

Heat pump incentives set to expand in April

Beginning in April, residential and commercial incentives for the installation of air-source heat pumps, ground-source heat pumps and heat pump water heaters will significantly increase, especially for those converting to all-electric systems. New to the program, installing contractors will also be eligible for incentives to further promote these technologies.

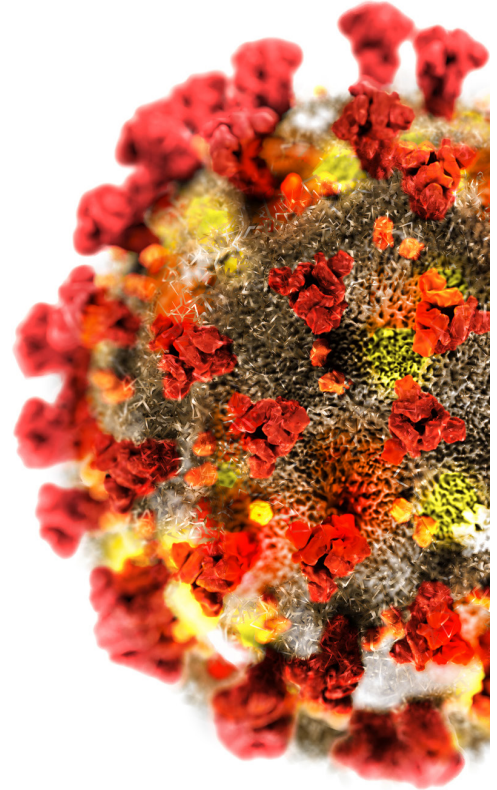
“Heat pumps provide an efficient way to heat and cool homes and buildings electrically,” said Charles Freni, President of Central Hudson. “This option offers our customers the opportunity to lower their carbon footprint while maintaining comfort year round.”

During the colder months, air source heat pumps use the latent energy still present in outdoor air to evaporate a refrigerant inside the unit, which absorbs and creates heat. In the summer, heat pumps work in reverse, providing indoor cooling just like conventional air conditioning. Heat pump water heaters work in the

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CENTRAL HUDSON:

Corona virus and COVID-19 readiness



With concerns over the impacts of the Coronavirus and COVID-19 in the Mid-Hudson Valley, Central Hudson has prepared for the potential spread of the virus.

“We are making adjustments to our operations so that we are prepared should the virus become more widespread among the communities we serve,” said Charles A. Freni, President and CEO. “We follow business continuity plans to ensure that vital utility services are neither interrupted nor compromised.

“Our customers are depending on us, and we recognize the importance of maintaining safe and reliable electric and natural gas service, no matter what the situation may be,” said Freni. “Our contingency planning includes

scenarios such as this, and we are taking steps to be prepared for the potential of a widespread outbreak that could affect our customers, employees or suppliers.”

Central Hudson is following guidelines established by the Center for Disease Control and is in communication with county and state health departments and state utility regulators to stay informed of actions that may be taken or recommended. In addition, Central Hudson is conferring with other utility companies to leverage best practices. “We are also working with our contractors and vendors to coordinate any actions that may be required in the event of a more widespread outbreak,” said Freni.

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EnergyCentral

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COVID-19: Continuity plan ensures safe, reliable service

He explained that employees are working remotely while others may be reassigned according to need. Some functions are also decentralized to allow for physical separation, or “social distancing,” of workers who must report to a utility office/facility or perform field work. “Just as we would respond to a storm or major event, our business continuity plans provide a framework to maintain critical operations for electric and natural gas service when the health of our communities is affected.”

In order to ensure the continuation of safe and reliable electric and natural gas services Central Hudson is also focused on maintaining the health and safety of its employees. “We are prepared to respond to emergencies in buildings and areas that may be affected by the virus,” said Freni. “When contacting us regarding an emergency, please tell us if the household or building is affected by the virus or if members are ill so that our

employees can respond with the proper personal protective equipment. To further minimize the spread of COVID-19 to our employees and customers, we also have limited certain non-urgent work in customers’ homes. This includes suspending indoor meter readings, and we would ask our customers to consider limiting non-urgent service requests until the pandemic has subsided.

“We’re taking other precautions, too,” said Freni. “This includes ensuring that we have adequate inventories of equipment and supplies, including health care items. We have asked our employees to restrict business travel and in-person meetings, and encourage web and telephone conferencing when possible. We’ve also instructed employees to follow Center for Disease Control guidance for maintaining a safe distance of six feet from others during this time.”

Customers who are impacted and have concerns about bill payment or other

Central Hudson services are encouraged to reach out using Central Hudson’s online “web chat” feature, via email through the “contact us” page on the website, or by phone at 845-452-2700. Central Hudson and other utilities in New York have temporarily suspended field collections-related activities, including service disconnections, to lessen any hardship the COVID-19 situation may have on customers.

“We appreciate our customers’ patience and understanding as we focus on maintaining safe and reliable service during this pandemic. Our goal is to protect our employees and customers while continuing to serve our communities” said Freni.

For more information on the Coronavirus, visit the New York State Dept. of Health at www.Health.ny.gov. For payment assistance options, visit www.CentralHudson.com/account-resources/assistance-programs/. ✨

Heat pumps: Installers now eligible for incentives

same way to heat water, and the highly efficient ground source heat pumps use constant temperatures located underground to heat and cool homes and buildings.

Customer incentives for supplemental air source heat pumps increase from \$300 to \$700 per unit, with an additional \$100 available to the contractor. Incentives are even higher for whole home systems, offering an incentive of \$1,600 per 10,000 BTUs when serving the entire heating load, with \$500 reserved for the contractor. As an example, a typical residential 36,000 BTU installation will qualify for an incentive of \$5,260 to the home owner and \$500 to the contractor, covering approximately one-third to one half of the air source heat pump installation cost.

Incentives for heat pump water heaters increase from \$750 to \$1,000 per installation, and ground source heat pumps are eligible for incentives of



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\$2,000 per 10,000 BTUs. Other incentives are available for commercial and multi-family installations.

More information will soon be available on the enhanced incentives at www.CentralHudson.com. ✨