensuring energy efficiency resources and programs are understood and available to all residents is critical as we move forward to a more sustainable energy future. The N.Y. Energy Advisor website does just that.”

For details and to see what programs for which you may be eligible, go to energyadvisor.ny.gov/.

Gas rate structure update

Pursuant to the Commission Order in Case 20-G-0429, Central Hudson will start implementing the first three years of a planned five-year phase-out of gas declining block rates for residential (service Classifications Nos. 1 and 12) and commercial customers (Service Classification Nos. 2, 6 and 13). Following the first three years, the phase-out of gas declining block rates will be paused at Rate Year 3 levels. The implementation of the remaining two-year phase-out of gas declining block rates will be considered within a future rate plan.

For more information, visit www.CentralHudson.com/account-resources/rates/gas-rate-structure.

2022 COUNTY FAIR SCHEDULES

DUTCHESS COUNTY FAIR

AUGUST 23-28

6636 Route 9, Rhinebeck, NY 12572

ULSTER COUNTY FAIR

AUGUST 2-7

249 Libertyville Road, New Paltz, NY 12561

ORANGE COUNTY FAIR

JULY 14-31

239 Wisner Ave., Middletown, NY 10940

