

PROJECT JOURNEY: From Application to Completion

This infographic shows the journey your project takes from start to finish. Each step represents a key milestone in the process, so you can easily see where your job stands today and what comes next.



APPLICATION SUBMITTED

Application for gas or electric service

*If a customer is new to Central Hudson, they will be required to submit commercial paperwork, which includes a completed application, relevant business documentation, and a deposit.



JOB NUMBER CREATED

Once Central Hudson receives all the required information and supporting documentation (if required), a job number can be created.



TO THE FIELD

Project details are sent to the field forces to evaluate the project and/or meet with customer.

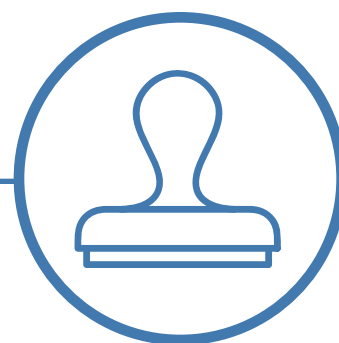


TO ESTIMATING

The project needs either new equipment or moving existing equipment requiring an estimating phase that may include new equipment, installation, planning, permitting or right of way.

UNDERWRITER PERMIT RECEIVED

Third-party inspection and approval required to verify that the job is safe to connect. Also know as electric permit, underwriter permit, fire underwriter card, or cut-in card.



ROAD OPENING PERMIT RECEIVED (IF APPLICABLE)

Official authorization that ensures that all work is conducted safely, meets engineering standards, and doesn't disrupt essential utilities.



TO CONSTRUCTION

Project has been sent to construction for work scheduling. If the underwriter permit has not been received or it is a commercial project pending required paperwork and a deposit, the project will remain in this stage until all necessary items are received.



JOB COMPLETED

Job has successfully moved through each phase and is now marked complete by Central Hudson.



Note: Not all project phases apply to every job. If a phase isn't relevant, it will be marked as "N/A". Projects may also shift between phases due to unexpected changes. The infographic above is intended to provide a general overview of the job process-not as a step-by-step guide for every scenario.