



Clean Heat FAQs

Before you commit to natural gas, oil, or propane, learn about heat pump technology, an efficient, all-electric solution that supports both heating and cooling needs year-round.

Still interested in natural gas service? See page 3 to fill out the natural gas service agreement.

What does “clean heat” mean?

Clean heat refers to heating technologies that reduce or eliminate greenhouse gas emissions, especially those associated with fossil fuel combustion. Heat pumps qualify as clean heat because they use electricity to move heat rather than generate it through combustion, operate with high efficiency, often delivering two to four times more energy than they consume. Heat pumps run on electricity, and as New York’s grid incorporates more renewables, their operation becomes increasingly climate-friendly.

How do heat pumps work?

Heat pumps transfer (or “pump”) heat from one place to another. In cooling mode, they operate like air conditioners, using refrigerant to absorb heat from inside a building and release it outdoors. In heating mode, the process reverses: they extract heat from the outside air or ground, and distribute it indoors through ductwork or wall-mounted mini-splits.

Air-source heat pumps: Air-source heat pumps extract heat from the air outside and distribute it inside your space. During warmer months, this process is reversed to provide cooling by pulling heat out of your interior space.

Ground-source heat pumps: Ground-source heat pumps, also known as geothermal heat pumps, extract heat from the ground during cold weather via an underground system of pipes, and are the most efficient heat pumps. This heat is then distributed throughout your space. During warmer months, the process is reversed for cooling.

Heat pump water heaters: Heat pump water heaters are a highly efficient way to heat water, using electricity to pull heat from the surrounding air and transfer it to water enclosed in a tank.

What is the difference between ducted and ductless heat pumps?

Both ductless and ducted heat pumps operate on the same principle: transferring heat rather than generating it. They use refrigerant to move heat between indoor and outdoor environments, offering both heating and cooling capabilities year-round.

Ducted heat pumps: These systems use a central indoor air handler connected to a network of ducts that distribute conditioned air throughout the home. They resemble traditional HVAC systems and are ideal for homes with existing ductwork for whole-home comfort.

Ductless heat pumps (mini-splits): These consist of an outdoor unit and one or more indoor air-handling units mounted on walls, ceilings, or floors. They don’t require ductwork and are perfect for zoned heating/cooling (room by room zoning) or homes without existing ducts. These have lower installation costs for single-zone applications.

What are the benefits of heat pumps?

Energy efficient: Heat pumps transfer heat rather than generate it, making them up to three times more efficient than traditional heating systems.

All-in-one solution: They provide both heating and cooling in a single system, eliminating the need for separate HVAC units.

Cleaner: Unlike oil or propane, cold-climate air source heat pumps don't require combustion of fossil fuels or fuel storage, eliminating the potential release of carbon monoxide while improving your home's air quality.

Flexible: Available in ducted and ductless models, heat pumps can be installed in homes with or without existing ductwork.

Comfort: Cold-climate air source heat pumps provide whisper-quiet, even heating and cooling regardless of the season.

Convenience & Longevity: Heat pumps last longer than conventional heating and cooling systems and require minimal maintenance. By switching to a heat pump, you'll eliminate the need for a window AC, and, if you currently heat with oil or propane, you'll never have to deal with the hassle of scheduling fuel deliveries again.

How well do heat pumps work in the winter?

While older models of non-cold climate heat pumps struggle in freezing weather, the newer cold climate heat pumps are designed to be used in Northeast winters. To ensure optimal performance, work with a qualified contractor to properly size and locate the unit for your home's specific heating needs. Addressing insulation and air sealing beforehand can also improve winter performance and reduce energy demand.

How do I find a contractor?

Work with a New York state clean heat expert contractor to help with your project. They'll help you design a heat pump system best for your home type, price point, and comfort goals: <https://cleanheat.ny.gov/find-a-contractor>.

Does Central Hudson offer incentives?

Yes! Central Hudson offers rebates on heat pump water heaters, air-source heat pumps, and ground-source heat pumps through the New York State Clean Heat Program. To qualify for rebates on air-source and ground-source systems, installation must be completed by a certified clean heat contractor. Rebates for electric heat pump water heaters are available whether or not they're installed by a clean heat contractor. For the latest incentive details, visit CentralHudson.com/CleanHeat.

What is the New York State Clean Heat Program?

The New York State Clean Heat Program is a partnership between the New York State Energy Research and Development Authority (NYSERDA) and major state electric utilities, including Central Hudson, to promote heat pump adoption.

What types of buildings are eligible for clean heat incentives?

The New York State Clean Heat Program supports installations in a wide range of building types, including single-family homes, multifamily buildings, and commercial properties. Eligibility depends on factors like building size, heating load, and the type of heat pump system installed. For full eligibility details, visit cleanheat.ny.gov.



www.CentralHudson.com/CleanHeat



NATURAL GAS AGREEMENT

EMAIL: NEWBUSINESSDESK@CENHUD.COM

PHONE: (845) 452-2700; ADDRESS: 284 SOUTH RD, POUGHKEEPSIE, NY 12601

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Account # _____

CUSTOMER

Name _____

Service Address _____

City _____ Zip _____

Is this address on a ☐ county road ☐ state highway?

Mailing Address _____

Town _____ Zip _____

Phone # _____

Cell # _____

Email _____

J # _____

CONTRACTOR

Business Name _____

Plumber Name _____

Address _____

City _____ Zip _____

Phone # _____

Cell # _____

Email _____

Appointment for site meeting needed? ☐ Yes ☐ No

Gas Specifications Redbook can be found online:
CentralHudson.com/Redbook

1. This gas agreement is for:

☐ **AN EXISTING STRUCTURE** ☐ **A NEW STRUCTURE**

If **new**, check all that apply. If not new, skip to #2:

Is foundation completed? ☐ Yes ☐ No

All exterior walls framed? ☐ Yes ☐ No

Grades to within 6' of final grade? ☐ Yes ☐ No

Requested install date _____

Closing date _____

2. This structure is: ☐ **COMMERCIAL** ☐ **RESIDENTIAL**

3. This structure needs the following (check all that apply):

☐ **NEW GAS SERVICE**

☐ **RECONNECTION OF GAS SERVICE**

Due to ☐ Fire ☐ Other _____

☐ **GAS SERVICE/METER UPGRADE**

(Adding generators, pool heaters, etc.)

of gas appliances being installed _____

☐ **ADDITIONAL GAS METERS**

of meters being installed _____

There is a basic customer charge per meter/month. Billing for this charge will commence within 60 days of meter installation. Any additional installation charges, not withstanding tariff, are to be paid in full prior to construction.

Applicant Initials _____

4. Preferred location of meter(s)* _____

*Meter sets should be located away from potential damage from vehicles. Meters located near potential vehicle damage will require guard posts.

When multiple meters (2 or more) are installed, Central Hudson will label each meter with a house unit number using a permanent marker. The customer will be responsible for labeling the house piping as stipulated in Central Hudson's gas specification book (Redbook) connecting the correct meter to the appropriate house piping.

5. Gas load information (check all that apply):

☐ Furnace(s) or boiler(s) Total BTUs: _____

☐ Tankless water heater(s) Total BTUs: _____

☐ Water heater(s) Total BTUs: _____

☐ Fireplace(s) Total BTUs: _____

☐ Ranges, cooktops, ovens Total BTUs: _____

☐ Dryer(s) Total BTUs: _____

☐ Pool heater(s) Total BTUs: _____

☐ Garage heater(s) Total BTUs: _____

☐ Generator(s) Total BTUs: _____

6. Gas pressure requirements for this commercial/
residential property:

(Standard residential delivery pressure is 7" which equals 1/4" PSI.)

☐ 7" water column

☐ 7"-12" water column

NATURAL GAS SERVICE GUIDELINES

- Minimum of 3' from property line (unless easement exists)
- Approximately 6' from the building structure, if line will be parallel
- Approximately 8' from buried fuel tanks (varies by municipality)
- Approximately 10' from wells and septic tanks
- Installed in a straight line perpendicular to main when possible
- Conduit crossings must be installed prior to service line installation (if possible)

INSTALLATION SITE READY CHECKLIST

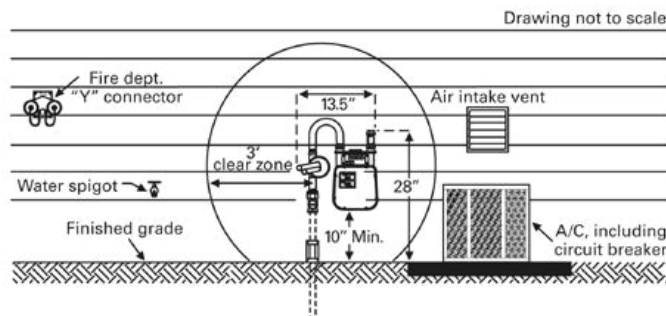
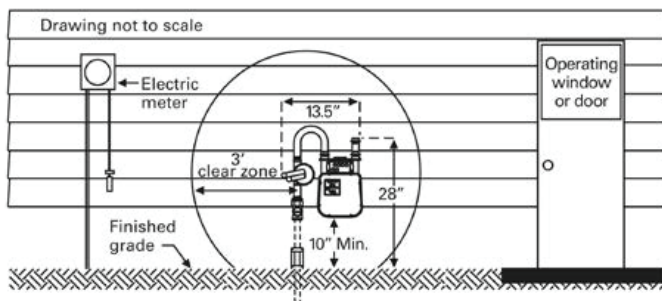
- Site must be within 6" of final grade
- Basement / Foundation in and backfilled
- Clear 8' wide path from the gas main to service entrance
- All exterior walls must be framed before meter can be installed
- Request 7" or 7"- 12" water column
- Clearly mark/stake the location of all private underground utilities located on your property* such as:
 - Sewer lines
 - Invisible fences
 - Electric lines
 - Water wells
 - Septic systems
 - Underground sprinkler systems
 - Sump pump extensions
 - Drain fields
 - Buried fuel lines

*Central Hudson and our representatives are not responsible for damage to these items if they are not clearly marked at the time of installation.

NATURAL GAS METER REQUIREMENTS

- Maintaining the 3' clear zone is required:
 - 3' from fresh air intake or any opening to building
 - 3' from opening doors or windows
 - 3' from water spigots
 - 3' from ignition source
- Avoid locations directly below roof valleys, water downspouts, decks, stairs or partial overhangs to help prevent damage from falling ice
- Banked meters are preferable for townhouse buildings
- Regulator and relief valve must be located where gas can escape freely away from any opening into the building
- Gas appliances must be installed prior to meter being set
- Meter sets should be located away from potential damage from vehicles. Meters exposed to potential vehicle will require guard posts
- Should there be a request to move the meter after the initial installation, or the customer does not adhere to the minimum clearance requirements detailed below, the customer will be responsible for all costs to relocate the meter

MINIMUM CLEARANCES FOR GAS METER INSTALLATION (ILLUSTRATIVE PURPOSES)



TERMS AND CONDITIONS OF SERVICE

Gas Service Equipment Ownership — The entire gas service facility, which includes the gas service line from the gas main to the exterior wall of the dwelling, inclusive of the gas meter, will remain the property of Central Hudson. Maintenance of the gas service facility will be the responsibility of Central Hudson at its expense.

Restoration Policy — It is understood that if the Company shall dig the gas service pipe trench, the Company will backfill the excavation required in the installation of the gas service. All restoration work on the customer's property thereafter, will be the responsibility of the customer. Service supplied under this application will be taken and paid for by the customer in accordance with the rules and regulations, and at the rates, contained in company's tariffs and schedules as filed from time to time with the Public Service Commission of the State of New York.

Acceptance and Terms of Agreement — This application shall not be binding upon the Central Hudson Gas & Electric Corporation until accepted by it through an authorized representative, and shall not be modified or affected by any promise, agreement or representation by any agent or employee of Central Hudson made before or after signing, unless incorporated in writing herein before acceptance by Company. This application shall remain in effect for a period not to exceed 180 days after acceptance by Central Hudson Gas and Electric Corporation ("Central Hudson"). The customer shall be responsible to pay the cost of the installed natural gas service line for their dwelling if natural gas service is not completed within 180 days of this Natural Gas Service Agreement, and the delay is not in any way the responsibility of Central Hudson. The current cost for a natural gas service line installation is estimated to be \$4,500. In circumstances whereby the customer has paid the applicable cost, the customer shall receive a refund when gas service is activated (less depreciation as noted herein). Reference is made herein to the applicable Tariff agreement ("Schedule for Gas Service", leaf 18, section 5, paragraph D): "Whenever the Company installs facilities at the request of an applicant who does not immediately desire service, the applicant shall bear the entire reasonable expense of facilities but shall be entitled to a refund whenever service is begun for such part of the expense as the Company is herein before required to assume. The refund shall be cost of the facilities, less depreciation at the rate of three percent per year".

Applicant Signature: _____

Date: _____

Company Authorized Representative: _____

Date: _____

NATURAL GAS AGREEMENT

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PHONE: (845) 452-2700; ADDRESS: 284 SOUTH RD, POUGHKEEPSIE, NY 12601

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Central Hudson Gas & Electric ("Central Hudson" or the "Company") requires a minimum 8-foot wide area throughout the requested gas installation site.

Important: This survey is required to expedite the processing of your request for gas service from Central Hudson. The Company will use the information provided on this form to estimate, design and construct your gas service. The Company is not responsible for damage to customer property/landscaping during the installation of the gas service line. At the excavation site the ground will be restored to former grade and raked out. Seeding and straw cover is the responsibility of the homeowner.

PROPERTY SURVEY

Check the boxes for each that apply. If none apply, leave the section blank.

In the vicinity of the gas installation are there any?:

- ☐ Paved areas: asphalt (driveway, sidewalk, or v-ditch)
- ☐ Concrete (driveway, sidewalk, or v-ditch)
- ☐ Brick or flag stone (patio, sidewalk, or pathway)
- ☐ Other

Is the ground:

- ☐ Level to slightly sloped
- ☐ Severely sloped, large drop offs, or terraced
- ☐ Rocky

Is there any landscaping in the area that would interfere with our installation?:

- ☐ Bushes, shrubbery, or large trees
- ☐ Plants or bedding
- ☐ Landscape timbers or retaining walls, etc.

Are underground utility lines present?:

(A utilities mark-out will be completed prior to the start of excavation)

- ☐ Electric
- ☐ Telephone
- ☐ Cable
- ☐ Water

Are any of the following in the area?:

- ☐ Well
- ☐ Buried oil or propane tank and any associated pipes
- ☐ Septic field
- ☐ Municipal sewer lines
- ☐ Underground sprinkler system
- ☐ Invisible pet fencing
- ☐ Drainage systems, pool lines or any other buried systems

Are there any environmental concerns?:

- ☐ Soil treatments, tree save areas, etc.
- ☐ Will the gas meter be exposed to traffic (near driveway, garage, etc.)?
- ☐ Will the proposed gas line run from the street through your property only?
- ☐ Do you know of any issues that may prevent or make it difficult to install the gas line within a minimum of an 8' wide area?

Comments: _____

I have reviewed the above survey and have listed the site conditions for my property.

Customer(s) Signature(s): _____

Date: _____

Address _____

J#: _____

Print Customer Name _____

Phone #: _____

Company Authorized Rep: _____

Date: _____