

PoweringConnections

Central Hudson's Consumer Outreach Publication

Spring/Summer 2026

Two new Central Hudson programs offer monthly discounts for eligible customers

If managing your energy costs is a challenge, you're not alone

Central Hudson launched the Enhanced Energy Affordability Program (EEAP), a new two-year pilot designed to support customers who do not meet the income requirements for the Home Energy Assistance Program (HEAP) or Central Hudson's Energy Affordability Program (EAP), but still need help managing their energy bills. EEAP provides a fixed monthly bill discount to help low- and moderate-income families reduce their energy costs.

"At Central Hudson, we understand that energy costs can be a challenge for many households," said Lauren Preston, Chief Customer Services Officer. "The Enhanced Energy Affordability Program is designed to provide meaningful relief and help customers manage their bills more effectively. By enrolling, customers can take advantage of expanded benefits that make energy more affordable and accessible. We strongly encourage all eligible customers to sign up and experience the difference this program can make."

To qualify for EEAP, applicants must:

- Be an active Central Hudson customer with an active electric or gas account.
- Have a household income at or below 100% of State Median Income. Income guidelines are available at www.CentralHudson.com/EEAP.
- Provide complete income documentation for all household members for the past month.
- Not be currently enrolled in the Energy Affordability Program (EAP).

EEAP is separate from EAP, which supports households receiving qualifying government assistance benefits. Customers enrolled in EAP are not eligible for EEAP.

Eligible customers may apply for EEAP at <https://cenhud.nyeeap.com/program>, or by calling 877-400-2501 for support.

Applicants will be required to submit:

- A Central Hudson account number and a bill from each of the last three months if the account number



Central Hudson offers bill discount programs designed to help income-eligible customers make their electric and gas bills more affordable. The Energy Affordability Program and Enhanced Energy Affordability Program provide fixed monthly bill discounts to help families reduce their energy costs.

entered doesn't match our system. Copies of bills may be downloaded at www.CentralHudson.com/Login. Customers will only have to provide billing information if the account number entered in the site doesn't match the information in Central Hudson's system.

- Proof of income for all household members from the past month, such as pay stubs, Social Security or pension statements, or self-

employment records.

- Customers are encouraged to ensure all uploaded documents are clear and readable.

For more information on EEAP eligibility requirements and benefits, visit www.CentralHudson.com/EEAP. To learn more about Central Hudson's payment assistance and billing programs, visit www.CentralHudson.com/PaymentAssistance.

For more information on the Energy Affordability Program, see page 2.

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- Understanding summer energy costs
- Staying connected during summer storms
- Avoid bill fluctuations with Budget Billing
- Electric safety tips
- And more

Energy Affordability Program offers monthly bill discounts

The Energy Affordability Program (EAP) seeks to provide financial relief to New York households with annual income levels below Area Median Income or State Median Income, depending on utility service territory. The program is meant to provide financial relief for income-eligible consumers by making their electric and/or natural gas utility bills more affordable through monthly bill discounts.

WHO IT'S FOR

Customers who receive qualifying public assistance benefits, such as:

- Home Energy Assistance Program (HEAP), regular or emergency
- Lifeline Telephone Service Program (Lifeline)
- Supplemental Nutrition Assistance Program (SNAP)
- Medicaid
- Veterans Disability
- Survivors Pension
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Utility Guarantee/Direct Vendor programs

- Temporary Assistance for Needy Families (TANF)
- Safety Net Assistance

WHAT YOU GET

- A monthly bill credit automatically applied to your Central Hudson account

WHAT TO KNOW

- Credits are based on energy service and amount of HEAP benefit type
- Customers who receive HEAP are automatically enrolled in EAP
- Participating customers are automatically enrolled in Budget Billing, which spreads energy costs evenly over the year. The final annual bill adjusts for any difference. Customers may opt out at any time.

TAKE THE NEXT STEP

Learn about all of our assistance programs, or see if you qualify, by visiting www.CentralHudson.com/PaymentAssistance.

Cooling assistance is available

Customers may receive an air conditioner or fan



The Home Energy Assistance Program (HEAP) Cooling Assistance Benefit is available to help income-eligible customers with the purchase and installation of an air conditioner or fan to help cool their home during the summer months.

Only one air conditioner or fan is available per applicant household. The cost of the appliance, including installation, is not to exceed \$800 for a portable air conditioner or fan, and should not exceed \$1,000 for an existing wall sleeve unit. No additional HEAP cash benefits are available.

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

For a full list of eligibility guidelines, participating vendors 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.

“My work is about protecting you and keeping your energy dependable.”

Hudson Valley resident. Central Hudson engineer.

Meet Melanie, Gas Engineer at Central Hudson. She's a technical expert and safety advocate—focused on making sure field work is done safely and correctly.

Melanie's work focuses on something most customers never see—but depend on every day: making sure the systems and people behind gas service meet strict safety and regulatory standards. She's drawn to the regulatory side of her role, where understanding why rules exist is just as important as following them. For Melanie, those requirements aren't abstract—they're essential protections for both the public and the employees working in the field.

A big part of her job involves auditing work completed by operations teams to ensure state

requirements are met. While the work can sound technical, Melanie sees it through a simple lens: safety and care. Behind the scenes, her team works diligently to make sure the people performing field work are qualified, prepared, and supported—so the job is done safely and correctly every time.

Melanie is especially passionate about sharing the Safety Management System across the company. Any opportunity to explain how the system works and why it matters reinforces the bigger picture behind her work. It's a way to help others see how behind-the-scenes checks and processes directly protect the Hudson Valley community and the neighbors who rely on safe, dependable gas service.



Understanding energy costs during summer months

As the weather changes throughout the year, your heating and cooling systems have to work harder to keep your home comfortable. This leads to higher energy use and more expensive utility bills, especially during the hottest and coldest months.

To understand why your bills fluctuate, we need to take a look at the components of your energy bill:

- 1. Energy Supply Costs:** Central Hudson buys electricity and natural gas for its customers. The price depends on supply and demand—when more people need energy, the price goes up. Central Hudson doesn't profit from this; they charge customers the same price they pay.
- 2. Energy Delivery Costs:** This is the cost of delivering electricity and gas to your home. These rates are approved by the New York State Public Service Commission. These fixed rates are charged per kilowatt hour of electricity or per Ccf (one hundred cubic feet) of gas used. The more energy you



use, the higher your total delivery costs will be since delivery is based on the total units of energy consumed.

- 3. Taxes:** These are government-required charges added to your bill. To keep costs as low as possible, it's a good idea to make your home more energy-efficient during the spring and fall—before extreme temperatures hit. Here are a few tips:

- **Seal gaps around windows and doors** to prevent air leaks.

- **Use ceiling fans** to help circulate air and reduce the need for heating and cooling.
- **Close blinds** in the room when the sun is shining in to keep the space as cool as possible without using air conditioning.
- **Whole-home air conditioner units** should be serviced each year. Make sure all filters are clean, including in window units.

For more information, go to www.CentralHudson.com/BillFluctuations.

Special protections during extreme heat events

We know that loss of electric service during the summer months can pose heat-related health concerns—that's why Central Hudson provides customer protections to ensure continued access to electric service during periods of extreme heat. These protections are intended to reduce health risks associated with high temperatures by preventing service disconnections when extreme heat conditions pose a public health concern.

Beginning on June 1, Central Hudson will not disconnect residential electric service for non-payment on days when the heat index is forecasted to reach or reaches 90 degrees or higher.

Customers may receive enhanced protections, including extended suspension periods following an extreme heat event.

For hot weather safety tips, visit www.CentralHudson.com/WeatherProtections.

BE PREPARED FOR SUMMER STORMS

At Central Hudson, we work hard to provide reliable electric service, and to restore that service when an outage occurs. Summer weather can be unpredictable. Severe weather, such as thunderstorms, heavy rain and strong winds, can hit unexpectedly, toppling trees and causing damage to electric facilities and temporary loss of electric service. By preparing in advance and taking the necessary safety precautions, customers can reduce the impact an outage has on their household.

PREPARE:

- Pay attention to weather advisories, storm outage updates and/or shelter information.
- Charge electronic devices in order to connect with StormCentral.CenHud.com.
- Keep a flashlight and fresh batteries handy.
- Have a battery-powered radio to remain informed of restoration efforts.

- Confirm that you have an adequate supply of packaged or canned foods that require no refrigeration or cooking.
- Avoid opening a refrigerator unnecessarily during outages, so that food lasts longer.
- Have a non-electric can opener.
- Fill bathtubs with water as added reserves and keep an emergency supply of bottled water on-hand for drinking and washing.

KEEP SAFETY IN MIND:

- Stay at least 30 feet away from downed power lines, and remember that lines may be entangled and hidden in fallen trees. Assume all downed lines are live.
- Never use outdoor gas or charcoal grills indoors, as they pose a fire hazard and can produce carbon monoxide gas.
- Beware of fallen trees and limbs.
- Avoid the use of candles for illumination due to fire hazards.
- Follow the manufacturer's safety instructions when using generators. Be sure to shut off the main breaker when in use and always operate outdoors.
- Avoid driving if possible, as hazardous conditions may cause accidents, including those involving utility poles that may cause power interruptions.

STAY INFORMED:

- **By text message:** Customers should enroll in Text Alerts to report their power condition and obtain repair status via text message. To enroll, visit www.CentralHudson.com/Alerts or text REG to 236483.
- **On the Web:** Visit www.CentralHudson.com/Storms to report outages and get restoration updates.
- **Via the app:** The free Central Hudson mobile app, available on both Android and Apple devices, can be downloaded on Google Play or the App Store.
- **Through social media:** "Like" Central Hudson on Facebook (www.Facebook.com/CentralHudson) and "Follow" on X, formerly Twitter (www.Twitter.com/CentralHudson).
- **By phone:** Call the Central Hudson PowerLine at (845) 452-2700 or 1-800-527-2714, and please use the automated system to report or monitor your power condition.

OUTAGE NOTIFICATIONS AT YOUR FINGERTIPS

Register for text alerts today by texting 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.



Be alert when working near power lines

With the warmer temperatures of summer approaching and the outdoor activities that come along with it, it is important to remember to be aware of your surroundings. This is especially important when performing tasks that may require you to work or play in proximity of overhead power lines.

Before starting any project, including working on the roof, trimming trees or painting your siding, be aware of where power lines are located, and know how low they are hanging. If you plan on working within 10 feet of electric lines, you must call Central Hudson at (845) 452-2700.



FOLLOW THESE SAFETY TIPS:

- Locate all overhead power lines.
- Keep yourself and equipment at least 10 feet away from all overhead power lines.
- Do not touch anything in contact with power lines.
- Do not place a ladder anywhere near a power line. If you are carrying a ladder or other equipment near a power line, be sure to carry it horizontally.
- Keep kites, balloons (especially foil-coated balloons), drones and model aircraft far away from overhead power lines.
- If something gets caught in an overhead power line, do not attempt to get it down. Call us to remove it safely.
- Never spray water near power lines.
- Beware of fencing near power lines.

Always stay away from downed power lines

Downed power lines caused by storms or motor vehicle accidents create a dangerous environment for anyone who approaches. If you see a downed power line, it is important to always assume it is energized and dangerous—you can't tell if a downed line is live just by looking at it. Downed wires can carry an electric current strong enough to cause serious injury or even death, so follow this tips to protect yourself and others if you encounter one:



- **Stay at least 30 feet away. If you see a downed power line, move away from it and anything touching it.** 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.
- **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.
- If you see someone who is in direct or indirect contact with the downed line, **do not touch the person.** Call 911 for help.
- **Be careful not to touch or step in water** near where a downed power line is located.
- **Do not drive over downed power lines.** 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. 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.
- When using ladders or poles, **carry them horizontally and be aware of overhead electric lines**, including the line that leads to the house. Even a wooden ladder can conduct electricity with fatal results.

For more electric safety tips, visit www.CentralHudson.com/Safety.

Planning on digging? Dial 811 first

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.

Protect Yourself From Utility Scams

We're continuing to see scam activity involving people who falsely claim to represent Central Hudson. These scams can take many forms, like phone calls, text messages, emails, or even in person visits. They're designed to create urgency and pressure customers into sharing personal information or making immediate payments.

Scammers use tactics like calling or messaging claiming your service will be shut off unless you pay right away, often using gift cards, prepaid debit cards, wire transfers, or mobile payment apps. Others may ask for account numbers, Social Security numbers, or login credentials. Some scammers even "spoof," or make official phone numbers or email addresses that appear to look legitimate.

The best way to protect yourself is to stay informed and trust your gut. If a call, message, or visit feels off, pause. Hang up the phone, delete the email, or shut the door. Never rush into a decision. When in doubt, reach out to Central Hudson or your local authorities before taking any next steps.

For more safety tips, visit www.CentralHudson.com/ScamCentral.

2026 COUNTY FAIR SCHEDULES

DUTCHESS COUNTY FAIR AUGUST 25-30 6636 Route 9, Rhinebeck, NY 12572	ULSTER COUNTY FAIR AUGUST 4-9 249 Libertyville Road, New Paltz, NY 12561	ORANGE COUNTY FAIR JULY 23-AUGUST 2 239 Wisner Ave., Middletown, NY 10940
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