

EnergyCentral



Winter Storm Landon: By the numbers

Winter Storm Landon began impacting Central Hudson's service area in the afternoon and evening of Thursday, February 3, bringing freezing rain and snow to the entire region. By Friday evening, Feb. 4, ice accumulations exceeded .6 inches in some areas of Ulster County causing severe and extensive damage, especially in central and northern municipalities including Rosendale, Kingston, Woodstock and Saugerties. Over the next four days, Central Hudson amassed the largest mutual aid support in the company's 122-year history to restore power to customers.

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Ice accumulations exceeded .6 inches in some areas of Ulster County.

ENERGY BILLS

Energy supply prices spike amid high demand, market factors

Central Hudson shares the concerns of our elected officials, community leaders and customers regarding the recent increase in energy costs. Not only is electricity and natural gas affected, but also other fuels that we rely on every day such as heating oil, gasoline and propane. As many have acknowledged, domestic and global factors have raised the demand and prices for energy, and combined with inflationary pressures on other goods and services has created a real burden for residents here and abroad.

Utility bills have three major components: Taxes and fees; Delivery charges; and Supply charges. Delivery charges are set by state regulators and pay for the energy infrastructure and utility operations – these rates have not increased for this billing period and in fact slightly decreased in August. Supply charges are for the electricity and natural gas itself provided by independent generators and suppliers, and it is this cost that has risen so dramatically. Central Hudson does not control the energy supply portion of utility bills. These prices are determined by energy markets, and Central Hudson and other utilities do not mark up or profit on these costs. Customers pay the same energy costs as Central Hudson does.

Central Hudson began outreach efforts to customers and elected officials in late October after state regulators forecast-

ed potential supply cost increases. These communication efforts included a [news release](#) about winter energy prices, a [news-letter sent to government and community leaders](#), social media campaigns and multiple interviews on several local radio stations.

As it does every year, Central Hudson has taken steps to reduce the impact of higher market prices by hedging energy supply to the extent allowed by state regulators. This means contracting for a portion of energy at fixed prices and purchasing natural gas in the summer when prices are lower and putting it into storage, to

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Landon: Largest mutual aid effort in Company's history



- Total customers impacted: 67,404
- Customers impacted at peak (Feb. 4 at 2 p.m.)
- Individual Damage locations repaired: 1,374
- Broken poles: 109
- Reports of wires down: approximately 2,400
- Total electric line repair personnel (internal and mutual aid): 656
- Total tree clearance personnel: 286
- Dry ice distributed: approximately 30,000 pounds
- Water: approximately 1,900 cases distributed
- Meals delivered to crews in the field: 4,350



Central Hudson line repair personnel, along with a record number of mutual aid crews worked to repair widespread damage in Ulster County caused by Winter Storm Landon.

Supply: Payment plans offered to assist customers

be drawn when prices rise. For this billing period, these hedging measures are saving customers millions of dollars by reducing the impact of market prices for electricity by approximately 28% and natural gas by 30%. [\(Click here to watch a recent video on how severe weather can impact utility bills\).](#)

To assist customers with higher-than-normal bills, Central Hudson is offering no-cost payment plans. Since March 2020, Central Hudson has voluntarily waived late fees and has not terminated utility services, and this continues. To avoid seasonal variations in energy bills,

customers may enroll in the Budget Billing program, which divides a household's average annual energy bill into 11 even monthly payments, with the 12th month's payment adjusted up or down to reflect actual usage and market prices. This program makes energy bills more predictable and can help in managing household budgets.

Payment assistance options are also available to income-qualified customers like the federally funded Home Energy Assistant Program (HEAP) grants and the new Regular Arrears Supplement program that provides up to \$10,000 in utility arrears as-

istance to eligible households who are unable to pay their unpaid electric and/or gas utility arrears. Customer receiving HEAP benefits also qualify for our Bill Discount program. Other programs include the Extra Security Plan which offers an extended billing due-date for qualified customers on a fixed income and the Good Neighbor Fund which provides last resort grants for families who have exhausted all other means of assistance. Customers can learn more about Central Hudson's assistance programs by visiting www.CentralHudson.com/assistance. ✨