

Company adds new positions to improve customer experience

Central Hudson continues to make significant investments in improving overall customer experience and is working to add nearly 50 new positions in key areas including the customer billing and consumer outreach departments as well as the customer contact center.

The utility has hired 18 of a planned 36 additional members of the customer contact center – eight of which have recently completed an eight-week onboarding session that equipped them with knowledge that will lead to more meaningful customer interactions. Another 10 new employees have been hired and are slated to begin orientation soon.

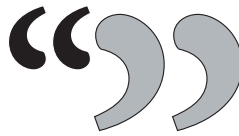
In addition to the contact center staff, Central Hudson is adding nine new members to the customer billing team and four new representatives to the consumer outreach department.

“We recognize the increased need to reduce customer wait times on the phone and to help more customers with their billing questions,” Christopher Capone,

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Central Hudson’s collections efforts underway

For the first time since March 2020, Central Hudson is initiating more aggressive collection efforts to help manage the company’s growing arrears balances. The first step in resuming these essential business practices began in May by issuing final termination notices to a small group of non-residential customers with large past due balances.



Resuming these collections practices allows the company to continue investments that modernize our energy system and harden it against severe weather.

ANTHONY CAMPAGIORNI
 SENIOR VICE PRESIDENT OF CUSTOMER SERVICES AND GAS OPERATIONS

“Central Hudson has not terminated service or charged any late fees to customers for non-payment since the start of the COVID-19 pandemic in 2020. Since that time, we have seen our cumulative customer arrears increase tenfold,” said Anthony Campagiorni, Senior Vice President of Customer Services and Gas Operations at Central Hudson. “Resuming these collections practices allows the company to continue investments that modernize our

Central Hudson uses a comprehensive multi-step process with each customer account prior to issuing a final termination notice. This process includes:

- Manual vetting of each account to ensure the accuracy of invoices and account balances.
- Engagement efforts over the previous six months, encouraging customers with past due balances to bring their accounts to current.
- In-person visits by field collectors attempting to obtain payment and/or enroll customers in a deferred payment agreement.

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“We understand the unprecedented economic conditions many homes and businesses have faced since the onset of the pandemic and we are making every effort to help our customers manage their accounts and keep them in good standing,” Campagiorni added.

Central Hudson offers a number of assistance programs and payment options to help customers manager their accounts. Visit www.CentralHudson.com/Assistance to learn more. ✨

Hiring: Group to increase accessibility, resolve bill concerns



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Central Hudson President and CEO said. “With these additional resources, we’ll be better positioned to address customer concerns and begin to regain their trust.”

“Providing an improved customer experience is important for all employees at Central Hudson,” Steve Carroll, IBEW Local 320 President & Business Manager said. “In addition, these new positions will further help our communities by providing more well-paying jobs to residents of the Mid-Hudson Valley.”

Since implementing its new customer information system in September 2021, Central Hudson has worked to expand its total workforce by more than 10 percent. In addition to the new positions, Central Hudson has also taken the following steps to increase accessibility and resolve customer concerns:

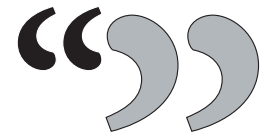
- Expanded training for all customer-facing employees to ensure more meaningful and effective customer interactions;
- Invested millions in non-ratepayer money to address issues and implement system fixes;



New Contact Center employees celebrate their eight-week training completion with their peer mentors.

- Hosted a series of open houses throughout the service area that allowed customers to ask account specific questions in a face-to-face setting; and
- Submitted a plan to state regulators to transition to monthly meter reading; significantly reducing the occurrence of estimated bills.

“We are confident the progress we’ve made in recent months to strengthen our customer information system will make billing issues going forward much fewer,” Capone added. ✨



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STEVE CARROLL
IBEW LOCAL 320 PRESIDENT
& BUSINESS MANAGER